

I. 是非題 Please write *T* for true or *F* for false. 10%

- 1. T _____ ASAP means as soon as possible.
- 2. T _____ Saving time and cost are two main reasons for using emails and faxes.
- 3. F _____ BTW stands for Bye till welcome.
- 4. F _____ It is a good idea to use words in block letters in emails.
- 5. T _____ The numbers of pages need to be written clearly in a fax message.
- 6. T _____ FYI means for your information.
- 7. F _____ Salutations and complimentary closes can be omitted in emails.
- 8. F _____ All documents can be transmitted by fax to save money.
- 9. T _____ CC stands for carbon copy.
- 10. T _____ Details are usually written in the second paragraph of the body in an email or a fax message.

II. 排序題 Please put the following items in the correct order. 48%

A. Letter 30%

a.	Sales Manager
b.	Tris Chang Tris Chang
c.	We are pleased to quote as follows:
d.	Thank you for your letter of May 15.
e.	ERICA-903 USD575 per set ERICA-905 USD525 per set ERICA-910 USD545 per set
f.	Enc. Quotation (1 copy)
g.	Dear Mr Lyu,
h.	Yours Sincerely,
i.	These prices include packing and delivery. Please note that the prices quoted are valid for one month only. We have sent, by separate post, one sample of each model to you. Please inform us as soon as you receive the samples.
j.	We hope to receive your order soon and look forward to trading with you.

1. ___g___ 2. ___d___ 3. ___c___ 4. ___e___ 5. ___i___
6. ___j___ 7. ___h___ 8. ___b___ 9. ___a___ 10. ___f___

B. Process of Meetings 18%

a. Any other business	b. Closing a meeting	c. Discussions
d. Making decisions	e. Matters arising	f. Opening a meeting

1. ___f___ 2. ___e___ 3. ___c___ 4. ___d___ 5. ___a___ 6. ___b___

III. 選擇題 Please choose the correct answer. 12%

___B___ 1. 2024 年 1 月 25 日

- A. 25. Jan. 2024
- B. 25 Jan. 2024
- C. 25-Jan, 2024
- D. 25 Jan., 2024

___C___ 2. 2023 年 5 月 10 日

- A. May. 10, 2023
- B. May 10. 2023
- C. 10 May 2023
- D. 10 May. 2023

___B___ 3. 1997 年 7 月 1 日

- A. Jun. 1, 1997
- B. Jul. 1, 1997
- C. Jan. 1, 1997
- D. 1 Jun. 1997

VI. 填充題 Please find the appropriate answer to fill in each blank. 30%

Dear Mr Lyu,

Thank you for your (1)C reply. We were very (2)E to receive your (3)H along with the price list. We are very (4)J in model numbers ERICA-903, ERICA-905 and ERICA-910. Would you please give me the following information:

1. Are they (5)I in Miaoli County?
2. In what colors can they be (6)B?
3. For how long are these products (7)F?

Please send us more (8)G specifications on the above-mentioned models.

I would really appreciate your (9)A on these matters.

Yours (10)D,

Tris Chang

Tris Chang
Marketing Manager

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|--------------|---------------|
| A. advice | F. guaranteed |
| B. supplied | G. detailed |
| C. prompt | H. catalogue |
| D. sincerely | I. made |
| E. pleased | J. interested |