**Writing Practice**

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

o which salutation is appropriate

o how you are going to write the email

o what information you are going to include

o how you are going to close the email.

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

