

- 1.** Give short answers to the following questions:
 - i. What is memorandum reports used for?
 - ii. In what instances might a letter report be sent? Give examples.
 - iii. What is a bibliography and why is it important?

- 2.** Create a short memorandum report communicating the introduction of a new policy or procedure to the workforce.

- 3.** Create a short letter report to a client informing them of the introduction of a new product or service they may be interested in.