

English 208
Final Exam
Fall 2005 2006

Time: 2 hours

Part I: Bad News Memo (50 %)

Directions: Write a bad news memo using the **indirect approach** on one of the situations below. Invent any information you need. Make sure you use appropriate business style and tone and memo format.

1. The situation in the country has been unstable during the past year and has affected work in your hotel, *Paradiso*. Many tourists have canceled reservations and this has resulted in a financial problem especially that you have just redecorated most of the rooms. As the Head manager of *Paradiso* hotel, write a **bad news memo** to your employees announcing that starting next month they will receive half their salaries until productivity and the general situation in the country improve.
2. The Computer Science department, like all other departments at AUB, has recently been experiencing budget difficulties. Therefore, to cut down on departmental expenditures, it has been decided to purchase only two computers instead of the twenty which the faculty had requested to accommodate student needs for the academic year 2005 2006. As chair of the Computer Science department, write a **bad-news memo** to faculty informing them of this decision.

Part II: Persuasive Letter (50 %)

Directions: Write a persuasive letter using the **indirect** approach on one of the situations below. Include all the required parts of a letter (as a letterhead, inside address, date, and so on). Invent any information you need. Make sure you use appropriate business style and tone and letter format. The memo for Part I and letter for Part II should be on separate pages.

1. You are the CEO of *Metro Software* company in Beirut, and this year you decide to invite the managers with their spouses to the Italian restaurant in *Zafir Hotel* on of a six-course set menu, live entertainment, and a DJ till the early hours of the morning. However, due to electricity power cuts throughout the evening, you were served a three-course menu, and the music stopped at 12 midnight. You feel the hotel management was responsible for the unpleasant evening. Write a **persuasive claim** letter asking the manager of the hotel to compensate you for the incomplete deal.
2. You are the branch manager for *Uflyonline.com*, the first online travel agency in the Middle East and North Africa. You would like to attend an international conference on *Online Travel Agencies: Maximizing Customer Satisfaction* in Sweden. Write a **persuasive request** letter to the regional branch manager in Bahrain requesting that you attend the one-week conference, all expenses covered.