

# Contents

<b>Introduction</b> .....	iv
<b>Acknowledgements</b> .....	vii
<b>Chapter 1: Know your task</b> .....	1
<b>Chapter 2: Reusable worksheets</b> .....	55
<b>Chapter 3: Customer communications</b> .....	93
<b>Chapter 4: Printed media design</b> .....	133
<b>Chapter 5: Collecting personal information</b> .....	183
<b>Chapter 6: Technological citizen</b> .....	221
<b>Answers</b> .....	255
<b>Index</b> .....	269