



Emnekode : EN 139
Kandidatnr. : 1346
Dato : 23 NOV 2015
Ark nr. : 1 av 0

Part I:

(A)

- 1 T → lines 1-3
- 2 T → lines 12-17
- 3 F → lines 95-98
- 4 T → lines 98-99
- 5 F → lines 39-41
- 6 F → lines 74-76/82-83
- 7 T → lines 81-83
- 8 T → lines 87-90

(B)

1. "The Merger Wave" or trend of combining two companies, has spread from the United States to Europe, and doing so quickly.
2. Success is contingent upon both company's ability to add value and improve upon one another - both must bring value or benefits to the partnership.
3. The significance ~~of things~~ of things a company holds valuable, that can not be physically touched, is increasing.
4. ~~There~~ Differences in the many cultures within a company spread throughout every part of the organization, and when those differences **clash**, they can be toxic and cause problems within the partnerships and relationships of the people within said company.



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5. One issue or topic to keep in mind is the payment/salary of the company's employees.

6. Excel how much money we make rapidly.

Part II :

(A)

Nothing... a... The... The... the... the... a...
an... the... a

(B) • The regional manager chose to delegate the project to Bob at the meeting yesterday as he ~~was~~ had many others to handle.

° When we were at the staff meeting this morning, everyone on Amy's team said the same thing just in different words, after the third person spoke it became redundant.

° Last week I moved up the company hierarchy when I ^{received a promotion} ~~was promoted~~ to Assistant Vice President of Sales.

° When our two companies merged, benefits included a more diverse staff and a 2.3% increase in revenue within the first year

° When I worked in a retail store last winter, my customer service skills improved.



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(C)

- 1 she recommended that I take a few days off from work
- 2 I tried to explain the problem to him, but he had difficulty understanding me
- 3 I don't know why you didn't go. if I were you, I would have gone.
- 4 Studies show that if retail stores play music, people will buy more items.
5. if you had told me, I would have given you my honest advice
6. We thought we were going to expand this year, but we actually have less ~~employees~~^{people} now than we had two years ago.
7. Unfortunately the business has gone bankrupt due to bad management.

(D)

1. If you would consider taking our recommended course of action, I believe it would benefit your company most.
2. Unfortunately it seems your bill is past due, could you please arrange for immediate payment so that we may continue the pleasure of servicing you.
3. We ask you to please change your password in order to insure the security of your account.
4. could you please assist me complete the statistics log?



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(E) spent, working, plan/are planning, would take to explore.

have learned, to spend, will have, would be, would be, sounds, to go, wanted, would plan.

Part III:

(A)

To: William R Hobbes

From: Anna L. Dancer

Date: 14 April 2015

Subject: Repair for Jeanette Model Greenhouse

Attachment: Automatic Window Picture Guide

Dear Mr. Hobbes,

I am very sorry to hear that you are having issues with the windows on your greenhouse. I know you were so excited to get the model home. Customer service is our number one priority, so I have scheduled to have Chris, our top repair man, come take a look at it, this Thursday at 3 pm. - if you would like to alter the time or ask any questions, he can be reached at (402) 706 3322 or chrisroselandgarden@roselandgarden.com.

Additionally, we have had a few customers with this same issue find that the installation of the windows was done incorrectly and that they were not defective at all. Because the instructions are a bit hard to understand



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sometimes, Chris and his repair team have put together a make-shift instruction guide that includes pictures of each task. Please feel free to take a look at it, I have attached it to this email.

I will follow-up with you next week to make sure everything is in working order - if you have any further questions or concerns please do not hesitate to contact me at my contact information below! Have a great day, we hope to see you back at Roseland Garden Center soon!

Anna Bancer - Customer Representative
(402) 706-3327
annaroseandgarden@roseandgarden.com

(B)

The graph describes the changes in the price of gold and oil from 1983-2015. We can see the two commodities have similar patterns until 2009, when both behaviors change drastically. The maximum price for a barrel of crude oil peaked at about \$150 USD in 2008, where as the price of an ounce of gold peaked at nearly \$1900 USD a few years later in 2011. Oil experienced a drastic drop in price per barrel in the 2008-2009 year from \$150 USD to about \$35 USD, gold's biggest change in price from one



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year to the next was only from \$1800 USD to \$1400 USD in 2012. Ultimately we know that gold is more valuable than oil, but it has held the most consistent value (over oil) according to this chart. Gold saw constant growth in value except for small declines in 3-4 different years, all prices have jumped around each year since 1983.