

**FAKULTAS ILMU BUDAYA**

**UNIVERSITAS DIAN NUSWANTORO SEMARANG**

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| --- |
| **QUIZ UAS 2019-2020** |
| Nama Mata Kuliah | : | Business Correspondence | Sifat | : | Teori/Tertutup |
| Hari / Tanggal | : |  | Waktu | : | 90 Menit |
| Kelompok | : |  | Dosen | : | Dr. Raden Arief Nugroho, S.S., M.Hum. |
| Jam | : |  |  | : |  |

**TEST ITEM 1**

Rewrite these commands as **polite requests**. Use a different expression for each sentence. Correct anwer will be awarded by 3 point and 0 point will be given to wrong answer.

1. Call me now.
2. Give me discount information to my mail.
3. Have your sales manager on the line.
4. When is the product available?
5. Fax me a list of your goods.

**TEST ITEM 2**

**Complete** these sentences in this **claim** letter. Use the words below. Correct anwer will be awarded by 5 point and 0 point will be given to wrong answer.

Correct Incorrect Missing Receiving

Cover Invoice Order Adjustments

**GREAT GAMBIER LTD.**

**PO BOX 77171**

**Monterrey, CA 10100**

October 20, 2018

Mr. Gerry Kindlet

Moreen Products

19861 Compact Avenue

Monterrey, CA 10100

Ref: Web order: ASDD89 on October 15, 2018

Dear Mr. Kindlet:

On October 15, we placed an (1) \_\_\_\_\_\_\_\_\_\_\_ for an Amsta 2010 telephone. We received the following: one telephone without a handset, a headset we did not order, and an (2) \_\_\_\_\_\_\_\_\_\_\_ invoice.

I am returning the headset –under separate (3) \_\_\_\_\_\_\_\_\_\_\_ – to you by overnight mail.

Please send the (4) \_\_\_\_\_\_\_\_\_\_\_ handset. Also, please (5) \_\_\_\_\_\_\_\_\_\_\_ the invoice, and send a new one. We did not order a headset, yet we received one and were charged for two!

I appreciate your making the (6) \_\_\_\_\_\_\_\_\_\_\_ to our (7) \_\_\_\_\_\_\_\_\_\_\_ and look forward to (8) \_\_\_\_\_\_\_\_\_\_\_ the hand set.

Sincerely yours,

Jane Dolet

Jane Dolet

Purchasing Department

**TEST ITEM 3**

Jane Dolet sent an **adjustment letter**. Write the correct word or punctuation above the errors. Find 5 errors in the letter. Correct answer for each number will be awarded by 3 point and 0 point will be given to incorrect (wrong) answer.

**GREAT GAMBIER LTD.**

**PO BOX 77171**

**Monterrey, CA 10100**

Sebtemper, 10 2018

Mr. Jim Karoy

Moreen Products

19861 Compact Avenue

Monterrey, CA 10100

Dear Mr. Jim,

Thanks you for May 7 leter. We have receiving the twelve (2) copies of GolfBest you sent incorrected. We apologizing for the erorr.

One (1) copies of our new accounting software, BookBest, have been sent to you by overnight mail as your requested.

Please accept our complimentary coupon discount good for ten percent (10%) off future purcase of software from Great Gambier.

Again, we are apologize you were inconvenienced. Our goal is to provide you with the highest quality of products but serviced.

Sincerely you,

Jane Dolet

Jane Dolet

Customer Service Manager

JD/ra

**TEST ITEM 4**

Make a **reminder letter** based on the information below. Correct writing will be awarded by 20 point and 5 point will be given to incorrect (wrong) writing.

|  |  |  |  |
| --- | --- | --- | --- |
| **Client** | **Invoice(s) sent** | **Check Received** | **Reminder/Collection Sent** |
| ARBI Alliance | May 1 | Not yet | June 30, July 15 |
| June 1 | Not yet | July 31 |
| Invoice number | May 1 | T141220 |
| June 1 | T141221 |
| Payment each month | $ 2,000 |
| Total debt | $4,000 |

**TEST ITEM 5**

Rewrite the sentences of **claim letter** to make them concise. Use **descriptive adverbs**. Correct anwer will be awarded by 3 point and 0 point will be given to wrong answer.

1. The invoice had wrong calculation, and I even used a calculator to help me solve the problem.
2. The box was wrapped in a very messy way.
3. The label was written by a staff with very bad handwriting, which was very impossible to read
4. The items were not insured a sufficient ammount to cover damages.
5. The wrapping of the items came off, and I even found that one of my items got lost on the delivery.

**TEST ITEM 6**

**Complete** these sentences in this **adjustment** letter. Use the words below. Correct anwer will be awarded by 5 point and 0 point will be given to wrong answer.

Apologize Enclosing Providing Regret

Damaged Incovenience Regarding Replacement

**GREAT GAMBIER LTD.**

**PO BOX 77171**

**Monterrey, CA 10100**

October 20, 2018

Mr. Gerry Kindlet

Moreen Products

19861 Compact Avenue

Monterrey, CA 10100

Dear Mr. Kindlet:

Thank you for your fax of May 10 (1) \_\_\_\_\_\_\_\_\_\_\_ the damaged CD-ROM you received. We (2) \_\_\_\_\_\_\_\_\_\_\_ for the damage and for the (3) \_\_\_\_\_\_\_\_\_\_\_.

We are shipping by overnight mail a (4) \_\_\_\_\_\_\_\_\_\_\_ CD-ROM. In addition, we are (5) \_\_\_\_\_\_\_\_\_\_\_ a complimentary training video. This video will help you make the most of your new accounting software.

Again we (6) \_\_\_\_\_\_\_\_\_\_\_ the fact that the accounting software package arrived with a (7) \_\_\_\_\_\_\_\_\_\_\_ CD-ROM. We are sure you will find the accounting package useful, and we look forward to (8) \_\_\_\_\_\_\_\_\_\_\_ you with other high quality products.

Sincerely yours,

Jane Dolet

Jane Dolet

Customer Service Manager

**TEST ITEM 7**

Jane Dolet sent a **reminder/collection letter**. Write the correct word or punctuation above the errors. Find 5 errors in the letter. Correct answer for each number will be awarded by 5 point and 0 point will be given to incorrect (wrong) answer.

**GREAT GAMBIER LTD.**

**PO BOX 77171**

**Monterrey, CA 10100**

December 10, 2018

Mr. Jim Karoy

Moreen Products

19861 Compact Avenue

Monterrey, CA 10100

Dear Mr. Karoy Jim:

The ballance of $1.897 for infoice number 4334-90 was due within June 30. As you know, all account are dues within 30 days.

This is the fifth reminder that we have send you regarding this invoice. However, our have not receiving payment or any communication from you about this matter.

At this point, we regret that we must turn over this claim to a colection agency. This agency will contacted you no later than the end of the month.

We know you are a valued clients, and we look forward to settle this account immediately.

Sincerely your;

Jane Dolet

Senior Accountant

**TEST ITEM 8**

Make a **requesting information letter** based on the information below. Correct writing will be awarded by 20 point and 5 point will be given to incorrect (wrong) writing.

|  |  |
| --- | --- |
| Company | Clix Camera |
| Product | Digital Camera |
| Brand | Focus |
| Availability | ? |
| Compact Body | 270 g |
| Zoom lens | ? |
| Power sources | Battery, Lithium, AC Adapter |
| Low Resolution | 280 |
| High Resolution | 90 |
| Price | ? |
| Sales Discount | ? |

== Selamat Mengerjakan ==