**Writing Task 1: Writing an Email**

Time: 26 minutes

**Read the following information.**

In the mail, you received an advertisement about the opening of a new department store. The advertisement said that they have many items at special low prices. However, when you went to the store, you could not find the items.

**Write an email to the department store manager in about 150–200 words. Your email should do the following things:**

* Explain why you went to the opening.
* Complain about the store not having the items they advertised.
* Describe how you would like the store to fix the problem.

Type your answer here:

**Writing Task 2: Responding to Survey Questions**

**Time: 25 minutes**

**Read the following information.**

**Barbecues on Balconies Survey**

Your apartment manager is surveying your opinion about people using barbecues on their apartment balconies. The apartment balconies are small. Some residents think that because barbecues can cause smoke and catch fire, they should not be allowed. However, others think that using barbecues should be allowed because people like to enjoy summer food at their home. Your manager asked you to complete an opinion survey.

**Choose the option that you prefer. Why do you prefer your choice? Explain the reasons for your choice. Write about 150-200 words.**

**Option A:** Residents should not be allowed to use barbecues on their balconies.

**OR**

**Option B:** Residents should be allowed to use barbecues on their balconies.

Type your answer here: