

TRƯỜNG ĐẠI HỌC VĂN LANG
KHOA: NGOẠI NGỮ

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 in A with the more appropriate formal option in B.

A.

1. I'm writing to ask you about your ads on Tuoi Tre Daily
2. This is because the government has raised the tax.
3. Tell me what you need.
4. I am sorry I can't make it.
5. Here are some brochures describing our products.
6. We'll open an L/C for you.
7. Please tell me when the goods arrive.
8. Let me know your prices.
9. Here is our bill.
10. I'm sorry to tell you the trip is delayed.

B

- a. Please find enclosed our invoice.
- b. I am writing to enquire about your advertisement on Tuoi tre daily.
- c. We will open a letter of credit in your favor.
- d. This is due to the fact that the government has raised the tax.
- e. I apologize that I am unable to attend the meeting.
- f. Please find enclosed herewith some brochures describing our products.
- g. Could you please advise what you really require?

- h. I would be grateful if you could keep me informed of your prices.
- i. I regret to advise you that the trip is delayed.
- j. I would appreciate if you could tell me when the goods arrive.

Câu 2 (4 điểm) Letter writing (about 200 words)

You are working for Lotus Hotel, a four-star one in Ho Chi Minh City. One day, you received a letter of complaint from a customer about the poor service at your hotel. Reply to that letter and present how to fix all things up.

Catherine Pham

123 Sunset Avenue, Westminster

California 23456

October 16, 2023

TO: Lotus Hotel

ATTN: Customer Service Department manager

Dear Sir,

I am writing to express my disappointment with the poor customer service I recently experienced during my stay at your hotel, from September 14 to September 23. I believe it is important to bring these issues to your attention in the hope that improvements can be made for future guests.

My dissatisfaction primarily stemmed from the following concerns:

Check-in Process: Upon arrival, the check-in process was slow and disorganized.

Room Condition: The room I was assigned had several issues, including a malfunctioning air conditioner, a leaky faucet in the bathroom, and stained bed linens. It was evident that the room had not been properly inspected before my arrival.

Response to Requests: When I reported the issues with my room to the front desk, the response was slow, and it took multiple reminders to have the problems addressed. It was frustrating to not receive prompt attention to basic concerns.

Staff Attitude: Throughout my stay, I noticed that some of your staff members displayed indifference and were not particularly welcoming. This lack of courtesy greatly impacted my overall experience.

Restaurant Service: The service at your on-site restaurant was equally disappointing. Waiting times were excessive, and the quality of the food did not meet the standards expected from a hotel of your reputation.

I believe that a hotel of your caliber should maintain high standards of customer service and guest satisfaction. Unfortunately, my recent experience fell far short of these expectations.

I kindly request that you take my feedback into consideration and make the necessary improvements to enhance the customer service and overall guest experience at your hotel. I trust that you will address these issues promptly to ensure that future guests do not encounter the same disappointments I did.

I would appreciate a response to this letter within 7 days to inform me of the steps you plan to take to address these concerns. If necessary, I would be willing to discuss my experience further to assist in resolving these matters.

Thank you for your attention to this matter. I look forward to a more positive experience during any potential future stays at your hotel.

*Sincerely,
Catherine Pham*

Câu 3 (4 điểm)

Report writing (about 300 words)

You are requested by your manager to write a report on the number of three types of visitors to museums between 1997 and 2012 so that they can decide on whether investing in renovating what kind of museums.

Examine the following chart and write a report of 4 parts:

1. Introduction
2. Findings
3. Conclusions
4. Recommendations



Ngày biên soạn: 07/10/2023

Giảng viên biên soạn đề thi: Phạm Văn Nga

Ngày kiểm duyệt: 20/10/2023

Trưởng Bộ môn kiểm duyệt đề thi: Nguyễn Hải Long