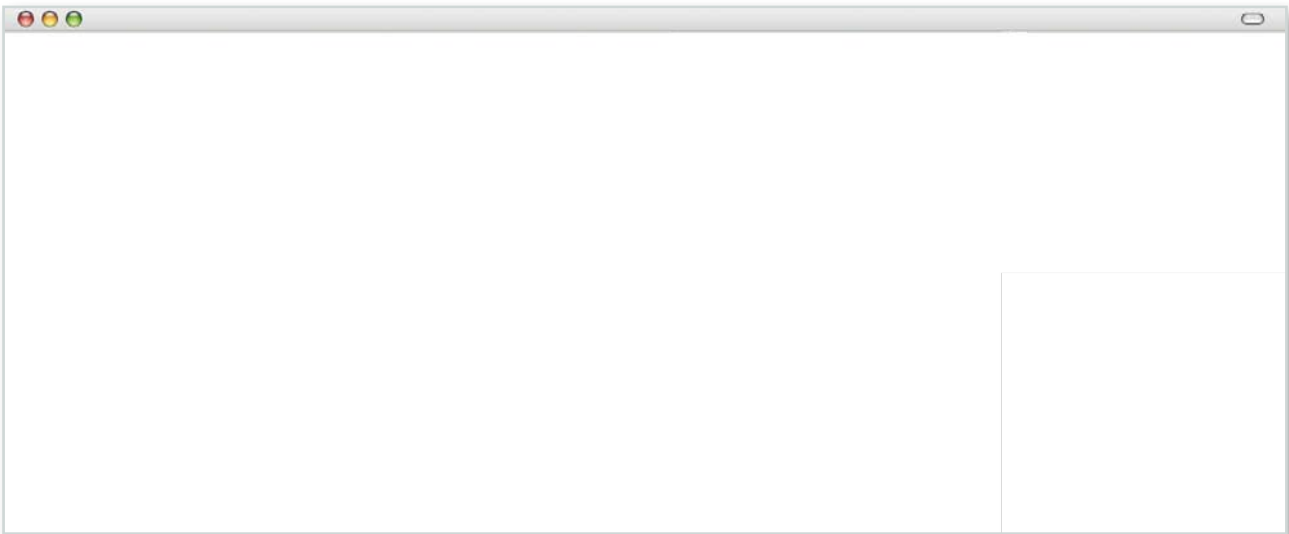


PART ONE

- You are the Human Resources Manager at a large department store and need to inform the staff about a change to the company uniform.
- Write an email to all the staff:
- informing them about the change
- explaining why the uniform is being changed
- saying when and where staff need to collect their uniform.
- Write 40-50 words.



PART TWO

- You work in the accounts department of a large company and your manager has asked you to reply to this payment reminder.
- Read the email and the handwritten notes your manager has made.
- Using all the notes, write an email of about 120-140 words. Do not include email addresses.

Explain about temporary cash flow problems

Remind them of the fact we have always paid on time in the past and that we send considerable orders

Phoned on 12/7 and left message for Mr Smith who never called back

Request further 30 days for payment

We regret to inform you that, in spite of our previous reminder of 11/7/20..., we are still waiting for payment of our invoice No. 69 for \$8,450. In fact we have heard nothing from you about this matter at all. As this amount is now overdue by 2 months, we really have to insist that you settle this immediately. If we do not receive payment or any communication from you by the end of the week, we will have to suspend your future orders. We hope that such measures will not be necessary. Yours sincerely, Paul Smith