

MEMORANDUM

To: Dr. Erika Paterson, Instructor of English 301

From: Amy Yung, Student of English 301, AY

Date: November 16, 2019

Subject: Progress Report for Increasing Communication Between Employees at Siegle Properties

As requested in Lesson 2:3, the details of my progress report and supporting documents are listed below:

Intended Audience

This report is to be read by Karen Ma, the directing manager of the company. She oversees both the rental and strata departments, so the department managers report to her. Currently, she has implemented a short-term solution to the problem.

Purpose of the report

The purpose of this research report is to investigate whether increased communication between employees will increase productivity. Data will be gathered from senior staff and new employees to formulate a solution.

Significance of the report

An increase in communication between employees at the office can help new employees reinforce their understandings and have a chance to ask questions. This will lead to new employees being able to produce assignments with no errors. Therefore, the burden on senior staff will lessen and the productivity rate will increase as they now have time to work on more assignments.

Research Plan

- Gather and analyze complaints received from clients
- Analyze current procedures for training new employees
- Interview with directing manager with a focus on her perspective on the current problem
- Interview with one of the senior staff with a focus on the issue of current workload and number of complaints received daily
- Interview with one of the new employees with a focus on confidence when doing assignments and comments on training received
- Survey senior staff and new employees to get a better understanding of how the current problem is affecting them

Writing Schedule

Nov 18: Send out surveys to senior staff and new hires

Nov 19: Review office emails and gather complaints from clients

Nov 20: Conduct an interview with directing manager

Nov 22: Conduct an interview with a senior staff

Nov 24: Conduct an interview with one of the new hires

Nov 26: Send out surveys to senior staff and new hires

Nov 28: Compile information from interviews, surveys, and complaints

Nov 30: Formulate conclusions and solutions

Dec 4: Complete formal report draft

Dec 19: Formal report due

Link to survey for senior staff: <https://forms.gle/vt8t9hNt4tHMq7mE9>

Link to survey for new employees: <https://forms.gle/jzxgyTpLN8pQEC778>

Interview questions for directing manager: 301-Amy-Yung-Interview-Questions-DM

Interview questions for one of the senior staff: 301-Amy-Yung-Interview-Questions-SS

Interview questions for one of the new employees: 301-Amy-Yung-Interview-Questions-NE