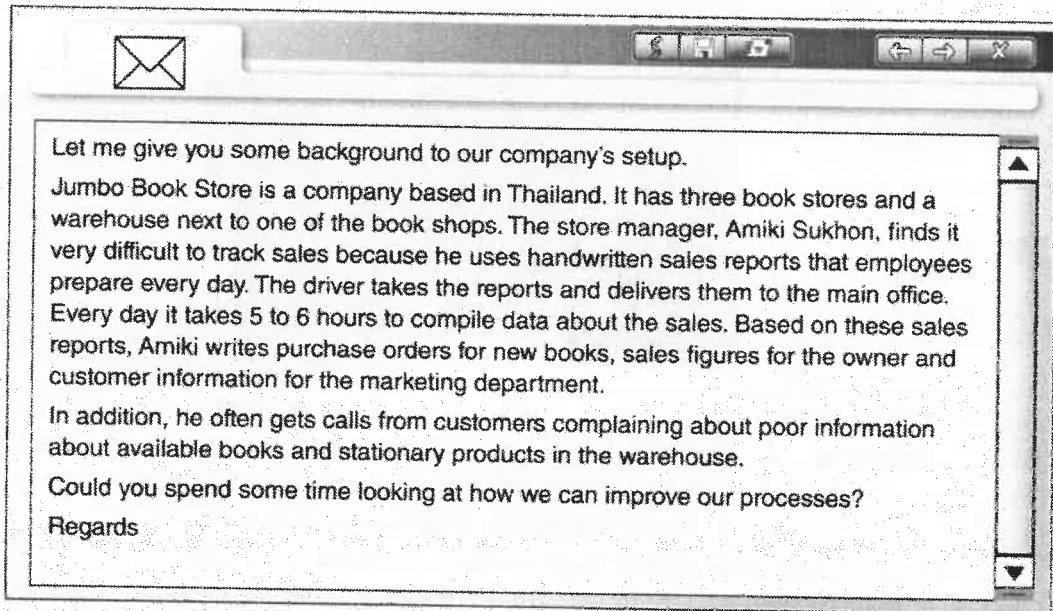


Business matters

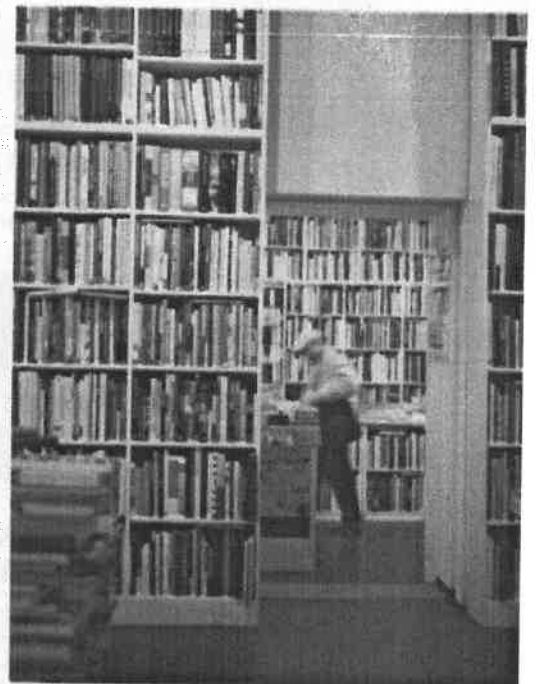
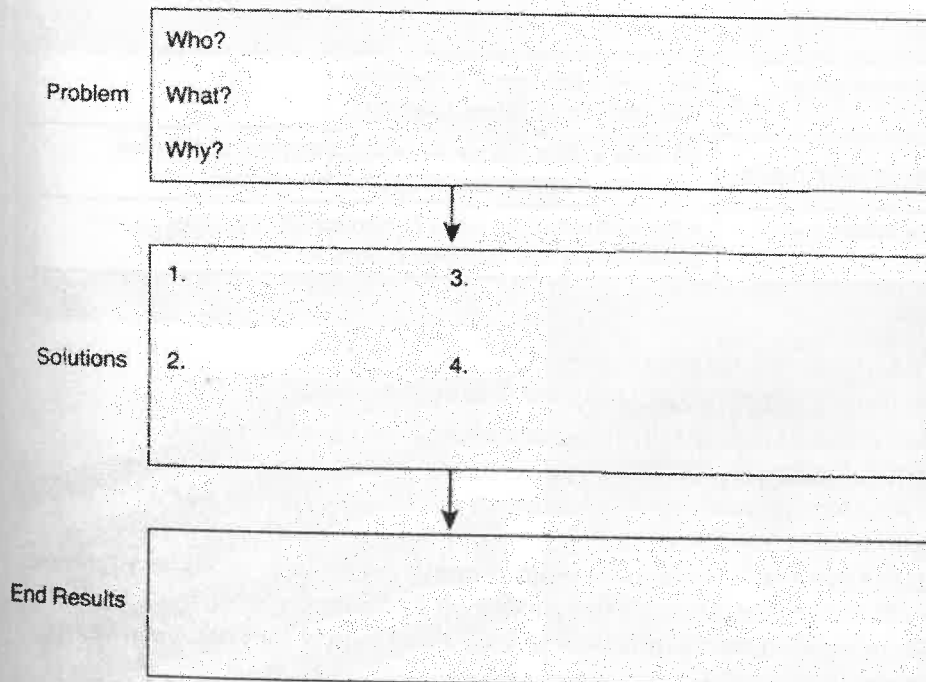
Reading 1 Read part of this email from the owner of Jumbo Book Store. Answer these questions.

- 1 What types of information does Jumbo Book Store communicate between its employees?
- 2 How do the employees exchange information in the company?
- 3 What documents does Amiki prepare?
- 4 How much time does it take to compile the data?
- 5 Why do the customers complain?



Speaking 2 Work in small groups. Prepare recommendations using the problem/solution outline.

Problem/Solution Outline



3 Present your recommendations to another group.