



Name _____ Date _____

Memorandum 2

TO: Sales Staff
FROM: Management D.F.
DATE: September 9, 2011
SUBJECT: Flyer Misprint

Please be aware that there was a misprint in an advertisement for our store in this week's local free press. The ad states that on Saturday all men's formal footwear is on sale for 55% off rather _____ 15% off.

1.
 - a. that
 - b. than
 - c. then
 - d. they're

If customers come in and ask about the sale, please _____ and explain the printing error. Offer them an additional 5% off coupon to thank them for coming into our store. the coupon can be given out even if the customer decides not to purchase any shoes.

2.
 - a. apologize
 - b. compromise
 - c. categorize
 - d. analyze

Please call a manager to the sales floor _____ you encounter any customers who have the ad with them and demand to receive the 55% discount. These cases will be handled on an individual basis.

3.
 - a. because
 - b. whether
 - c. if
 - d. before

Thank you
D. F.