

ĐỀ THI KẾT THÚC HỌC PHẦN
Học kỳ 1, năm học 2023 - 2024

Mã học phần: **DNN0250**

Tên học phần: **BUSINESS CORRESPONDENCE**

Mã nhóm lớp học phần: **231_DNN0250_07, 08**

Thời gian làm bài (phút/ngày): **100 phút**

Hình thức thi: **Tự luận**

SV được tham khảo tài liệu: Có

Không

Cách thức nộp bài (Giảng viên ghi rõ yêu cầu):

Gợi ý:

- SV gõ trực tiếp trên khung trả lời của hệ thống thi; không được phép copy-paste
- GV chấm bài sẽ kiểm tra đạo văn, tỉ lệ trùng khớp cho phép dưới 20%

Lưu ý:

- Nhờ P. Khảo thí thiết lập chế độ không được copy-paste

Câu 1 (2 điểm):

Match the informal language vocabulary with the more appropriate formal option.

1. Hi there.	a. Please don't worry; this task is quite manageable.
2. What's up?	b. Dear [Recipient's Name],
3. I gotta run, catch you later.	c. I hope this message finds you well.
4. I'm gonna pass the test for sure!	d. I must conclude this message now. I look forward to hearing from you in the near future.
5. She's a real smart cookie.	e. I am confident that I will excel in the upcoming assessment.
6. Let's grab a bite to eat.	f. May we arrange a meeting to discuss this further over lunch or dinner?
7. It's no big deal.	g. She is highly intelligent and exceptionally competent.
8. I'm broke, can you lend me some cash?	h. This matter is not of significant concern.
9. I've got a lot on my plate right now.	i. I am currently facing financial constraints. Would it be possible for you to provide financial assistance?
10. Don't sweat it, it's a piece of cake.	j. I am currently managing a substantial workload.

Câu 2 (4 điểm)

Write a letter/email (of about 200 words)

You work as a manager at La Saigon Ville Luxury Restaurant. Yesterday, you received an email from a diner complaining about the services they got at your place:

Subject: Complaint Regarding Unsatisfactory Dining Experience at La Saigon Ville Luxury Restaurant.

Dear Sir or Madam,

I hope this email finds you in good health and high spirits.

My purpose in writing to you today is to bring to your attention a recent dining experience I had at your esteemed establishment, La Saigon Ville Luxury Restaurant, which, unfortunately, left much to be desired.

On October 12, I had the pleasure of visiting your restaurant with great expectations of experiencing the exceptional service and gourmet cuisine that your restaurant is known for. However, I regret to inform you that my experience did not align with the standards I had anticipated.

I encountered several issues during my visit, including prolonged waiting times for service, inattentive staff, and discrepancies with my order. Despite my efforts to communicate my concerns to the staff, the issues were not adequately addressed, and the overall experience left me dissatisfied.

As a patron who values fine dining experiences, I believe it is important to provide feedback when expectations are not met. I trust that your restaurant prides itself on delivering outstanding service and aims to continuously improve its standards.

I would appreciate it if you could investigate these concerns and take appropriate action to ensure that other guests do not face similar challenges in the future. Your attention to this matter is greatly appreciated.

Thank you for your time and consideration.

I look forward to hearing from you at your earliest convenience.

Yours sincerely,

Adam Smith

Write a formal business email to reply to Mr. Adam Smith to apologise, explain what happened as well as suggest some solutions.

Câu 3 (4 điểm)

Writing a report

You work for a smart device store. Your store is currently developing new sales plan. You are requested by the General Manager to make a report on online sales of some products in the first quarter of 2019. Examine the chart below and write a report of 4 parts:

- Introduction (1 điểm)
- Findings (1 điểm)

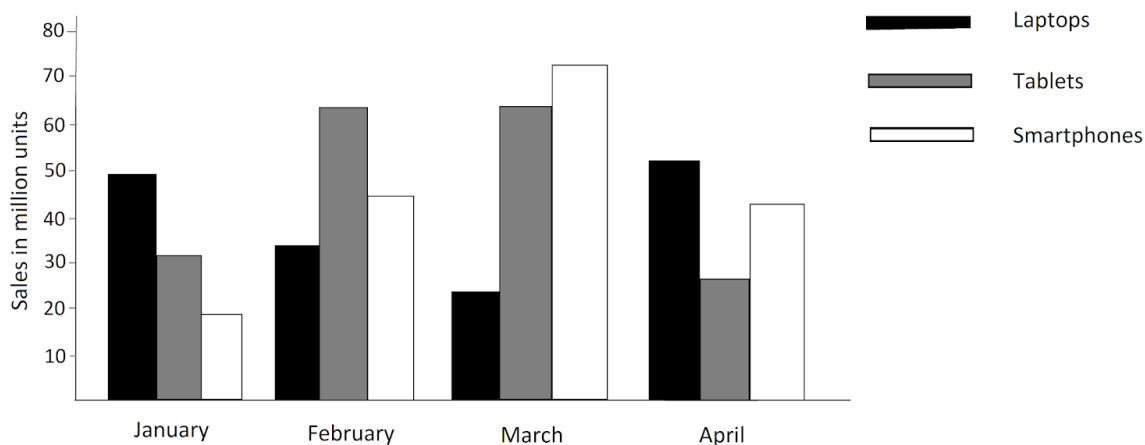
- Conclusions (1 điểm)

- Recommendations (1 điểm)

Summarizing the information by selecting and reporting the main features and make comparison where relevant.

Write about 300 words.

The Online Sales of Smartphones, Laptops and Tablets in the First Quarter of 2019



Ngày biên soạn: 07/10/2023

Giảng viên biên soạn đề thi: Nguyễn Ngọc Nguyễn

Ngày kiểm duyệt: 25/10/2023

Trưởng Bộ môn kiểm duyệt đề thi: Nguyễn Hải Long