

# 第二屆貿易經營師

## 「國際貿易英文」測驗試題本

鈴響前請勿翻開試題！

請詳讀下列注意事項並聽從監試人員的指示後開始作答！

※請先確認您的准考證、答案本與座位標籤是否一致無誤。

### - 作答注意事項 -

考試時間：

- \* 測驗時間自 13:00 到 15:00，共 120 分鐘。

題型題數：

- \* 共計四大題，總分合計為 100 分。
- \* 採雙面印刷，共 4 頁。

注意事項：

- \* 作答開始與結束請聽從監試人員的指示。
- \* 應考人須持測驗准考證及貼有照片之身分證件入場應試。未攜帶測驗准考證者，應攜照片乙張先至試務中心申請補發。未攜帶身分證件者，須於測驗完畢後至試務中心辦理身分確認。
- \* 限用黑色或藍色原子筆或鋼筆作答，作答請書寫端正整潔以利評分，並請勿在答案本上作任何與答題無關之註記，違者本科不予計分。
- \* 非應試用品尤其是英文電子辭典一律置於教室前後方地板上；行動電話必須關閉電源並去除鬧鈴或去除電池後亦置於教室前後方地板上。電話鈴或鬧鈴響者扣本科五分，電話震動者扣本科二分。
- \* 本試題不得以任何理由攜帶出場，違者本科不予計分。
- \* 本科測驗在 13:30 後方得開始繳卷離場。一經離場，概不得以任何理由再進入試場。不得在試場附近逗留、高聲喧譁或宣讀答案，違者扣減本科全部成績。

請於鈴（鐘）響後才翻頁作答

祝考試順利

## 國際貿易英文試題

共四大題，總分計 100 分，請依序作答。

### Question One (25%)

#### Case 1 – an e-mail offer as follows:

From: Mats Storm  
To: [marklin@msa.hinet.net](mailto:marklin@msa.hinet.net)  
Sent: Wed., 20 Aug 2008 21:51:21 Asia/Taipei  
Subject: Offer for the Instrument PFM 20

Dear Mark,

Thank you for your e-mail showing your interest in our new instrument PFM 20 which consists of 2 parts : the Measuring Sensor and a Hand-Terminal (PDA). Communication between these two units is wireless via Bluetooth. We offer our best prices and conditions as below:

Prices(for complete unit):

1–5 units      SEK 18,500.-/unit

6 - 10 units    SEK 17,500.-/unit

All prices are based on Ex Works (INCOTERMS 2000) our factory in Stockholm.

Payment: payment before shipment

Delivery time: 4 – 5 weeks after receiving your order and settlement of payment.

Shipping method: We can send the instruments via TNT and invoice you for the freight.

Calibration : It must be done on a yearly basis and costs SEK 1,500.-/calibration.

Please don't hesitate to contact us for any further information. We look forward to receiving your order.

Best regards,

Mats Storm / Marketing Manager

Smart Instrument AB

### Questions

1-1 Which country's currency is SEK? (5%)

1-2 What kind of shipping method is TNT? (5%)

1-3 What are the methods of remittance for the payment? (5%)

1-4 The buyer is going to place the order for 5 units of PFM 20 based on a counteroffer of SEK 17,500.-/unit. Please write a letter to Mats Storm on behalf of Mark Lin to negotiate the price. (10%)

## Reference Answers

### Question One (25%)

1-1 SEK (Swedish Krona) is the currency of Sweden.

1-2 TNT (Thomas Nationwide Transport Corporate) is an express delivery service (or an air courier service) company.

1-3 The methods of remittance are M/T, T/T, D/D or check.

1-4

To: Smart Instrument AB

Attn: Mr. Mats Storm / Marketing Manager

Dear Mats,

Thank you very much for your e-mail quotation dated August 20, 2008.

We are going to place an order for 5 units of PFM 20, and we would like to ask if you can accept this order based on a price of SEK 17,500./unit at EXW Stockholm, Sweden.

To start the business and cooperation with you, we hope you can accept this order according to our counteroffer.

Please confirm your acceptance by return.

Best regards,

Mark Lin

### Question Two (25%)

#### Case 2A—Seller's perspective

You are a manufacturer and exporter of bicycle components in Taiwan. The current cost rise of raw materials is causing havoc in all industries throughout the world. The prevailing material prices do not allow you to keep the offer made in May. The following shows the variation of the material prices.

Material Time	Steel	ABS plastic	Oil
May 2008	US\$900/ton	US\$1,700/ton	US\$90/barrel
Oct. 2008	US\$1,300/ton	US\$2,200/ton	US\$120/barrel

## Question

2-1 Please write a circular letter to your overseas buyers to announce price adjustment, referring to the above data. (5%)

## Case 2B—Buyer's perspective

Shown below is the reply from a buyer to your circular letter in Question 2-1:

No tears, but sad because yesterday we received an order for 1,000 pieces from GIGANTIC BRAND, and we just confirmed that the pricing is valid. We understand your reasons for having to raise the price because of cost increase of raw materials; however, consider these consequences –

- 1) we will lose profit in this order if we leave the price as is, which we must do,
- 2) we will not likely see new orders from GIGANTIC BRAND because of the price increase. 25% is a lot and I do not think they will understand all of it! You must know who they are; they are huge in sports equipment and outdoor gear supply chains for companies around the world, and
- 3) we will have to lose credibility in raising the price after the order has been confirmed.

## Questions

In reply to the above letter of the buyer's,

2-2 write a letter making price concession subject to a larger order. (10%)

2-3 write a letter declining price concession and recommending a good substitute item. (10%)

## Reference Answers

### Question Two (25%)

2-1 (5%)

➤ Ask for price increase by giving evidence of the material cost rise

■ steel	US\$900	US\$1,300/ton	(44% )
■ plastic	US\$1,700	US\$2,200/ton	(29% )
■ oil	US\$90	US\$120/barrel	(33% )

➤ Offer new price lists and specify when new prices will take effect

(or remind buyers to recheck prices at the time of purchase if the material cost increase seems to be a non-stop)

➤ Urge new orders before raw material costs rise further

2-2 (10%)

- Acknowledge receipt of the letter and explain difficulties to lower the prices
- Grant price concession subject to a larger order
- Request the buyer's immediate order confirmation

2-3 (10%)

- Acknowledge receipt of the letter and regret inability to make price concession
- Explain the impossibility to reduce the prices and propose an alternative item

Stress the advantages of the substitute item and urge the buyer to accept the proposal

### Question Three (25%)

#### Case 3A a purchase order

<b><i>XYZ Sp. z.o.o.</i></b>				
ul. Wroclawska 101d, 55-090 Dlugoleka, Poland				
Tel: +48 33 8883324 Fax: +48 33 8883789				
EMAIL: <a href="mailto:info@xyz.com.pl">info@xyz.com.pl</a> WEB: <a href="http://www.xyz.com.pl">www.xyz.com.pl</a>				
<b><u>PURCHASE ORDER</u></b>				
Supplier No.	: 886227689	Date :	October 24, 2008	
Order No.	: XYZ 200351	Page :	1	
Terms of Delivery	: FOB Taiwan	Packing	: neutral	
Ship Via	: Schenker	Shipment	: vessel	
Time of Delivery	: 500pcs on Nov. 7, 2008 and 9,500pcs on Dec. 5, 2008			
Payment Terms	: by confirmed, irrevocable L/C at sight			
Supplier :	ABC Co., Ltd.		Delivery Address :	XYZ Sp. z.o.o.
	6F, No. 455 Chung Cheng Rd, Sec. 1, Taipei,			ul. Wroclawska 101d, 55-090 Dlugoleka
	Taiwan			Poland
	E-Mail: <a href="mailto:abc@tpts1.seed.net.tw">abc@tpts1.seed.net.tw</a>			E-Mail: <a href="mailto:purchasing@xyz.com.pl">purchasing@xyz.com.pl</a>
	Contact: Mr. Jeffery Jin			Contact: Ms. Sabine Summer
Our Part No.	Description	Quantity	Unit Price	Total Amount
231.504.120	controller extension cable, 6 feet in length	10,000pcs	€2.95/pc	€29,500.00

### Question

3-1 As the buyer, write an e-mail accompanying the above Purchase Order. Stress the importance of shipping within the specified date in order not to miss the hot season. (5%)

## Case 3B

The supplier only has stock of 500pcs and new production takes at least two months. 500 controller extension cables amounts to €1,475.- only.

## Question

- 3-2 Write an e-mail from the supplier, urging the buyer to accept new delivery time and the surcharge of €200 for the first shipment. (10%)

## Case 3C

ABC received XYZ's L/C No. C03I0070574DX covering P/O XYZ 035/08. Some of the clauses are listed below:

31D : Date and Place of Expiry: 081219 COUNTRY OF BENEFICIARY

32B : Currency Code, Amount

Currency : EUR (EURO)

Amount : #28,025.00#

59 : Beneficiary: ABC CO., LTD.

6F, NO. 455 CHUNG CHING RD, SEC. 1, TAIPEI, TAIWAN

43P : Partial Shipments: PROHIBITED

44E : Port of Loading/Airport of Dep.: ANY PORT IN CHINA

44C : Latest Date of Shipment: 081205

46A : Documents Required

+ FULL SET CLEAN ON BOARD BILLS OF LADING MADE OUT TO THE ORDER OF CITIBANK, MARKED "FREIGHT PREPAID" AND NOTIFY APPLICANT WITH FULL ADDRESS.

## Question

- 3-3 As the seller, please write indicating the would-be problems with the above clauses when presenting the documents for negotiation and ask the buyer to amend them accordingly. (10%)

## Reference Answers

### Question Three (25%)

3-1 (5%)

- Indicate there is an order attached to the e-mail
- Confirm the terms and give packing and shipping instructions wherever necessary
- Stress the importance of prompt delivery

### 3-2 (10%)

- Acknowledge receipt of the order and confirm you have stock of 500pcs for immediate supply
- Explain that you need two months to produce the other 9,500pcs and promise a delivery date which can be met
- Request a surcharge of EUR 200 to cover basic inland transportation cost and export expenses (THC, BAF, B/L fee,.....) for the first 500pcs
- Ask the buyer to confirm acceptance of the new delivery time and the surcharge

### 3-3 (10%)

- Acknowledge receipt of the L/C
- Indicate the necessity of making amendments
- Specify the problems the seller is going to face when presenting the documents for negotiation
  - The L/C amount is short by EUR 1,675.-  
(L/C amount should be €29,700.-)
  - The beneficiary's address was mistyped.  
(amend it to read CHUNG CHENG RD )(It is OK not to mention this, as tolerance is allowed in UCP600.)
  - Partial Shipments: PROHIBITED.  
(amend it to read Partial Shipments ALLOWED)
  - Port of Loading/Airport of Dep.: ANY PORT IN CHINA  
(amend it to read ANY ASIAN PORT)
  - Date and Place of Expiry: 081219 & Latest Date of Shipment: 081205  
(extend the latest shipment date and expiry date to December 24<sup>th</sup> 2008 and January 7<sup>th</sup> 2009 respectively)
  - Documents Required:....., marked "FREIGHT PREPAID" ....  
(amend it to read FREIGHT COLLECT as the price term is FOB Taiwan)

Request immediate amendment of the L/C and remind the buyer that the relative bank commission and cable charges for the amendment should be borne by the buyer

## **Question Four (25%)**

### **Case 4**

American KKK Co., Ltd. received some defective goods from Taiwanese ABC Co., Ltd., then

demanded to return the defective lamps to ABC Co., Ltd. You are the sales manager of ABC Co., Ltd. and unfortunately have never signed a detailed contract with KKK Co., Ltd.

## Questions

- 4-1 Write a few sentences to express and explain your company's position. (5%)
- 4-2 Write a few sentences to KKK Co., Ltd. requesting verification of its claims. (5%)
- 4-3 If you are willing to be responsible for the defective goods, how will you write to indicate the measures you will take? Give five examples, using one sentence each.(10%)
- 4-4 Write a sentence to express what you will do to restore your customer's confidence in your quality control. (5%)

## Reference Answers

### Question Four (25%)

4-1 We are sorry to hear that our products have created some problems. In the past, we have always had complete confidence in our products. Until now, we have never received any complaints from our foreign customers about our quality control. Also, our products are first inspected by UL Taiwan before shipment.

4-2

- a. In order for us to help you solve the problems you suffered, could you please send us an independent survey report of the defective lamps you referred to in your letter?
- b. Could you please also send us some representative samples of the defective lamps for our inspection?

4-3

- a. Please refer to our email instructions and have your engineers repair the lamps.
- b. Please use our spare parts for fixing the defective lamps.
- c. We are willing to send our engineers to visit your office to help you solve the problems.
- d. We are willing to deduct compensation from your next order.
- e. We are willing to send some replacements to you with your next order.
- f. We are willing to ship some replacements to you as soon as possible.
- g. The compensation will be given to you after receipt of your detailed report.

4-4

- a. We will see to it that this kind of problem will not happen again for your future orders.
- b. We have improved our quality control. Under separate cover we are sending you samples of improvement for your kind evaluation.