Q1	Any 2 from: Sender's address Recipient's address Greeting Sign off	[2] Allow any suitable alternatives
Q2	Any 1 from: Headings Subheadings Conclusion Introduction Date	[1] Allow any suitable alternatives
Q3	True	[1]
Q4	Circled (b) To make the information clearer and easier to access	[1]
Q5	Circled (b) Effective	[1]
Q6	Any 2 from:	[2] Allow any suitable alternatives
Q7	Circled (c) Presentational features	[1]
	Circled (a) Listing information that needs to be carried out in a specific order	[1]