7. ( ) If your long-term business partner pays late for the first time, what should you do?
   (A) Write a severe reminding letter.
   (B) Blame the business partner critically.
   (C) Send a mild reminder.
8. ( ) What content should NOT be included in a complaint letter?
   (A) Where the unhappy incident happened
   (B) When the unhappy incident happened
   (C) What you want to buy next
9. ( ) Why do some people suggest use odd numbers for discount requests?
   (A) Because they are easy to remember
   (B) Because they are more acceptable than even numbers
   (C) Because they sound like a decision after a careful thought
10. ( ) If the complaint is involved in legal terms and conditions, what should you do?
   (A) Transfer the case to the legal consult/department.
   (B) Leave it alone.
   (C) Call the police.
11. ( ) When one needs to reject an order, what should he/she do?
   (A) Ignore the order.
   (B) Reject directly without an explanation.
   (C) Explain the reason and suggest an alternative.
12. ( ) When making a complaint, what should you do?
   (A) Write a complaint letter in an angry tone.
   (B) Write a complaint letter when feeling calm.
   (C) Write a letter to criticize the person who makes the mistake.

三、信用狀術語英翻中配對題 （每題 2 分，共 14 分）

1. ( ) Drawer	A. 受益人
2. ( ) Advising Back	B. 出票人
3. ( ) Covering	C. 開狀銀行
4. ( ) Beneficiary	D. 商業發票
5. ( ) Issuing Bank	E. 貨物內容
6. ( ) Transshipment	F. 通知銀行
7. ( ) Commercial Invoice	G. 轉運

四、是非題 (對的打 T，錯的打 F) （每題 2 分，共 14 分）

1. ( ) When sending holiday greetings, it is appropriate to attach sales information.
2. ( ) When accepting an invitation, one should confirm the availability.
3. ( ) Seasonal greetings mean good wishes sent before or during the holiday season.
4. ( ) When declining an invitation, it is not necessary to explain the reason.
5. ( ) Business people can send seasonal greetings via a letter, card, or email.
6. ( ) When declining an invitation, the letter should start with an apology.
7. ( ) When sending holiday greetings, showing appreciation is unnecessary.