

Name _____ Date _____

Reading Skill-Using • Comprehending Information

CLB 3-4

Reading an AOR email

Module: **Becoming a Canadian Citizen**

Instructions: 1. Read the acknowledgement of receipt email below.
2. Answer the questions.

Dear Ms. Johnson,

Our company has received your letter and reviewed your comments. We acknowledge that you are not satisfied with the computer you purchased in our store. I will be in contact with you soon to discuss your concerns by phone.

Thank you.

Sincerely,

David Jones

Manager,
West Side Computers

Questions

1. Who sent this AOR email? _____
2. Who sent the letter to West Side Computers? _____
3. Why did Ms. Johnson write the letter to West Side Computers? _____

4. What is David Jones' job? _____
5. What does Mr. Jones plan to do? _____