

Poslovno sporazumevanje

Final Exam B

Name: _____

A. Translate the following sentences.

7 p

1. Oprostite za zamudo, ki je nastala zaradi odsotnosti direktorja.

2. Prosim priložite potrdilo o plačilu.

3. Z veseljem vam pošiljamo seznam dodatnih podatkov o stroju XEROX TP 20.

4. Pismo smo vam poslali v četrtek.

5. Radi bi odpovedali rezervacijo za g. Novaka od 20. – 23. julija.

6. Odgovora še nismo prejeli.

7. Prosim izpolnite obrazec

B. Correct the mistakes.

8 p

- 1) Could I please you to call a taxi?
- 2) I look forward to hear from you.
- 3) It' s almost impossible.
- 4) I send you an application immediately.
- 5) They are sending the package last week.
- 6) We no have a meeting this afternoon.
- 7) They pay their bills never on time.
- 8) Nobody didn't do anything.

C. Fill in the prepositions.

8 p

- | | |
|-----------------------------|--------------------|
| 1) summer | 5) noon |
| 2) 9 a.m. 9 p.m. | 6) Frankfurt |
| 3) work | 7) holiday |
| 4) last week | |

D) Form questions

10 p

1) Janet went **to the hospital** yesterday.

.....

2) The forgot to bring **the coffee**.

.....

3) I'm visiting my relatives **in Sweden**.

.....

4) Kurt came to work **by bus** this morning.

.....

5) **A woman** robbed the bank next door to our company.

.....

E) Fill in the missing words

10 p

1) Is this your first to Slovenia?

2) I would like you to our new director Mr. Kane.

3) Let me myself. My name is Hans Maier.

4) Good morning. I have a with Mr. Jones at 10 a.m.

5) I'm sorry. I didn't hear you. Could you that, please?

6) I'm I'm late. I missed the bus.

7) I'm afraid she's in a meeting at the

8) The restaurant is very busy on weekends. Do we have to a table in advance?

9) I look forward to an order from you soon.

10) I am writing in to your advertisement in Delo.

F) Choose the correct word to complete each sentence.

10 p

1) Please fill out the application and **reply / return** it to us as soon as possible.

2) Could you give this **matter / thing** your immediate attention.

3) Could we **put off / put on** the meeting until two o'clock?

4) I **have met/ have known** him many times.

5) Would 10 a.m. tomorrow be **comfortable / convenient** for you?

6) We look forward to **doing / making** further business with you.

7) Could we have more **knowledge / information** on you 2003 models?

8) I am writing to **remember / remind** you that the trains are on strike.

9) Thank you for your letter **reflecting / concerning** employment with our company.

10) I am writing in **reply for / reply to** your enquiry.

G) Telephoning. Fill in the missing expression.

14 p

Assistant: Witan International. I help you?
Caller: I would like to to Ms. Weiss, please.
Assistant: One meoment please. I'll you.
Ms. Weiss: Kristina Weiss

Caller: Good morning, Ms. Weiss. is Ellen Thompson from Ostlink
Travel. I'm about your round trip ticket to Japan.
Ms. Weiss: Could you that? I didn't hear you.
Caller: I like to know if you received your ticket to Japan?
Ms. Weiss: Yes, thank you.
Caller: I also need to speak to Mr. Gore. Is he in?
Ms. Weiss: I'll if he's in his office. I'm sorry, he sready went home.
Caller: Could you give him a? Ellen Thompson from Ostlink Travel
called if he received his ticket.
Ms. Weiss: Sure.
Caller: The plane takes off at 10 a.m.
Ms. Weiss:
Caller: The entire amount of the ticket must be paid one week before departure.
Ms. Weiss: for calling. I will give Mr. Gore the message.
Caller: Thank you and have a nice

H) Telephoning. Find another expression for:

5 p

- 1) call again -
- 2) I need -
- 3) I want -
- 4) Can I -
- 5) surname -

I. Letter writing

a) Fill in the prepositions.

12 p

speetel

36 Cherry Lane
Cherry Hill , NJ
08057

18 March 2003

Ms. Diane Lane
Managing Director
13 South St.
Philadelphia, PA 19115

Dear Ms. Lane,

We thank you your letter March 1 2003, which you enquired our Autocomm car phone.

We enclose our latest catalog and price list. We can quote you a discount 10% orders over a hundred.

We would like to suggest that one our representatives visit you to demonstrate the exceptional quality of our product. Our regional representative will be in Philadelphia during the first half April. If you need more information, you can contact me this number: 1215-356-667

Please do not hesitate contact us to arrange a suitable date and time a demonstration. I look forward to hearing you soon.

Yours sincerely,

Sylvestor Danni
Managing Director

b) Write a short letter of complaint. Use the notes given. Make up your own names and addresses **10 p**

NOTES:

- your agent inspected the delivery and noticed that one of the boxes had been damaged
- you contacted your insurance representative who assessed the damage
- he found that seven chairs were broken
- you are sending his report of the damage
- you are very disappointed in the service
- ask the supplier to send you replacements as soon as possible