



Blank writing area for the start of the answer on page 3.

IV. Rewrite the following informal e-mail to a customer as a more formal one. Use the expressions below to help you. (15 points)

Large blank writing area for the answer to Question IV on page 3.

V. Report writing. (25 points)

Large blank writing area for the answer to Question V on page 3.

Large blank writing area for the answer to Question V on page 4.