

Chapter 4

Writing Practice

Task

You are an employee at CDN Malls. You have received an email from a customer, Jill Agnew, complaining that water was dripping from the ceiling of the East Parkade. The water stained her coat, and she had to spend \$43.25 to have her coat dry cleaned and the stain removed.

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.

Before you start writing:

- Discuss
 - which salutation is appropriate
 - how you are going to write the email
 - what information you are going to include
 - how you are going to close the email.

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

 (Salutation)

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