

- 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.