

# Chapter 8

## Report text and Passive voice



### BASIC COMPETENCE

3.8. membedakan fungsi sosial, struktur teks, dan unsur kebahasaan beberapa teks report lisan dan tulis dengan memberi dan meminta informasi terkait teknologi yang tercakup dalam mata pelajaran lain di Kelas X sesuai dengan konteks penggunaannya

4.8. teks report

4.8.1. menangkap makna secara kontekstual terkait fungsi sosial, struktur teks, dan unsur kebahasaan teks report lisan dan tulis, terkait teknologi yang tercakup dalam mata pelajaran lain di Kelas X

4.8.2. menyusun teks report lisan dan tulis, terkait teknologi yang tercakup dalam mata pelajaran lain di Kelas X, dengan memperhatikan fungsi sosial, struktur teks, dan unsur kebahasaan, secara benar dan sesuai konteks

### LEARNING OBJECTIVE

In this chapter, you will learn about Report text and Passive voice to support your understanding on the content of the text. Practicing by writing and speaking is needed to enhance your understanding on the social function and the generic structure of Report texts.

## BEFORE LEARNING

**As you have learnt about the Description text, now choose which is the descriptive text and give the reason for the choice.**

### Passage one

Young people have been used to using apps in their daily activities. What is app?

App which is short for application is software installed and run in electronic devices such as computer or mobile phone. An app has its specific function. For example, accounting app that is used to count fees, sales, etc. cannot be used for running other work. There are millions of apps nowadays because they have taken the important roles in the technology - driven world. They can ease business men's work or even enhance humans' live.

**(SOURCE: [HTTPS://WWW.INDEED.COM/CAREER-ADVICE/CAREER-DEVELOPMENT/WHAT-IS-AN-APP](https://www.indeed.com/career-advice/career-development/what-is-an-app))**

### Passage two

Apps are extremely beneficial for the business owners for they can help the company run more efficiently, or increase the productivity. For this reason, there have been tons of applications everyone can use. Those applications can be grouped into some common ones.

#### Web-based app

To use this application, users need internet connection for a complete use, but they don't need to provide large memory for it in their device because the databases are stored in the Internet Server. The common examples for this type are Dropbox, Netflix, and Google Docs.

#### Native app

This type is created only for certain mobile platform. Thus, it provides the highest performance for certain mobile operating system such as the calculator application on the iPhone.

#### Hybrid app

This app is not only made to support the Web-based app and Native app but also a combination of both of them. Since this type only use a single code base, it is easier and quicker to create. However, it has lower performance due to the integration across the various platforms in a single code base.

## **WHILST LEARNING**

### **ACTIVITY ONE**

**Now, try understanding the text below! As the text is long enough, it is divided into some parts with different kind of questions.**

#### **Part One**

**You're busy. All business owners are. That means you don't have time to manually reconcile your books or update inventory across locations, among other things. You need all the software you use to work together without using you as a middle man.**

**Fortunately, our Square App Marketplace has a ton of apps from our amazing partners that you can connect to your Square account. From accounting software to e-commerce solutions, these apps save you time and can help you make smarter decisions about your business. (Square sellers can go directly into their Dashboard to connect.)**

**Answer the questions below!**

- 1. Who is "you" in this text?**
- 2. What are the business owners not able to do due to their limited time?**
- 3. What is offered for the business owners?**
- 4. What does the business owner need to do when they are interested in Square App Marketplace?**
- 5. What is the advantage the business owners can get from Square App Marketplace?**

#### **Part Two**

**Here are the 10 types of business apps you can link to your Square account.**

##### **1. Accounting**

**No one wants to spend hours manually reconciling the books. You can save tons of time (and increase your accuracy) by automatically importing Square sales, taxes, tips, and fees into your accounting software, or by outsourcing your bookkeeping altogether.**

**Square links seamlessly with software like Intuit QuickBooks Online. And when it comes to taxes, you can save time by linking to an app like TaxJar, which creates automated, localized reports for quick and easy filing.**

## 2. eCommerce

Maybe you already have an online store, or maybe you want to launch an online store for the first time. Either way, it makes your life much easier if you use the same payments provider online as you do in person. (Again, it means you save time by not having to manually reconcile the books.)

Apps such as Weebly and BigCommerce provide a variety of design templates, order fulfillment options, and CRM tools. And by using Square's online payment services to process your online payments, you can view all payments and inventory in one place.

Some integrations even enable you to automatically sync your inventory counts between your physical and online stores, saving time and avoiding overselling.

## 3. Inventory

Knowing exactly what you have in stock and what you need helps you make better decisions about what to purchase and when. An inventory app can provide that information by managing your inventory across all your sales channels (whether that's several brick-and-mortar locations or a store and an online shop).

An app like Shopventory integrates with Square and provides some additional features, like cash flow management, profitability tracking, and reports that show slow-moving inventory.

**Match the sentences below to the ones at the right column!**

- 1. Business owners used to be busy with their manual accounting such as counting taxes.**
- 2. Using software like Intuit QuickBooks Online can help business on sales, tips or fees accurately.**
- 3. Apps for commerce help the owner of online store.**
- 4. Some apps have some integrations to sync the inventory counts between physical and online store.**
- 5. Business owners are sometimes confused what should be purchased for the stock.**

**a. One of the common examples is Weebly which provides a variety of design templates, order fulfillment and CRM tools.**

**b. Due to this, an inventory app is recommended to manage the inventory across the sales channels, either a store or online shop.**

**c. However, they can save more time by linking to an app like TaxJar now.**

**d. In addition, localized reports for quick filing can be done automatically by certain software.**

**e. For this reason, the owner of both stores are able to detect the overselling.**

## Part three



### 4. Point of sale

Your POS is the heart of your business. Even if you aren't using Square Point of Sale, you can still process payments through Square with one of our third-party point-of-sale integrations. Vend, for example, is a platform built for multilocation retailers that includes POS, inventory, and customer management. TouchBistro is an iPad point of sale for restaurants, bars, cafes, and food trucks that helps bridge the front and back of house.

### 5. Employee management

Managing employee schedules and payroll can be very time consuming. Employee management software, like Homebase, lets you easily build schedules, track hours, and manage labor costs.

By connecting an app like this to your Square account, you can see when your employees are working alongside your sales data, which allows you to make better decisions about when to schedule your workers.

Choose the correct answer!

1. What does business owner have to pay attention on the most?

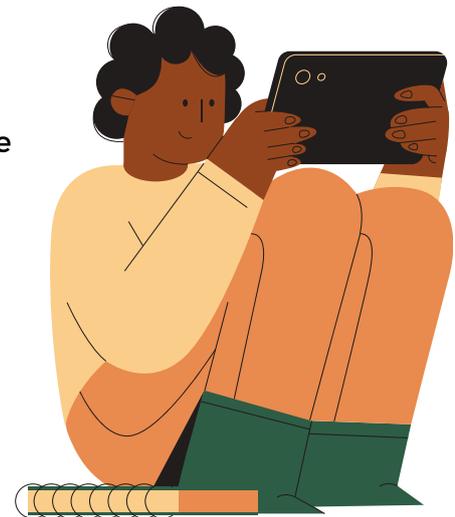
- A. Pint of Sale
- B. Inventory
- C. Customer management
- D. Bookkeeping

2. What is Vend the example of?

- A. The third party point of sale integration
- B. The process of payments with Square Point of Sale
- C. The point of sale as the heart of business
- D. One of the multilocation retailers

3. From the example of the app for employee management, we can conclude that ...

- A. We need much time to manage the employee's schedule.
- B. Business man should link their square account to an app like Homebase to manage employee's schedule.
- C. Making better decision on scheduling workers only can be done with Homebase as the app for management.
- D. Apps for employee management use sales data for scheduling the workers



## Part Four

### 6. Invoicing and client services

Wherever you are – whether you're in an office or on the road – you still need to manage workflows and get paid. From photographers and facility managers to subscription-based businesses, these apps can help you manage bookings, monitor ongoing work, and follow up on accounts receivable.

If you have a subscription business, Chargify allows you to regularly bill clients without writing billing code. It also helps you manage customer life cycles so you can better retain your customers.

### 7. Restaurant management

Restaurants have their own needs when it comes to technology. Restaurant management apps help you with anything from restocking to running the kitchen.

Fresh KDS, for example, is a kitchen display system that eliminates the need for paper tickets by providing a touch-to-complete order ticket interface. It also has a dashboard that allows you to analyze prep times so you can optimize for faster turnaround.

Choose two answers!

1. The apps for invoicing and client services help the business to ...
  - A. Monitor ongoing work
  - B. Give the payment
  - C. Manage bookings
  - D. Facilitate managers

2. For the subscription-based business owner, what Chargify can do is to ...

- A. help him follow up on accounts
- B. send billing code to the customers
- C. bill the customers regularly
- D. manage customer life cycle

3. Which are included in restaurant management?

- A. Material restocking
- B. Kitchen paper tickets
- C. The use of technology
- D. Customers' time

4. When a restaurant uses Fresh KDS, ...

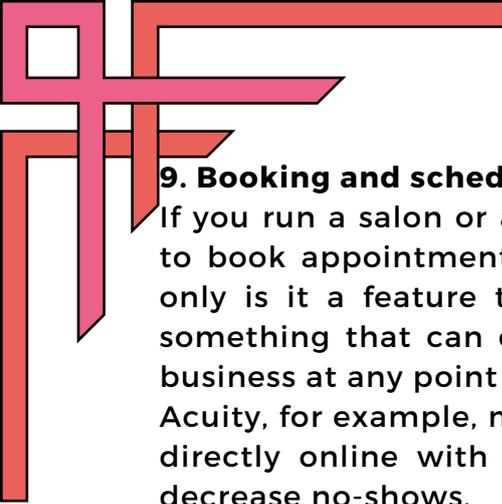
- A. The waiters need to prepare paper tickets for the customers to order
- B. The customers need to touch the screen to order
- C. The owner needs to display the kitchen
- D. The owner can manage the turnaround for each order

## Part Five

### 8. Form building

Depending on the type of business you run or the programs you are running, you may find the need to collect a custom or more detailed set of information from your customers. Form-building apps help you create mechanisms to collect customer information and custom order details, conduct surveys, accept applications, and more.

By linking an app like Wufoo with your Square account, you can easily create a form to take payments right in the form, processed with Square.



## 9. Booking and scheduling

If you run a salon or a restaurant or do home repairs, allowing your customers to book appointments or reservations online is critical for your business. Not only is it a feature that many consumers expect at this point, but also it's something that can drive growth – allowing customers to interact with your business at any point in the day, even when you're closed.

Acuity, for example, makes it easy for your clients to make reservations and pay directly online with just one click. It can even automate reminders so you decrease no-shows.

## 10. Reporting and analytics

Data is key to the success of your business – it helps you create efficiencies and make smarter decisions. Business reporting and analytics apps help you automate business operations and combine data sources so you can easily optimize for performance.

IFTTT, for example, is a business analytics tool that lets you create connections with “if this then that” statements. You can connect your Square account to over 100 other products and services like Evernote, Dropbox, Google Calendar, Philips Hue, and Twitter to automate transactions.

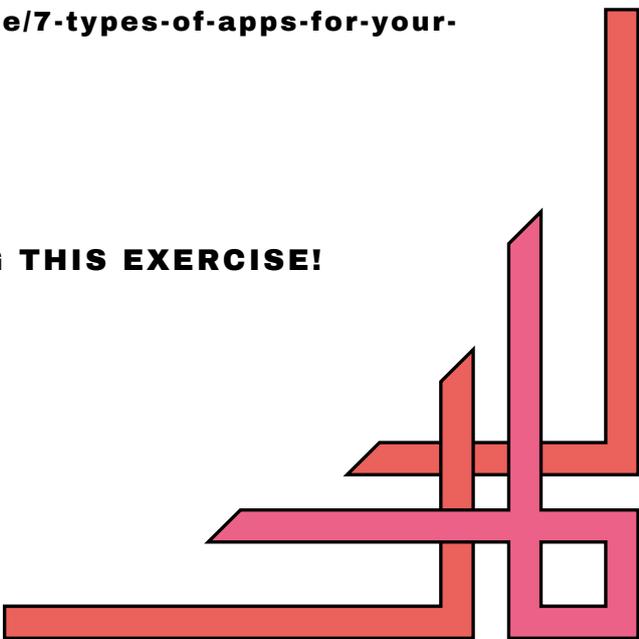
State whether the sentences below are true or false!

1. Customer's satisfaction on our products can be gathered through form building app.
2. Every businessman will always need to send the information to the customers in detail.
3. Booking and scheduling app helps the business man deliver their product.
4. Customers are still able to have a reservation to a closed restaurant.
5. The communication between the owner of a restaurant and customer can be only done when the restaurant is open.
6. Business man uses Acuity to ease the customers to book and pay.
7. The reminders must be activated whenever there is a reservation.
8. Form building and booking app have the same function that is to take care of the payment.
9. To improve the performance, businessman needs a lot of Data about others.
10. The function of analytical tools is to connect the square account of other products automatically.

**Source:** <https://squareup.com/us/en/townsquare/7-types-of-apps-for-your-business>

## *ACTIVITY TWO*

**ENLARGE YOUR VOCABULARY BY DOING THIS EXERCISE!**



**Arrange the jumbled words based on the provided synonym or the meaning!**

1. Not using an electronic system = M-L-U-A-A-N-L-Y
2. The counting of goods, materials kept in a shop = I-N-N-T-O-V-E-R-Y
3. Computer programs = S-W-A-F-T-O-R-E
4. The fact of being exact or correct = A-C-C-C-Y-U-R-A
5. To get work done by other = U-O-U-R-T-S-O-C-E
6. To make a process in a factory or office operate by machine or computer = A-E-U-M-T-O-A-T
7. Activity involved buying and selling = C-M-E-O-M-E-R-C
8. To buy = P-C-H-U-S-E-R-A
9. Type of computer system or smartphone we are using = A-T-P-L-F-M-O-R
10. The action of combining more than two things in an effective way = I-E-N-T-G-R-I-O-A-T-N
11. To pay money regularly in order to receive a product or service = S-B-S-U-C-B-E-R-I
12. To make something as good as possible = O-M-I-P-Z-E-T-I
13. Part of a computer program showing information how it is working = D-O-A-B-A-S-H-R-D
14. A computer program designed for a particular purpose = P-P-A-L-I-C-I-O-A-T-N
15. To communicate with = I-E-N-T-R-C-T-A
16. The good use of time and energy without wasting any = F-E-F-I-I-C-E-N-C-Y
17. The process of doing business = T-R-O-N-A-N-C-T-I-S-A
18. A connection between two pieces of electronic equipment = T-E-R-I-N-F-C-E-A
19. Something that makes products different from others = F-E-R-E-A-T-U
20. A company that provide internet connections or service = R-O-P-V-EI-D-R

### *ACTIVITY THREE*

**To support your understanding on the content of the text, you need to learn the passive voice, so click: <https://hedwigbooks.com/2018/07/11/passive-voice/> and [https://www.youtube.com/watch?v=fGxor2\\_mS94&t=263s](https://www.youtube.com/watch?v=fGxor2_mS94&t=263s)**

## Now, do the exercises below!

A. Choose the correct form of the verb in bracket whether it is in active or passive form). Pay attention on the tense.

1. Inventory (*is updating / is being updated*) through a particular app.
2. Many apps (*saved/save*) your time and (*are helped / help*) you make a quick decision.
3. Square sales, taxes, tips and fees (*can import/can be imported*) from the accounting apps.
4. You can (*be localized and automated/ localize and automate*) report of taxes quickly with TaxJar.
5. Before your online store (*launched/is launched*), you (*should activate / should be activated*) the app od ecommerce.
6. Some apps (*provide/are provided*) a variety of design templates to process your online payments.
7. All payments and inventory (*will easily view/will be easily viewed*) in one place, when you use online payment services.
8. Some integrations (*are used / use*) to automatically sync the inventory counts between the physical and online store.
9. Business man (*is chosen / chooses*) the inventory apps to provide himself the information on inventory across all sales channels.
10. Vend (*is built/ builds*) for multilocation retailers.
11. Managing employee schedules and pay roll (*will consume/ will be consumed*) a lot of time if he doesn't use the app of employee management.
12. The customer life cycles (*manage /are managed*) easily by client services apps.
13. Reminders (*automate /can be automated*) by Acuity.
14. Reservation to our business (*is automatically done/automatically does*) by booking app.
15. Data on our business (*need/are needed*) to optimize the performance.

B. Correct the sentences below!

1. Have you been connected your account to the app?
2. Some business owners is being persuaded to use this particular app.
3. Information technology is attract many high schools students to continue their study on the related subjects.
4. Many business and organizational problems can solved by the information technology.
5. Network maintenance is include in IT operations.

6. More and more companies want to be implement the sophisticated solutions with the help of IT.
7. Future IT specialists will need to work on a huge amounts of data.
8. Without functioning IT system, the work of companies or organization will be run slowly.
9. More network bandwidth is badly need to support videoconferencing.
10. The physical parts of a computer system like mother board, central processing unit and hard drive must install inside a computer,
11. The other physical parts are connecting to the outside of a computer like keyboard, mouse and printer.
12. Software like an operating system is store electronically.
13. The knowledge on hardware and software have to mastered by IT professionals.
14. Software issues, computer crashes, and hardware trouble are required computer support specialist to handle them.
15. Computer system analyst is combine IT and smart business solutions.

## **CLOSING**

To review what has been learnt, answer the questions below!

1. What is the social function of Report text?
2. What is the generic structure of Report text?
3. What is the difference between Report text and Description text?

