

TRƯỜNG ĐẠI HỌC VĂN LANG  
KHOA: NGOẠI NGỮ

**ĐÁP ÁN ĐỀ THI KẾT THÚC HỌC PHẦN**  
**Học kỳ 2 , năm học 2022 - 2023**

Mã học phần: 7NA0310

Tên học phần: Thư tín thương mại

Mã nhóm lớp học phần: 222\_7NA0310\_01

Thời gian làm bài (phút/ngày): 75 phút

Hình thức thi: **Tự luận**

SV được tham khảo tài liệu: Có

Không

**Cách thức nộp bài phần tự luận (Giảng viên ghi rõ yêu cầu):**

- SV gõ đáp án trực tiếp vào khung thi của hệ thống

**Câu 1 (6 điểm)**

Dear Sir or Madam,

I am writing this letter to express my dissatisfaction regarding the online purchase I made from your firm.

I ordered a microwave oven from you (Order number: MWO 231232) on 20th of this month and received it the following day. When unwrapping the packet, however, I found that its glass had been completely broken. I assume this was because of improper package and transit.

I ordered this item as a housewarming present for my brother, who has recently moved to Sydney, but this situation caused me considerable frustration. Hence, I would like you to arrange for the return of the item and make arrangements for a full refund as soon as possible.

You could contact me at the same shipping address to which you delivered the item if you need to book a time for a courier to collect the parcel. As I am going to Sydney to meet my brother and family in two weeks, I expect you to fasten the process.

I am looking forward to your prompt reply.

Yours faithfully,

**Câu 2 (4 điểm)**

The chart illustrates the average amount of cheese eaten by citizens of England, Scotland, Wales and Northern Ireland from 1980 to 2020.

Overall, England's figures declined steadily throughout the period, and Scotland saw a significant decline by the end, whereas people in Wales and in Northern Ireland both increased their cheese consumption during these decades.

Despite being the largest cheese consumer for each decade, England's figures fell consistently from roughly 112 kg in 1980 to approximately 88 kg in 2020. Meanwhile, Scotland started with about 85kg before jumping to approximately 105 kg in 1990. From that point, the figures dropped significantly until it was down to approximately 55 kg in 2020.

Wales went from having the second-lowest figure in 1980, roughly 45 kg, to having the second-highest average cheese consumption in 2020, with approximately 80 kg, after increasing throughout the entire period. Northern Ireland showed increases every decade, going from about 12 kg in the beginning to roughly 60 kg.

*Ngày biên soạn: 18/2/203*

**Giảng viên biên soạn đáp án đề thi: Nguyễn Huy Cường**

*Ngày kiểm duyệt: 25/02/2023*

**Phó Trưởng Bộ môn kiểm duyệt đề thi: Lê Quang Thảo**