**July 24, 2023**

Proposal:

* Plan of Action (implementation of your solution)
* List 4 steps, and explain them in a paragraph format, required to implement your solution
* Schedule
* On a Gantt Chart, relist the implementation steps and indicate the length of time required to complete each task
* Check slides

Abstract & Progress report:

* Check slides

Tutorial

Request Letter -> Next Monday

Complaint Letter & response for the different person’s complaint letter

* Sender’s address (street address, city, province, zip)
* Date
* Receiver’s address
* Subject
* Body (introduction, main reason, conclusion)
* Closing Statement

First paragraph of complaint letters

1. Identify what the issue is & any relevant info.
2. Be sure to include the following info (date of issue, location, name of person)
3. Be sure to include the following info related to product (price, warranty info)

Second paragraph:

1. State what you would like done to resolve.
2. If you receive a poor service you request an apology or a coupon
3. Request exchange for a new one

Last paragraph:

1. Thank the reader for their time
2. Include contact info (phone number)