5 DO NOT USE A CALCULATOR IN THIS QUESTION.

(a) Show that $x-1$ is a factor of the expression $x^3-2x^2-19x+20$. [1]

(b) Hence write $x^3-2x^2-19x+20$ as a product of its linear factors. [3]

(c) Hence find the exact solutions of the equation $e^{3y}-2e^{2y}-19e^{y}+20=0$. [2]