

Answering Strategy

1. Text type and format – You are asked to write a report. Give your report a title. A report should be divided into several clear paragraphs. The content should be under subheadings and presented in point form for easy reading.
2. Genre – It is an expository and persuasive writing. You are expected to describe the incident and explain the action you had taken. You also have to propose solutions and persuade the supervisor to accept them by giving reasons.
3. Language and formality – Since it is a report submitted to your supervisor, the language should be quite formal and the tone should be objective. To be concise, simple words can be used as long as meaning is clear. Modals and the passive voice can be used so as to make your arguments more objective and reasonable.
4. Organisation – Give the report a clear title. You may start by clearly describing the events objectively. Then state the reasons for taking the action (deleting the thread) and suggest feasible solutions to deal with similar situations in the future. Point form can be used in order to present the information in a concise and straightforward manner. There should also be a conclusion to end the report properly.
5. Topic and vocabulary – The theme of this report is complaint handling. You should have enough relevant ideas and vocabulary items for this topic. You can refer to the following ideas and vocabulary items.

Useful vocabulary items and expressions

Verbs / verb phrases

acknowledge	認可
comply with	遵守
deter sb. from sth.	阻止某人做某事
facilitate	促進 / 有助於
forbid	禁止
hack into	入侵 (電腦)
halt / terminate	中止
intensify	加劇
intrude on	侵犯
threaten	恐嚇
trace	追蹤

Nouns / noun phrases

abusive language	辱罵的字眼
administrator	管理員
dispute	爭執
guideline	指引

ill-feeling	反感
prior notice	事前通知
privacy	隱私
recommendation	建議
rumour	謠言

Adjectives

advisable	可取的
unlawful	非法的

Adverbs

permanently	永久地
temporarily	暫時地

Others

by all means	務必
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