PART TWO
Questions 2 – 4

• Write an answer to one of the questions 2 – 4 in this part.
• Write 200 – 250 words.
• Write the question number in the box at the top of the page.

Question 2

• Your manager would like to improve the level of staff motivation in the company and has asked you to write a report giving details of current levels of motivation and suggesting ways to improve it.

• Write the report for your manager, including the following information:
  • explaining how you assessed current motivation levels
  • stating the reasons for the current levels
  • suggesting ways to improve the situation.

Question 3

• Your company employs a maintenance company to look after the computer system. However, their service has been unsatisfactory and your boss has asked you to write to the maintenance company to express your dissatisfaction.

• Write the letter to the maintenance company, including the following:
  • explaining why you are not satisfied
  • saying what you expect the maintenance company to do
  • informing them what will happen if nothing changes.

Question 4

• Your manager would like to improve the administration system in your company and has asked you to write a proposal which includes details of two systems you would suggest adopting.

• Write the report for your manager, including the following information:
  • explaining what each system does
  • saying which system would be most suitable for your company
  • describing how your company would benefit.