

- You are required to write a letter of reply. The information provided includes an email from your supervisor, an enquiry letter and three other documents.
  
- Please be reminded to:
  - follow the format of business letters (Ref. p.30, Unit 3);
  - study the enquiry letter (document 1) carefully and understand the background and the needs of the sender;
  - extract information relevant to the enquiries from document 2 - 4 and avoid unselective copying;
  - organise and present the ideas appropriately;
  - adopt a semi-formal writing style (Ref. Unit 2);
  - proofread your work before submission.
  
- Please write 250 – 350 words\*.  
*\*Excluding the word count for letterhead, date and insider address*
  
- The number of words is a general reference. Your work will be assessed holistically in the following aspects:
  - Understanding of and appropriate response to the task situation
  - Style and register
  - Cohesion and fluency
  - Range of vocabulary and expressions
  - Accuracy in grammar

## Task

You are Terry Chong, Marketing Officer of Space Technology Ltd. You have received the following email from your supervisor, Patrick Chan. Write a reply letter as instructed by referring to the email below and documents 1 - 4.

To: Terry Chong [terryc@spacotech.com.hk](mailto:terryc@spacotech.com.hk)  
From: Patrick Chan [patrickchan@spacotech.com.hk](mailto:patrickchan@spacotech.com.hk)  
Date: 16 Jan 2019  
Subject: Enquiries about interactive flat panel displays

Dear Terry

We have received a letter from Dorothy Lee (document 1). Please draft a letter in reply to her enquiries and send it out by 21 Jan. Please note the following:

1. Introduce two models to Ms Lee by referring to the catalogue (document 2). (You do not need to include all the features/attractions. Just mention those which are more relevant to the needs of Ms Lee's institution.)
2. The price list (document 3) is attached.
3. Go through users' comments (document 4) for useful ideas.
4. Please also read my handwritten notes and include those points in the reply letter.

Thanks.

Patrick

**STEM Training & Development Hub**

28/F, One Plaza, 338 Nathan Road, Tsim Sha Tsui, Kowloon  
Tel: (852) 2154 1133 Email: info@stem.org.hk

14 January 2019

Space Technology Ltd  
12/F Hong Kong Technology Tower  
27 Kwun Tong Road  
Kowloon

Dear Sir/Madam

**Interactive Flat Panel Displays**

We are writing to enquire about your interactive flat panel displays which were shown at the IT Expo in November last year.

We provide STEM training courses to secondary school students and conduct research projects in collaboration with universities. To facilitate our training activities and meetings with partners, we plan to purchase four interactive flat panel displays. We would be grateful if you could recommend models that fit the following requirements:

1. Compatible with Windows and Mac operating systems
2. Suitable for group activities (e.g. interactive games and drawing), note-taking during meetings and video conferencing
3. Set-up: stand- or wall-mounted

Would you please send us the latest catalogue for reference? We would also like to know the price range and if any discount can be offered. As we hope to use the interactive displays for new courses in early March, please let us know the earliest time for product delivery. Lastly, we have not used similar products before and wonder if reliable technical support is available after installation.

We look forward to receiving your reply.

Yours faithfully

*Dorothy Lee*

Dorothy Lee

Training Manager

- Send them our catalogue and price list (Jan 2019 version).
- Delivery: usually 2 weeks after confirmation of order  
Suggestion: place order by mid-Feb
- Tell client – Peter Chan (Sales Officer) will contact them soon.

**Model – BandX**

*An easy and fun solution to meetings and interactive learning!*



**Key features**

- Compatibility: Windows/ Linux/ Mac/ Android/ iOS
- Set-up: mounted on a wall
- Built-in digital camera
- Compliance with EU product safety standards

**Special attractions**

- Quick data saving – as texts or images
- Convenient data sharing – through Wi-Fi, QR code or USB
- Writing on screen – ‘Active Pen’ with advanced handwriting recognition feature
- Interaction on screen – 15 multi-touch points
- Low-gloss screen surface – content clearly seen by all members in a meeting room
- 🖱️ Video conferencing
- A wide range of early childhood education software available \*

\* For subscription at a discounted price



**Model – TouchLink 2.0**

*Redefining classroom and workplace collaboration – our latest model!*

**Key features**

- Compatibility: Windows / Linux/ Mac/ Android/ iOS
- Set-up: mounted on a stand with adjustable heights and viewing angles
- Built-in panoramic camera
- Compliance with EU product safety standards

**Special attractions**

- A certified energy-efficient product – cost-saving
- Comfortable viewing experience – big LCD screen with low blue light technology
- ‘NFC Pen’ – writing/sketching/painting on screen for four people at the same time
- Interaction on screen – 20 simultaneous touch points
- 🖱️ Group learning activities
- Smart remote control – flicking, rotating and zooming by simple hand gestures of presenter
- Trade-in programme for old TouchLink models – ask our sales representatives

# Document 3 - Price List (Jan 2019)\*

\*Valid until Dec 2019

Model	LCD Size	Price/Unit (HK\$)	Remarks
BandX	64"	\$78,500	- Special offer: 20% discount for purchase of two panel displays or more - Free installation and delivery
	75"	\$88,500	
TouchLink	64"	\$83,000	
	75"	\$93,000	

Bestseller in 2018

Popular choice among educational institutions

## Document 4 – Extracts from a Discussion Forum



TechTalk – ask any questions and get quick answers

Pete334 Dec 29, 2018 2:53 AM



We finally got the funding for improving school facilities. Looked at a few flat panel displays and want to buy the 75" Touchlink from Space Technology. Anyone who has used it? How's their technical support?



AndynBuzz Dec 29, 2018 12:49 PM

We have a BandX but it is seldom well-utilized as our teachers are not familiar with all the interactive functions. Some just use the display like a giant TV connected to tablets showing Youtube videos.



Shaunthesheep Dec 29, 2018 16:20 PM

@AndynBuzz Just wonder why your staff are not well-trained. Our institute bought a 75" BandX from Space Technology last year. They provided one on-the-spot user training session after installation. It's free of charge. Really useful.



JonWhite Dec 30, 2018 3:40 AM

We traded in our old model for a 64" stand-mounted Touchlink from Space Technology. Great device but quite heavy! As for tech support, it's quite ok. They have a service hotline (9am - 6pm, Mon - Fri) and returned our calls within a short time. Gave us professional advice and solved our problems effectively.