



Sessione ordinaria 2011
Prima/Seconda prova scritta

CORSO DI ORDINAMENTO

Indirizzo: TECNICO DELLA GESTIONE AZIENDALE

Tema di: LINGUA INGLESE
(comprensione e produzione in lingua straniera)

Fortune Goods
317 Orchard Road
Singapore

29 March 2011

Attn: Mr David Choi
Sales Manager
Everlong Batteries
171 Choi Hung Road
Hung Hom
Hong Kong

Dear Mr Choi

Re. Order No. 768197

I am writing to inform you that the goods we ordered from your company have not been supplied correctly.

On 22 March 2011 we placed an order with your firm for 12,000 ultra super long-life batteries. The consignment arrived yesterday but contained only 1,200 batteries.

This error put our firm in a difficult position, as we had to make some emergency purchases to fulfil our commitments to all our customers. This caused us considerable inconvenience.

I am writing to ask you to please make up the shortfall immediately and to ensure that such errors do not happen again. Otherwise, we may have to look elsewhere for our supplies.

I look forward to hearing from you by return.

Yours sincerely

J. Wong

J. Wong
Purchasing Officer



1. Leggi la lettera e rispondi alle seguenti domande.
 - a. What is the writer complaining about?
 - b. What did he place an order for?
 - c. What did Fortune Goods do to solve the problem?
 - d. What solution is suggested by the writer?

2. Scrivi una lettera di risposta di scuse.

Durata massima della prova: 5 ore.

È consentito soltanto l'uso di dizionari bilingue e monolingue.

Non è consentito lasciare l'Istituto prima che siano trascorse 3 ore dalla dettatura del tema.