

Date:

QUESTION # 01

(1)

Miss. Sanchez is going for the Interview as she is invited by Ewa Gbociewicz.

(2)

- (a) Paragraph 3
- (b) Paragraph 1
- (c) Paragraph 2

QUESTION # 02

(a)

1. The problems faced by the client are:

- - Internet is often interrupted.
- - Very low download speed.
- - Slow internet service — referring to the low bandwidth.
- - Not a very good/quick service.

2. No, the writer was responded with recorded voice before. ~~But~~ Now writer is writing complain to a real person.

3. Repair/Service

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(b)

1. Action required in paragraph 3.
2. Background to the complain in paragraph 1
3. Details of the problem in paragraph 2.

QUESTION #03.

(Business Letter)

27D Jackson Avenue, Karachi,
03xx - xxx-xxxx,
June 12th, 2020.

Mr. John Smith,
ABC Industries,
572 Park Avenue,
Karachi, Pakistan.

Dear Mr. John

It has always been very productive and always
worth attending the sessions that you
arrange for our department. Over the past
three years, I have found all the sessions

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to be very helpful and I always got to learn something useful from these training sessions. Despite the ups and downs, and busy schedule of every one in the company, these sessions are arranged according to the schedule so that everyone can get most out of them.

As you are aware that from the past few months, I have been working overtime to meet the work deadlines due to which I could ~~not~~ not take good care of health.

Although, I was really looking forward to attend the session on "Using Social Media in the Hospitality Industry", but unfortunately I wasn't feeling well when I woke up in the morning.

I would like to say thank you for arranging such great sessions for us. I really look forward to attend the next session as they always help me in improving my skills and personal development.

Thank you.

Sincerely,

Eisha Tir Raazia,
Manager IT Department.

Eisha

DALMATIAN