I OSA. KIRJUTAMINE

Task 1 (9 points)

LETTER

You recently bought some books in an online shop, but some issues occurred:

- shipping
- item quality
- wrong item

Write a letter to Sandra Swan, the manager of the shop, <u>complaining about the issues</u> and <u>requiring action</u>.

Use the pen name Mari Mets/Mart Mets for yourself. **Do not write** any addresses.

You should write **120 words**.

ROUGH NOTES

SA INNOVE

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INGLISE KEELE RIIGIEKSAM

I VIHIK

5 MAI 2014

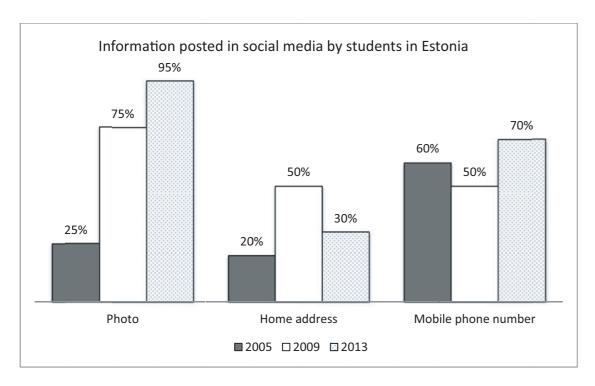
1. 2. HINDAJATE KOODID	

	5. MAI 2014	HINDAJATE KOODID
2 ülesannet	I OSA. KIRJUTAMINE	AEG: 90 MINUTIT
Eksai	mitöö kirjuta sinise või musta tindi- või pastapl	liiatsiga.
LETTER (the task is on pa	ge 4)	5 May 2014

Task 2 (16 points)

REPORT

An international youth organisation is interested in how the information that Estonian students make public in social media has changed. Study the chart below, which shows the results of three surveys.



Write a report to John Bell, a representative of the organisation, describing the changes. Comment on the results and make recommendations for safe internet use.

Use the pen name Mari Mets/Mart Mets for yourself if necessary. You should write **200 words**.

ROUGH NOTES

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REPORT