

## EN-139 1 Business English

## Kandidat 3126

Oppgaver	Oppgavetype	Vurdering	Status
1 General information - EN-139 25.11.2016	Flervalg	Automatisk poengsum	Leveret
2 PART 1: PART A: 10 points	Skriveoppgave	Manuell poengsum	Leveret
3 PART 1: PART B (10 points - 1 per question)	Skriveoppgave	Manuell poengsum	Leveret
4 PART 2: PART A (12 points -1 per correct answer)	Skriveoppgave	Manuell poengsum	Leveret
5 PART 2: PART B (6 points - 1 point each answer)	Skriveoppgave	Manuell poengsum	Leveret
6 PART 2: PART C (6 points - 1 point per answer)	Skriveoppgave	Manuell poengsum	Leveret
7 PART 2: PART D (4 points - 1 per answer)	Skriveoppgave	Manuell poengsum	Leveret
8 PART 2: PART E (7 points - 1 per answer)	Skriveoppgave	Manuell poengsum	Leveret
9 PART C: Part A (15 Points)	Skriveoppgave	Manuell poengsum	Leveret
10 PART 3: Part B (15 Points)	Skriveoppgave	Manuell poengsum	Leveret
11 PART 3: Part C (15 points)	Skriveoppgave	Manuell poengsum	Leveret

## EN-139 1 Business English

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Vurderingsform	EN-139	Opprettet av	Emma Hansen
Starttidspunkt:	25.11.2016 10:00	Antall sider	15
Sluttidspunkt:	25.11.2016 14:00	Oppgaver inkludert	Ja
Sensurfrist	201612160000	Skriv ut automatisk rettede	Ja

# General information - EN-139 25.11.2016

**Course code:** EN-139

**Course name:** Business English

**Date:** 25.11.2016

**Duration:** 09:00-13:00

**Resources allowed:**

English/English Dictionary  
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Sometimes professors ask for exam answers that can be used for teaching purposes, but in order for this to take place, the university needs your consent.

**Do you grant the University of Agder permission to use your exam answer for teaching purposes?**

Yes

No

## PART 1: PART A: 10 points

Part A. Answer these statements either T (true) or F (false) according to the information contained in the article “Be wary on sterling as the traders may be getting it laughably wrong.” (10 points - 1 per answer)

1. MPs in Parliament are supporters of Brexit.
2. MPs on both sides of the House would vote to support Brexit.
3. Financial types have a negative view of Brexit.
4. Many traditional, working-class Labour Party supporters are located in northern industrial towns.
5. Traditional Labour Party voters switched last year to voting for the Conservative party.
6. Theresa May is committed to Brexit.
7. Theresa May does not want Parliament to sign the Article 50.
8. Theresa May may have to call a new General Election.
9. The City would find such an election dangerous.
10. Much of the toxic rhetoric during the Brexit campaign was against London’s elite international bankers and immigrants.

*Fill in your answer here*

BESVARELSE

1. False
2. False
3. True
4. True
5. False

6. True
  7. False
  8. True
  9. True
  10. True
-

## PART 1: PART B (10 points - 1 per question)

B. In your own words and in complete sentences, explain what the following statements, taken from "Be wary on sterling as the traders may be getting it laughably wrong." (10 points - 1 per answer)

1. Boom: the pound took off like a rocket.
2. the ruling could actually worsen its' position.
3. the ruling changes the whole ball game
4. more unpredictable than they were before
5. turn around to those disenfranchised, disillusioned people.
6. on course for a landslide.
7. cling on to a single market.
8. defying the evil bankers.
9. There is one significant barrier to Brexit.
10. open to a reasonable deal with the City and British trade.

*Fill in your answer here*

BESVARELSE

1. This sentence refers to the value of the pound rising significantly in a short period of time.
2. The Article 50 ruling could have negative impact on the City.
3. The decision will change the financial and political market, making the future rather unpredictable.
4. The future will be even harder to foresee.
5. This is Anna Soubry talking to the writer of the article regarding the Article 50 ruling and the Parliament. She actually uses the word "disenchanted", not "disenfranchised". She is saying that the parliament will not vote against the ruling.

6. This refers to May being able to collect votes from both Labour and UKIP across the country, giving her majority.
  7. Some pro-Remainers wants Britain to remain in the EU with a single market membership, which is a watered down Brexit.
  8. The text actually says: "defending the evil bankers", and not "defying". It is stated in the text that those who wish to stay in single market membership are protecting the bankers that are described as evil.
  9. There is one major reasons as to why they would be unable to go through with Brexit.
  10. The EU should be willing to make a bargain with Britain and the City regarding international trading in the future.
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## PART 2: PART A (12 points -1 per correct answer)

PART A: Answer 1), 2) in the free-text Box below for each of answers 1-12  
Insert a, an, the or nothing in the blanks.

Hunter Insurance was among one of (...1.) UK's first direct home insurer. In 1981, we started selling travel insurance and, over (2...) years have extended our services, now offering car insurance, home insurance, travel insurance, pet insurance, breakdown cover and van insurance. We are (3...) UK based company and sell insurance policies by phone and on (4...) internet. In 1993, Hunter was acquired by (...5..) Lloyds Insurance Group, making (...6...) bank's insurance arm (...7) fourth largest general insurer in (...8..) UK.

Hunter Insurance begins (...9.) new chapter in its history as we begin to move away from (10...) bank. But in (11...) world full of change, our dedication to extraordinary customer service remains. (12...) place where there's always time to chat to Hunter Insurance, your dependable friend.

*Fill in your answer here*

BESVARELSE

1. nothing
2. the
3. a
4. the
5. nothing
6. the
7. the
8. the
9. a
10. the
11. a
12. a

## PART 2: PART B (6 points - 1 point each answer)

### PART B. (6 points - 1 point each answer)

Select 6 of the words in the list below and write 5 sentences in the free-text box below using each of the words. You cannot use any form of the verb 'to be' in the sentences - no is, was, am, are, been, be, being.

Market, sell, products, branded, services, online, retail, buy, luxury, like

*Fill in your answer here*

BESVARELSE

1. This analysis has proven that our business have great opportunities in this particular **market**.
2. **Online** shopping has experienced substantial growth over the last decade.
3. **Luxury** brands show signs of weakness when drugstore brands release products comparable to the luxury ones.
4. Their costumer **services** tried to provide her with help when ordering tickets **online**, but fell through as they failed to complete the task.
5. Working in **retail** means that you have to talk to costumers in a polite manner, and try your best to provide them with a great shopping experience.
6. He chose to **buy** through a licenced car dealer and not from a private seller, as he wished to be certain that he got a well kept car.

(The task says to select 6 words and write 5 sentences. I have created one sentence with two of the words, as well as 6 sentences with at least one of the words.)



## PART 2: PART C (6 points - 1 point per answer)

### PART C.

The following sentences all have mistakes. Rewrite the sentences in the free-text box below. Eliminate the mistakes. (6 points - 1 point per answer)

1. What could I have did to improve my design?
2. I think I may had made a mistake in the calculations.
3. I are going for a swim in the pool.
4. He like to work in the IT branch.
5. I don't like the style of these trouser. I will take them back to the shop.
6. Where do I leave my laptop?

*Fill in your answer here*

BESVARELSE

1. What could I have done to improve my design?
2. I think I may have made a mistake in the calculations.
3. I am going for a swim (in the pool).
4. He likes to work in the IT branch.
5. I don't like the style of these trousers. I will take them back to the shop.
6. Where did i leave my laptop?

## PART 2: PART D (4 points - 1 per answer)

PART D. Rewrite the following sentences to be more polite (4 points - 1 point per answer)

1. Meet me now... I have to talk to you about something.
2. Phone me as we need to discuss the sales meeting.
3. Get the figures in to me by Monday by the latest.
4. Get to the restaurant right away, they need you there now.

*Fill in your answer here*

BESVARELSE

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1. I have something I need to talk to you about. Do you think you would be able to meet me now?
  2. Could you please give me a call as we should discuss the sales meeting.
  3. Would you be able to get me the figures within Monday, please?
  4. You are needed at the restaurant. How soon could you be there?
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## PART 2: PART E (7 points - 1 per answer)

PART E. Fill in the blanks with the correct form of the verb in parenthesis. Remember that sometimes you will also have to include modals or infinitive markers. (7 points - 1 point per answer)

Over the past 3 years, the sales of electric cars 1 (increase) dramatically in the Norway, whereas the sales of hybrid vehicles and conventional oil-fuelled cars 2 (remain) at the same level. Some of the electric cars 3 (to be) luxury brands, whereas others cater to families and couples or small households. Electric cars are 4 (power) using electricity. The cars can easily be \_\_\_5\_\_\_ (plug) into chargers at charging stations. Conventional engines are of course fuelled by oil power. Oil \_\_\_6\_\_\_(to be) a non-renewable fuel. We will all \_\_\_7\_\_\_ (need) to make a switch to alternative energy sources in the future.

*Fill in your answer here*

BESVARELSE

1. have increased
2. remain
3. are
4. powered
5. plugged
6. is
7. need

## PART C: Part A (15 Points)

### PART C: Part A (15 Points)

In a brief essay of 6 to 10 complete sentences, describe some of the features of a good business presentation?

*Fill in your answer here*

BESVARELSE

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To begin with, you need to present yourself. Be sure to make eye contact with your audience to get their attention, and to make them feel included in what you are about to do. Furthermore, it is important to speak clearly and loud enough, so everyone can hear what you are saying. Mumbling or failing to speak up will cause the audience to lose interest in what you are saying. On the subject of interesting, you need to make sure that what you are saying is relevant to the topic of your presentation. I would advise you to, at the beginning of your presentation, provide an overview of the topics you are going to be talking about. If you are using any sort of digital presentation, such as power point slides, video, pictures etc., make sure they are visually exciting and well made. They should also be relevant to what you are actually presenting.

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## PART 3: Part B (15 Points)

### PART 3: Part B (15 Points)

Write a brief email based on the following prompt. The email should be clear, well-written and follow English usage and politeness conventions.

You are a new estate (property) agent working for the Halifax branch of the William H. Brown estate agency chain. You have to write a short email addressed to the existing list of 250 contacts in which you explain;

- who you are
- the role you will fill
- the region or office area you will cover
- you will take over the role from the previous estate agent, Joe Greggs, who is now retiring from the business.
- That your new contact details are as shown in the address block below.

Make up all information necessary to complete this task.

*Fill in your answer here*

BESVARELSE

Greetings!

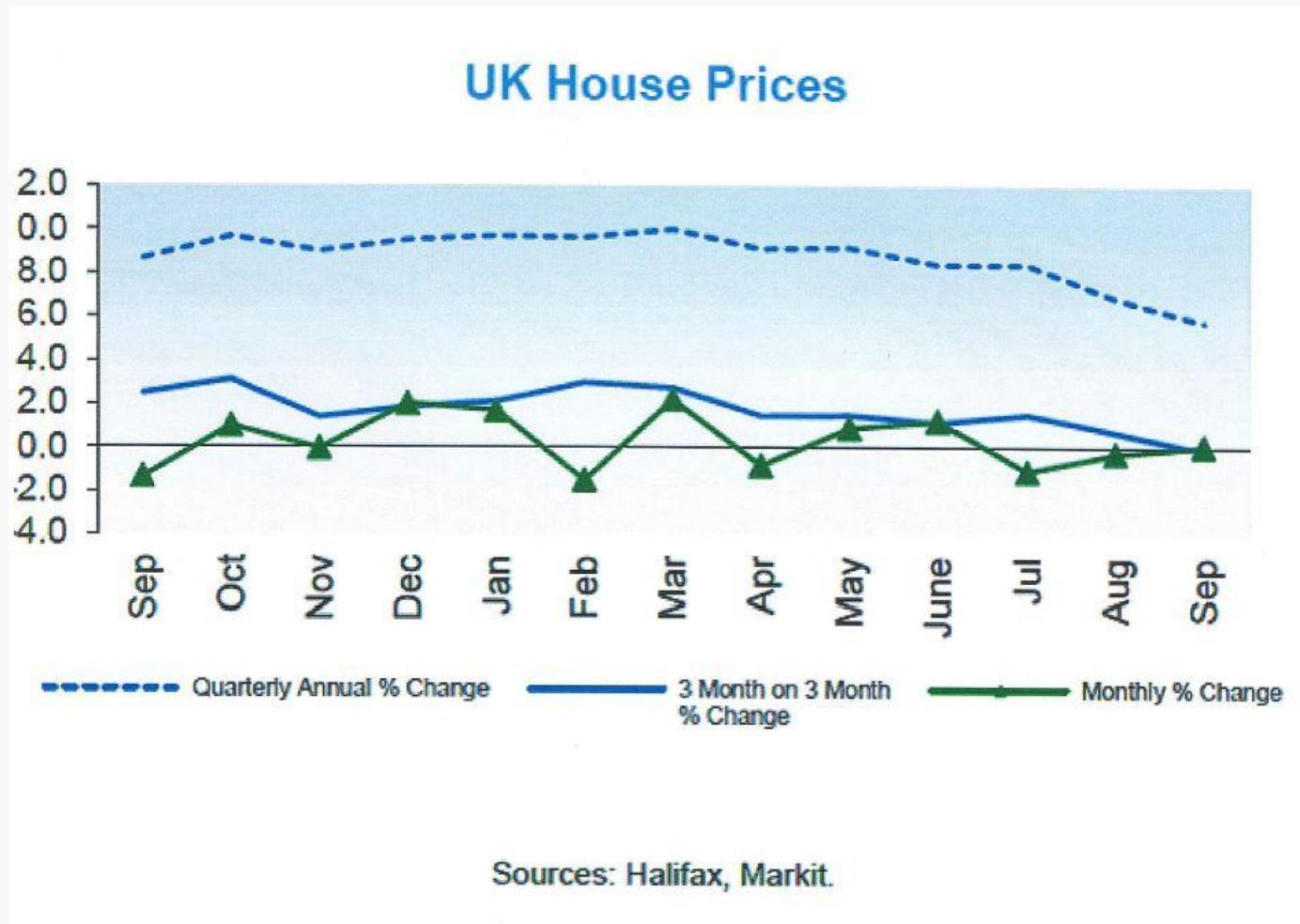
My name is ....., and I have just started in the position as an estate agent for the William H. Brown estate agency. As some of you already know, Joe Greggs recently decided to retire from the business, and I will be taking over his position in the firm, covering the Halifax region.

I am beyond excited to get started, and hope that you all will be pleased with the work I will be doing. Should you need to contact me, my details are listed in the address block below.

Best regards, .....

Estate agent, William H. Brown estate agency

## PART 3: Part C (15 points)



Write a 5-8 sentence description of the graph.

*Fill in your answer here*

BESVARELSE

The graph provides information regarding UK house prices and its development within the time frame of one year. We are shown three different lines in the graph. A blue dotted line which shows Quarterly Annual % Change in prices, a solid blue line showing 3 Month on 3 Month % Change, and a solid green line which shows Monthly % Change. They all have some variation, but the green one varies significantly more than the others. However, the quarterly annual % change is higher than the other two, with an average of around 8-10%. The 3 month on 3 month % change has a higher average than the monthly % change, due to the fact that the monthly % change has greater variation between higher and lower values, but they do cross one another at some points, such as December, June and September. One may notice a slight covariation

between the two blue lines, as both are somewhat rising and falling at approximately the same time of the year.

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