Certificate in Vocational English
(Writing Skills: Reports Module) (QF Level 3)

Sample Task

Task
You are Joe Tong, Assistant Operations Manager of San Francisco Beauty Centre, which offers facial treatments and body massage services.

Your centre made good business until the opening of SaSa Beauty Expert next door early this year. The Operations Manager, Angelina Chan, is very concerned with the situation. She has asked you to look into the problem and submit a report of recommendations.

Use all the information given below and write a report in 250 – 300 words to Angelina.

San Francisco Beauty Centre
Business Report
1st & 2nd Quarters 20XX

No. of customer visits

Month

Jan  Feb  Mar  Apr  May  Jun

Customer Feedback Report
(100 respondents)

<table>
<thead>
<tr>
<th>Satisfaction Ratings</th>
<th></th>
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<tbody>
<tr>
<td>1. Staff manners</td>
<td>92%</td>
</tr>
<tr>
<td>2. Staff professional skills</td>
<td>85%</td>
</tr>
<tr>
<td>3. Product quality</td>
<td>82%</td>
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<tr>
<td>4. Centre facilities</td>
<td>70%</td>
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<tr>
<td>5. Overall spa environment</td>
<td>66%</td>
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Your handwritten notes

**Recommendations on renovation**
1. Two additional shower units (existing one: remodel)
2. All floor carpets → redo (darker shade)
3. All rooms → repaint (natural earth tone)
4. Lobby area → large plants (match with the earth theme)
5. New reception counter

**Estimated budget:** $1.8 million