Part 1

You should spend about 20 minutes on this task. Write at least 150 words.

There have been several complaints about the reception area where visitors to your company arrive. Your manager has asked you to suggest how the reception area could be improved.

Write a letter to your manager. In your letter:

- Describe the complaints that have been made
- Say why the reception area is important
- Suggest how the reception area could be improved

LIVEWORKSHEETS

Part 2

You should spend about 40 minutes on this task. Write at least 250 words.

In recent years, many small local shops have closed because customers travel to large shopping centres or malls to do their shopping.

Is this a positive or negative development?

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