

6445 University Blvd
Vancouver, BC V6T 1Z2

December 19, 2019

Karen Ma
Siegle Properties B.C. Ltd.
#211 – 8680 Cambie Rd
Richmond, BC V6X 4K1

Dear Mrs. Ma,

Complaints from clients about not being assisted promptly are becoming more prevalent. To reduce the number of complaints, increasing communication at the office is essential. Please accept this formal report on “Increasing Communication between Employees at Siegle Properties B.C. Ltd.”. to assist you with increasing communication at the office.

This report includes data from surveys that reveal the opinions of the senior staff and new employees of the training program for new employees and their current workload. Furthermore, data from interviews with a strata manager, one of the senior staff and a new employee are included. The outcome of the data suggests that increasing communication is an important factor to increase productivity. The report concludes with various recommendations gathered from the data to increase communication at Siegle Properties.

It has been a pleasure investigating ways to potentially increase communication levels at Siegle Properties. Thank you very much for your support of this investigation. I hope the findings and recommendations from the report are informative and increases the communication levels at the office. If you have any questions or concerns about this report, please feel free to contact me at ayung.024@alumni.ubc.ca.

Sincerely,

A handwritten signature in black ink, appearing to read 'Amy Yung', written in a cursive style.

Amy Yung