

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.

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.

Subject:

From:

Salutation

Write your
message
here

Closing

Your name