

I. Matching (20%)

Please group the following actions into the right category of the four-step writing process that we learned in Chapter 14.

- A. Check the grammar, punctuation, and spelling.
- B. Collect and organize all necessary information in order to reply to a letter of complaint.
- C. Decide which format you are using, e-mail, fax, or letter, depending on how serious the case it is.
- D. Eliminate irrelevant sentences to make your letter concise.
- E. Examine the facts.
- F. Read the letter of complaint carefully.
- G. Remember each paragraph contains one main point.
- H. Write down the key points on a piece paper before you actually do the writing.

- 1. Planning: E, F
- 2. Drafting: B, H
- 3. Writing: C, G
- 4. Revising: A, D

II. Fill in the blanks (20%)

A. confirm	B. exchange rate	C. handling charges	D. look forward	E. unfavorable
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Dear Sam,

We would like to 1. A this shipment with you. However, the 2. B of NTD/USD is becoming more 3. E. We kindly ask you to help us by granting us a 10% discount on all your 4. C in order to support us in such a difficult situation.

Your kind understanding and support by giving us a discount will be highly appreciated.

We 5. D to hearing from you soon.

Best regards,
Angela
Manager

III. Reading Comprehension A (30%)

May 31, 2023
Yurong International Inc.
Erica Chang

Subject: Your order #2468

Dear Erica,

Thank you for your e-mail concerning the above order. We are sorry to hear about the shipment problem.

I have looked into it and found that both boxes in your order were shipped together. Could you tell me the number that appeared on the box you have received? We'll wait a few more days to see if the shipment arrives. If it doesn't, be assured that we'll replace them free of charge.

Let us know if we can be of any further assistance.

Best regards,
Angela Chen
Export Manager

Tel: 886-2-2762-2500
angelachen@crownvane.com

1. **B** What is the purpose of this letter?
A. Placing orders B. Handling complaints C. Confirming orders D. Announcement of price increase
2. **C** What does *it* refer to in the first line of the second paragraph?
A. The exchange rate B. The pay rise C. The shipment problem D. The handling charges
3. **A** How many boxes were shipped together?
A. Two B. Three C. Four D. Five
4. **D** What will Erica probably do next?
A. Confirm her order. B. Look into the case. C. Replace the order free of charge.
D. Tell Angela the number that appeared on the box.
5. **B** What will Angela probably do next?
A. Look into Erica's case. B. Wait a few more days to see if the shipment arrives.
C. Confirm Erica's order. D. Write down the phone number that appeared in the email.

IV. Reading Comprehension B (30%)

Dear Business Partners:

Due to the increase in raw material costs, we must unfortunately raise the cost of our merchandise to you.

We have avoided raising our prices for as long as possible, but we can no longer prolong the inevitable. We have enclosed our new price list for your review which goes into effect on October 1st. Any orders placed between now and September 30th will be honored at the lower prices.

We want to thank you for your valued account and know that you will understand the necessity for this price increase.

Truly yours,
Eva Jiang
Manager

Enclosure: Price List

1. **D** What is the purpose of this letter?
A. Placing orders B. Handling complaints C. Confirming orders D. Announcement of price increase
2. **C** What has been enclosed with this letter?
A. A resume B. A receipt C. A price list D. An invoice
3. **A** Why is that the cost of the merchandise will be raised?
A. Due to the increase in raw material costs B. Due to the exchange rate of NTD/USD
C. Due to a pay rise D. Due to the increase in handling charges
4. **D** When will the new price go into effect?
A. On September 28th B. On September 29th C. On September 30th D. On October 1st
5. **B** How will any orders be honored before September 30?
A. At the higher prices B. At the lower prices C. Free of charge D. Free service charge