



Avdeling for allmenne fag

EKSAMEN

i

091 Engelsk

27.5.2002

Tid/Time:	5timer/5hours
Målform/Language:	Bokmål/English
Sidetal/Pages:	3 + framside/3 + cover page
Hjelpemiddel/Study aids:	Dictionary: 1) English-English Dictionary; 2) Russian to Norwegian/ Norwegian to Russian; 3)Czech to Norwegian/ Norwegian to Czech. Ellers ingen; Otherwise none.
Merknader/Please note:	Svar på alt Complete each part Part I Part II Part III
Vedlegg/Appendix:	Ingen/None

Eksamensresultata blir offentliggjort på følgende internettadresse:
<http://www-bo.hit.no/af/> Klinkk student

PART I (counts 50%)

(Case 8)

It is now nearly a year since the meeting at Sterling Forklift where the following recommendations were presented:

- Install an assembly-line production system within 12 months
- Establish bi-monthly interdepartmental meetings
- Decentralize decision-making

Please write a report analyzing the progress that has been made to date, including positive and negative results of changes that you believe have been implemented. Include suggestions for continuing the progress and also further improvements for next year.

Write from the perspective of EITHER James Dickerson, Manager of Production or William McRoberts, Manager of Engineering.

PART II (counts 25%)

Translation from Norwegian to English

The marketing manager at Gjensidige NOR is working with her English partners to present a plan at an international conference where such problems as those listed in the following news brief will be addressed. Several of these ideas will be included in the presentation. Create an appropriate, formal English version of the article below.

Problemer med manglende betaling¹

Og det er slett ikke alltid at det er evnen til å gjøre opp for seg som mangler. Mange yngre mennesker har en helt annen holding til betaling enn eldre, og lar være å betale selv om de har penger til det, mener konsernsjef Olav Hytta i Gjensidige NOR.

I går måtte han konstatere at over halvparten av konsernets tap i 1. kvartal i år skriver seg fra ubetalt kredittkortgjeld. Nå strammer banken sine regler.

Gjennom datterselskapet Cresco er banken landets største aktør på kredittkortmarkedet til privatpersoner. –Det er vår plikt å kreve inn pengene vi har lånt ut, mener Hytta.

For øvrig gjorde minimale tap at konsernet totalt sett leverte tall i overkant av forventningene i går. Den verdijusterte avkastningen var imidlertid noe svak (1,2 pst.) sammenlignet med Vital (1,6 pst.).

Samtidig opplyste Hytta at en omdannelse til aksjeselskap ikke kommer til å være på plass før tidligst i tredje kvartal. Forslag til nødvendige lovendringer er presentert for finanskomiteén. I tillegg må Gjensidige NOR få på plass et skatteplan—et realistisk underskudd på 2,4 milliarder kroner i selskapet som Hytta vil ha med seg inn i det nye konsernet.

--Det er ganske sikkert at vi får det til, men jeg vet ikke når, sier han.

Aftenposten, onsdag 8. mai 2002

¹ Non-payment

PART III (counts 25%) Business letter

You are the manager of Pasta Pronto, an up-market pasta restaurant in Bergen, Norway, and have placed an order with a new firm, Altoni PASTA, for which you have received a confirmation.

(The main text of that confirmation is printed below.)

Unfortunately, the shipment you received did not fulfill your expectations on several issues which you must specify.

Write an appropriate business letter to the sales manager, Amilia van der Dale, at Altoni PASTA, P.R. De Vosstraat 71, 2440 Morsel, Amsterdam.

We thank you for your inquiry of 13 April and are pleased to tell you that we will be able to supply you with the goods you require:

Art. No.	Description	Quantity	Price/250 gr.	Total
TT1	Tagliatelle dried tomato	5 kg	2.48 EUR	49.60 EUR
TC2	Tagliatelle dried carrots	5kg	2.48 EUR	49.60 EUR
PT1	Tagliatelle dried pepperoni	10 kg	2.48 EUR	99.20 EUR
TG1	Tagliatelle dried garlic	1 kg	Complimentary to new customers	

The prices quoted above are provisional since we may be compelled by rising costs of raw materials to increase our prices to customers. We will inform you immediately if this happens.

We can guarantee delivery within one week of the receipt of your order. Our transport company, DHL, World Wide Express, reliably, transports our products. We will make sure that the items are vacuum-packed in a quilted cardboard box.

Payment must be made by 30-day bill of exchange on a document against acceptance basis.

We are confident that our goods will meet your requirements, and we are looking forward to further co-operation.