Important! Download and save this fillable PDF on to your computer, and then complete the task using the PDF that you saved on your computer.

**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.

Use the email form on the next page to write your email.

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Important! Download and save this tillable PDF on to your computer, and then complete the task using the PDF that you saved on your computer.

Subject:

From:

Salutation

Write your message here

Closing

Your name

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Chapter 4

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