

## EN-139 1 Business English

## Kandidat 3164

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	14
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 - False - The task states to answer based on the information given in the article. I do remember myself during the campaign, that this was indeed the case (the toxic rhetoric), but however in the article it states: "could whip up some toxic rhetoric" implying it has not happened yet.

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## 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 is referring to the pound (British currency) and its' sudden rise.
2. This statement is regarding how the ruling could negatively affect the city's position.
3. This means that the ruling would alter the situation completely.
4. This statement refers to how the next two years might be even more unpredictable than previously imagined.
5. Here Soubry is being quoted regarding the Parliament's reaction, and if Parliament would turn and stick two fingers up. Referring to (in my mind) the classic international sign of peace.

6. Being on course for a landslide in this context, means that polls is predicting Theresa May to win the vote by a large margin.
  7. The pro-remain voters wants Britain to stay, so as to keep their advantage of having a single market membership.
  8. Here I believe the statement is "defending the evil bankers", which refers to the pro-Brexit voters accusations of the pro-Remain voters.
  9. Not counting the challenges facing electoral politics, Brexit comes with another vast obstacle.
  10. This statement refers to the logic that the EU should be inclined to cooperate to strike a reasonable deal with both the City and British trade.
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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- both nothing and the could work here.

6- the

7- the

8- the

9- a

10- the

11- a

12- Here both a or the could work, but I'm going with the, as this implies that this is the place where there's always time to chat to Hunter Insurance, instead of a place, meaning it's one of several places.

## 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

The market has shifted immensely these last 3 quarters.

You can check out our website online.

We have a wide selection of products, everything from power tools to barbie dolls.

If you would like to buy our flagship model, then simply head over to Ben.

We students consider anything else than first price noodles for dinner, a luxury.



## 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 my 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 am going to 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

1. Could you please meet with me shortly? I have something I need to talk to you about.
2. Hi, could you please call me? We need to discuss the sales meeting.
3. It would be deeply appreciated if you could please have the figures sent to me by Monday.
4. Please hurry to the restaurant, they need you.

## 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. has increased
2. has remained/remained
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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In a good business presentation it is very important to be well prepared. Introduce yourself and connect with the audience. Speaking clearly and not just reading straight off your notes should be considered one of your priorities when having a business presentation, or any presentation for that matter. Your appearance might have an effect on how people judge your presentation, therefore it is important to be properly dressed.

If you are using any visual tools like for example powerpoint, make sure to have slides that helps lift the presentation. Don't have too many words per slide, as that might divert the audience attention from you. Instead try using slides with key words, numbers, graphs and illustrative pictures. You can also use the space, instead of presenting standing still, feel free to walk around abit, preventing the presentation from becoming static and in some cases, boring. Another thing to keep in mind, even though it is not easy, is to try to be calm and confident. By focusing on these features, you are a step (or two) closer to a good business presentation.

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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

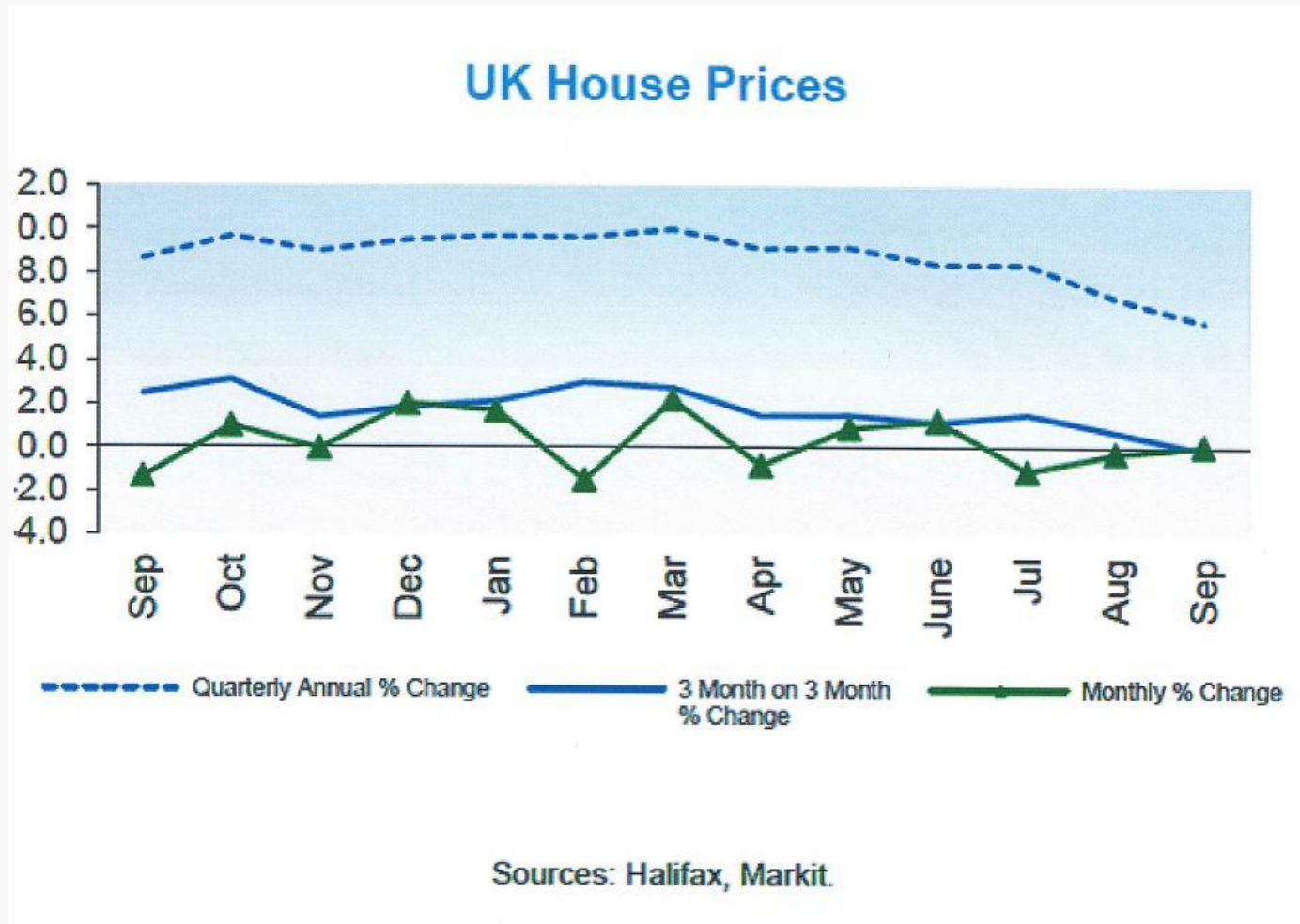
Greetings all!

My name is Chris Traeger and I will be your new estate agent from the William H. Brown agency, in the Halifax region. I've worked 7 years as an estate agent in Aidentsfield. I am very excited to be taking over the reigns for Joe Greggs, who is retiring after a wonderful career. You can find my contact details listed below. If you have any questions or inquires, I would be more than happy to help. Have a wonderful week!

Best regards

Chris Traeger

## PART 3: Part C (15 points)



Write a 5-8 sentence description of the graph.

*Fill in your answer here*

BESVARELSE

This graph shows the change in the UK House Prices over the course of one year. The green line represents the monthly change in percent. The dotted blue line represents the quarterly annual change, while the bold blue line represents change every 3 months.

The green line compared to the others varies a bit more, it has more drastic dips and rises, as it is monthly. If you for example look at the green line from January to May, you can see these changes. The price declines sharply, before rapidly increasing again. Towards the end of the graph, the lines even out somewhat.

Although the monthly line is increasing, the price is generally trending towards a slight decline.