**SAMPLE TESTS FOR CONTINUOUS ASSESSMENT**

**“BUSINESS WRITING”**

**1-26 80 03 “Business Administration”**

**TEST 1. FORMAL-INFORMAL STYLE. RE-WRITE THESE LETTER USING FORMAL STYLE:**

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| Dear Sir,  I saw your ad for a part-time English Teacher which was in a daily newspaper sometime last week and I’d like you to give me this job.  I know I can do this job because I speak English very well and I’m attending 1st year university language courses. I taught my friend to speak English, too. This friend of mine is Italian and can now talk English. I think being an English teacher would be great because I like talking to people from other countries at the pub down the road.  I can come for an interview if you want. I can come any day except Fridays because I always go out to lunch with my football mates on Friday. My CV is in this letter so have a look at it and phone me if you want, anytime after 11pm when I get back home from the pub.  Hope to hear from you soon,  John  P.S. I’m 27 |

**TEST 2. PROVIDING INFORMATION. PLEASE WRITE A FAX TO:**

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| Mr and Mrs Horde, 4 The Heights, Swansea, S Wales. WA23 4YT  Inform them that we can now confirm their reservation for the first two weeks of February 2014. They had several questions that I would like you to answer as follows:  Dinner sittings: Please let them know that there are two dinner sittings, one at 7.30pm and one at 8.40pm. Passengers need to register at the Purser’s Office (make sure they know it is on A deck near the reception desk) by 2pm on the day of embarkation. They should indicate which dinner sitting they prefer. Advise them to take the second dinner sitting as they have 2 small children. This will then be their dinner time for the rest of the cruise.  You should also let them know there will be a Captain’s Welcome Party at 6.15pm on the first evening in the Windsor Lounge on A deck. They will be introduced to all the ship’s crew and Entertainment Staff. The dress code is formal and drinks will be provided. The party will end at 7.30pm in time for the first dinner sitting in the main restaurant on B deck. Children will be supervised during the party by a staff member.  Oh yes . . . and they asked about shore excursions. Tell them that tickets for all shore excursions are sold at the Purser’s office and, as these excursions are very popular, they should book early. The Purser’s office is open from 9am – 12pm and from 2pm – 5pm every day at sea. When in port the office is open only in the mornings.  Tell them we will be sending their cruise documents/tickets out next week and thank them for booking with WorldOcean Cruises. |

**TEST 3. REPORTING PROBLEMS, REQUESTING CONFIRMATION**

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| Your clients have confirmed that they want the hotel booking and car hire.  You have telephoned the hotel to make the reservation but you are unable to book two double bedded rooms as requested. The hotel can offer two twin bedded rooms at Aus $280 per room for the requested dates. They have also asked you to inform your clients that the hotel sauna will be out of operation during the first week due to maintenance work.  Write an e-mail to Mr Tamer. Inform him of the problems and ask him to confirm that the arrangements and the car hire will be suitable. Request an immediate reply. |