

## **Business reports disappearing text memory game**

*Work in groups of two to four people. Look at the text that your teacher tells you to look at. The first person reads out the whole of the text, then takes away one word (by covering it, deleting it, or changing it to white).*

*The next person will then read the whole text, including the word that was just taken away, and choose one more word to delete, cover or change to white. You should say exactly what is written in each square, even when other words would also be correct.*

*Take turns reading out the whole text and taking away more words until the whole text has disappeared, until you give up, or until your teacher stops the game.*

*If you are doing this online (e.g. on Zoom), one person should use the “share screen” function to share their copy and take away the words that everyone chooses.*

### **Useful language for saying which word you want to take away**

“I want to delete/ I’m going to delete...”

“In the first/ second/ third/...th/ last + section/ paragraph.”

“The first/ second/ third/ fourth/ ...th word.”

“In the first/ second/ third/ fourth/ ...th column.”

“In the first/ second/ third/ fourth/ ...th row.”

<u>Report</u>	<u>on</u>	<u>recent</u>	<u>customer</u>	<u>feedback</u>
<b><u>Introduction</u></b>				
120	customers	recently	completed	a
questionnaire	rating	our	restaurant	in
three	categories.	The	purpose	of
this	report	is	to	summarise
the	results	and	recommend	improvements.
<b><u>Results</u></b>				
Almost	all	customers	rated	the
food	as	good.	Cleanliness	was
also	ranked	as	good	by
most.	Under	forty	percent	rated
the	service	as	good,	with
some	calling	it	slow.	Food
presentation	was	rated	as	average
by	around	half	of	customers.
<b><u>Recommendations</u></b>				
We	recommend	hiring	extra	staff
at	peak	times,	especially	Friday
evenings.	For	better	food	presentation,
we	should	provide	extra	training.

**Reference copy**

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