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I. Memo (20 pts)

You are Bob Dixon, the Vice-President of an airline company. Dixon has noticed that sales are down by 50% from last year and wants his sales manager Rick Fluty to suggest incentives for generating more sales.

1. Write the memo
2. Enclose a copy of last year's sales report
3. Send a copy to all salespeople in the company

Memo To : Mr. Rick Fluty, Sales Manager

from : Bob Dixon, Vice President

Date : November 20th, 2004

Subject : Incentives suggestion to sales increase

This year wasn't a good year for our company, because sales went down and it should be of high concern for the sales department to adopt new incentives in order to be on the right way.

I would recommend to suggest more incentives that reward the sales. Coordination and organization among salespeople and employees is of high importance. You should be aware that the situation of the company is very risky and new policies must be adopted.

Good incentives and efficient work and creativity are needed as soon as possible.

Enclosure : Documents : ~~Statistics~~ Copy of last 3 years sales report

CC : copy to all salespeople.

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II. Adjustment Letter (20 pts)

You are the Customer Service Representative of a company (Bishrat Electronics, PO Box 56, Tripoli) that sells home appliances. A customer, Nancy El Hage (11/25 Port Said Street, Al Mina) has written a claim letter complaining about what she regards as poor work on the part of your repair and maintenance section. She had bought a dishwasher from your company eight months ago, and has already had it serviced on two separate occasions, to repair the soap dispensing mechanism. In her claim letter she says the dishwasher keeps breaking down, and suggests that you provide her with a complete new unit.

You provide a six-month warranty for parts and service, which includes one free maintenance visit. After checking with the supervisor of your repair and maintenance section, you find out that she has been using another type of soap cartridge than the one specified. The supervisor tells you that he has already warned her about using incompatible cartridges, and gave her the extra service visit on a goodwill basis, precisely because she has been a regular customer over the past few years.

Based on the feedback from your supervisor, you see yourself forced to refuse her claim, reminding her that the warranty period is over. However, you offer to sell her a six-month supply of the appropriate soap cartridges with a discount of 25%.

THE DEBATE CLUB

**USE THE SPACE ON THE
FOLLOWING PAGE ONLY**

Write the adjustment letter (full formatting required).

November 20th, 2004

Mrs. Nancy El Hage

Customer

11/25 Post Suid Street

Al Hina

Dear Customer Mrs. Nancy El Hage,

Subject: Our good offer to you

~~I am sorry I could not accept your claim about providing you with a complete new unit. However, I would offer to sell you a six-month supply of the appropriate soap cartridges with a 25% discount.~~ should be indirect Plan

~~The warranty period is over two months ago. Using the incompatible cartridges might have led to break down the dishwasher. That's why using an appropriate soap for the machine will be safer.~~

You have been a good customer over the few years that's why we offer you the discount. I am sure that you will understand our behavior and we will keep on having a good work relationship.

Sincerely,

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III. Agenda and Minutes (7 + 13 pts)

A. You are the Sales Manager at JC Benny, an international casual wear store. The CEO (Chief Executive Officer) had asked you to present to him a proposal regarding opening a new branch in Beirut. You call all managers to attend a meeting on December 17, 2004 at 10:00 in the Blueberry Hall. This is not your first meeting. In the first meeting held on November 25, 2004 you studied the two possible locations, but you failed to come up with a final decision on which to choose. In this upcoming meeting, you have to finalize this pending issue and go on to specify the budget allocated to the execution of the project as a whole with approximate figures pertaining to major expenditures, prepare the time schedule, and specify the criteria by which to hire the new personnel.

Write the agenda of the meeting.

JC Benny
Meeting of ^{all the managers} December 17, 2004
December 17, 2004, 10:00 am
Blueberry Hall

The meeting hasn't happen yet!

The Chief Executive Officer called the meeting to order

Minutes of the last meeting were approved as read ??

Announcements : No Announcements /

old business : Studying of the two possible locations.
- The issue was not finalized /

new business : Finalized the issue of location
- Specify the budget allocated to execute the project
with figures, time schedule.
- Specify the criteria of new personnel hiring. /

Adjournment : the meeting was adjourned to December 22th, 2004. 4 ??

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B. Based upon the information given in part A, write, in the proper sequence, the minutes of the meeting. Use appropriate terminology. Don't forget to send the CEO a copy of the minutes.

- The meeting ended at 12:00.
- The meeting began at 10:05.
- The budget was discussed at length: The Financial Manager suggested that he be given a list of expenditures to estimate the budget. Two other managers wanted to be told what the lump sum was in order to plan accordingly. The marketing manager asked for a vote to take place. The concept of starting with basic expenditures to build up an estimate budget was favored.
- Present: Tony Haikal, Financial Manager; John Abboud, Marketing Manager; Fouad Roustom, Sales Manager; Houda Haidamous, Personnel Manager
- The Garden Palace was chosen as location.
- The time schedule was worked out. The project will be executed in four phases starting October 1st 2005 and ending October 1st 2006.
- The personnel manager needed more time to come up with a job description and thus recruitment criteria. Consequently, she asked that this point be discussed in another meeting.
- Absent: John Adams and Peter Brooks. Joan Cook called to say that she would not be able to make it due to a previous engagement.
- You chaired the meeting and acted as secretary.

JC Berry

Minutes of the Meeting of December 17, 2004

Chair: Doreen Bander

Present: Tony Haikal (Financial Manager)

John Abboud (Marketing Manager)

Fouad Roustom (Sales Manager)

Houda Haidamous (Personnel Manager)

Doreen Bander

Absent: John Adams (excused)

Peter Brooks

Joan Cook (excused)

The chair called the meeting to order at 10:05

Minutes of the last meeting were approved on record

Agenda was read and

Announcements: No Announcements.

Old Business: The Boardroom Palace was chosen as location

Time Schedule: 4 Phases: October 1st 2005 - October 1st 2006
- Director of Budget

New Business: The Marketing Manager asked for a vote in order to estimate the budget.

The ^{option} concept of starting with basic capabilities was carried.

The Personnel Manager moved for motion to discuss the job description

Adjournment: The meeting ended at 12:00.

encl: i copy of the minutes to CEO.

IV. Complete the following sentence using the appropriate parliamentary procedure terminology (10 pts)

1. John Hyacinth has been elected chair of the "Team NDU" first meeting. He would like to invite people to discuss major issues, so he sends out, in a memo, a call to order meeting.
2. In the e-mail, he asked that anyone who had suggestions for topics for discussion inform him of those topics before Friday so that he could get the agenda ready.
3. Hani Winter counted the number of club members at the door of the meeting. Of the 200 registered members of the club, only 53 attended. Hani informed the chair of this. John announced that the meeting could not take place due to quorum.
4. The meeting was rescheduled for a week later. Seventy-five people were in attendance. Mr. Hyacinth called the meeting to order.
5. Mr. Hyacinth wanted to know the exact names of all the attendees, so he opted to take a roll call.

6. During the meeting, a discussion was held concerning the advertising budget for the club. Cindy Spring noticed that most people who spoke believed that the total amount of the budget used for advertising should not exceed 25% or the amount of \$4000. People seemed to be repeating themselves in the discussion. She raised her hand and said,

I'd call for a vote

7. Patrick Henley agreed with Cindy and thus raised his hand immediately and said

I second the motion

8. The vote on this issue was taken. Cindy was right. Almost everyone was in agreement. There were 74 in favor and 3 against. The chair announced that

the motion was carried because there was "aye"

9. Bill Dealer wanted to be more precise with the motion. He wanted it to read: "the budget used for television advertising should not exceed \$4000." He raised his hand and said,

I move to a point of order

10. The chair looked at his watch and realized that the time allocated for the meeting had finished. He announced:

The meeting is finished and the next meeting will be on — → Adjournment

12 V. Read the sentences below; circle "T" (True) or "F" (False) for each item and, in case it is false, explain why. (15 pts)

1. Communication is the sending and receiving of verbal messages.

T

F

Communication is the sending and receiving of verbal and nonverbal messages.

2. The grapevine communication network is the transmission of information through official channels outside the organization.

T

F

inside the organization

3. Groupthink liberates opposing ideas and secures the free flow of communication.

T

F

not secure

4. Minutes are the unofficial record of the parliamentary proceedings; they discuss how the decisions were made.

T F

official record

5. The function of an agenda is to help the manager run the free-flow of information.

T F

6. In evaluating the quality of internet resources one has to consider only the following criteria: authority, accuracy, and objectivity.

T F

7. It is good practice to state the aim of your message at the end of a memo.

T F

at the beginning

8. A claim message is the same as a complaint message.

T F

It is not necessary a complaint.

9. Apologies are recommended when writing adjustment messages.

T F

They are not necessary

10. Expressions of grief and sympathy are better appreciated when hand-written.

T F

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VI. Re-write the following sentences using appropriate business style and/or tone (15 pts)

1. If you don't send your application before next week, we won't be able to process it.

We are able to process your application ^{as soon as} when you send it. ✓

2. A free gift will be sent to all participants who combine the pieces of the puzzle together.

Any participant who combines the pieces of puzzle will have a gift. ✓

3. With regard to your application, we are of the opinion that it will be accepted.

Your application will be accepted with regards. ✓

4. The new cars are fast, comfortable, and their price is cheap.

The new cars are fast, comfortable, and cheap. ✓

5. Stop beating around the bush and get your act together for once!

Stop feeling like a fool and behave well. ✗

6. I hope you will accept our offer.

I'm sure you will like our offer. ✓

7. Our company cannot deal with individuals like you, so you're fired!

Your job requirements aren't met with your skills.

Our company needs an individual with more skills and abilities. ✓

8. Mrs. Wilson used to be the chairperson of this department. Now she's a housewife.

Mrs Wilson who used to be the chairperson is now a housekeeper. ✓

9. We want to demonstrate how indispensable conciseness should be.

Conciseness is essential/indispensable to us. ✓

10. Sales went up in many departments. We will call you soon!

We will call you soon because ^{we are better now} sales expanded. ✓