Avdeling for allmenne fag

EKSAMEN

I

091 Engelsk

07.05.2004

Tid/Time:	3timer/3hours
Målform/Language:	Bokmål/English
Sidetal/Pages:	2 + framside/2 + cover page
Hjelpemiddel/Study aids:	English-English Dictionary: Ellers ingen; Otherwise none.
Merknader/Please note:	Answer Part 1and 2
Vedlegg/Appendix:	None

Eksamensresultata blir offentliggjort på følgende internettadresse:
http://www-bo.hit.no/af/__ Klikk student

Part 1 Write a business letter

Read the letter below and write an appropriate response on behalf of the Sales Manager at Sterling Forklift.

TG Brown, Sales
Brackenridge Farm Products
Manchester
234XGHJ England

J.B. Macalaster, Manager
Sales Department, Sterling Forklift
Sterling, 684 LIKUJ Scotland

May 1, 2004

Ref: Order #030104tgb

Dear Mr. Macalaster,

May I first thank you for your taking the time to visit Brackenridge plant to assist us in analyzing our battery powered forklift needs before placing our order.

We have received the consignment and paperwork. Unfortunately there are several issues we need to bring to your attention before transferring the payment to your account.

1) The invoice reflects the price 2004 price schedule, while you quoted us the 2003 prices and your letter of confirms these prices which are 5% lower.
2) Three of the 10 forklifts we ordered do not meet the specification we require. We were not aware of this at the time of our order. The 7 AXP battery powered forklifts are correct and in good order. The 3 ELS battery powered forklifts lack a number of specifications. We have reviewed your catalog and have found that the MX2 battery powered forklifts would suit us better. Can you please quote us a price for those? What shall we do with the 3 ELS battery powered forklifts which we have on our premises?
3) You indicated during your visit that the delivery schedule might be delayed for 1 month. However, it has actually taken 4 months to receive our order. This delay has left our implementation plans behind schedule.

We hope for a speedy reply and acceptable suggestions to our request for adjustments.

We are very satisfied with the 7 AXP battery powered forklifts and are looking forward to continuing our business relationship with Sterling.

Sincerely yours,

TG Brown, Brackenridge Sales Manager
Cc: Brackenridge Financial Department, Production Department

Part 2

On the basis of Richard Blundel's *Effective Business Communication* discuss either A or B. (Write approximately 300 words).

A. Define and describe the six parts of a business report.
OR
B. Identify the functions and basic requirements of successful forms and survey questionnaires: main types, appropriate uses and disadvantages.