

I. Matching (40%)

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

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

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

II. Fill in the blanks (30%)

a. raise the cost	b. labor cost	c. valued account	d. is appreciating	e. necessity
f. Price List	g. new price list	h. NT dollar	i. have avoided	j. price increase

May 20, 2025

ANNOUNCEMENT

Dear Angela,

Due to the increase of ① and ② ③ now, we must unfortunately ④ of our merchandise to you.
We ⑤ raising our prices for as long as possible, but we can no longer prolong the inevitable. We have enclosed our ⑥ for your review which goes into effect on October 1st. Any orders placed between now and September 30 will be honored at the lower prices.
We want to thank you for your ⑦, and we know that you will understand the ⑧ for this ⑨.

Very truly yours,
Tris Chang
Sales Manager
Yuron Group

Enclosure: ⑩

① _b_ ② _h_ ③ _d_ ④ _a_ ⑤ _i_ ⑥ _g_ ⑦ _c_ ⑧ _e_ ⑨ _j_ ⑩ _f_

III. Reading Comprehension (30%)

May 31, 2025
Yurong International Inc.
Tris Chang

Subject: Your order #2931

Dear Tris,

背面尚有試題

國立臺北商業大學附設空中進修學院 113 學年度第二學期期末考參考答案

考試科目：二技 1026 進階商用英文書信

考試日期：114 年 6 月 22 日 節次：1

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 Hu
Export Manager

Tel: 886-3-787-1801
angelahu@crownvan.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* in the first line of the second paragraph refer to?
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 Tris 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 do next?
A. Look into Tris's case. B. Wait a few more days to see if the shipment arrives.
C. Confirm Tris's order. D. Write down the phone number that appeared in the email.