

Chapter 4

Writing Progress Check

Task

You are an employee at CDN Malls. You have received an email from a customer, Mira Roe, complaining that the washrooms at the mall were not clean.

Write a formal email message in response. In your message, do the following:

- Open the email with a positive message.
- Apologize to the customer.
- Thank the customer for the feedback.
- Give the customer information on the changes or action taken.
- Close with a positive message.
- Use the appropriate level of formality.

Refer to the rubric for this task in your textbook so you are aware of the expectations. Write your email message on the next page

