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**ДЕЛОВАЯ КОРРЕСПОНДЕНЦИЯ.
ЛЕКСИЧЕСКИЙ МИНИМУМ**

Учебное пособие
для практических занятий

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Настоящее пособие предназначено для студентов 4 курса, обучающихся по направлению «Международные отношения». Учебное пособие состоит из 12 блоков, подобранных по тематическому принципу. Каждый блок включает лексику, упражнения на закрепление активной лексики, контрольные вопросы по каждой теме.

Данное пособие может быть использовано для самостоятельной работы.

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UNIT 1. INTRODUCTION TO BUSINESS WRITING

Exercise 1

Translate from Russian into English.

1. Деловая корреспонденция необходима в установлении и подтверждении сделок.
2. средство достижения цели
3. соответствовать чьим-либо ожиданиям
4. определить какая цель наилучшим образом передает ваши мотивации
5. адаптировать нашу речь
6. предвидеть потребности или ожидания вашей аудитории
7. целевая аудитория
8. привести доказательства
9. руководствоваться целью
10. исследовать идею
11. развлекать или удивлять своего читателя
12. информировать людей
13. объяснить идею
14. предлагать, провозглашать свои идеи
15. поддерживать или возражать против идеи
16. убедить своего читателя
17. оценить или решить проблему
18. быть посредником
19. вести переговоры
20. убедить читателя понять вашу точку зрения
21. наиболее требовательная в отношении знаний аудитория

Exercise 2

Use proper prepositions to complete the phrases.

1. communicate _____ a particular audience
2. communicate _____ people
3. to appeal _____ that specific audience
4. focus _____ a purpose

Exercise 3

Give the Russian equivalents to the following English names of business letters:

- | | |
|-----------------------|------------------------|
| 1. an enquiry | 9. a statement |
| 2. a quotation | 10. a complaint |
| 3. an estimate | 11. an acknowledgement |
| 4. a counter-proposal | 12. an adjustment |
| 5. an order | 13. an application |
| 6. an invoice | 14. an acceptance |
| 7. a reminder | 15. a reference |
| 8. a receipt | 16. a refusal |

Exercise 4

Match each document type on the left with a definition on the right.

- | | |
|-----------------------|---|
| 1. an enquiry | a) a request to supply goods (sent by the customer) |
| 2. a quotation | b) a request for information or assistance (sent by the customer) |
| 3. an estimate | c) an approximate calculation of the cost of something |
| 4. a counter-proposal | d) the price given for goods or a piece of work |
| 5. an order | |

- | | |
|------------------------|---|
| 6. an invoice | e) a letter where the customer tries to get better terms |
| 7. a reminder | f) a document that proves you have paid for some goods |
| 8. a receipt | g) a list of amounts paid and still owed, sent every month |
| 9. a statement | h) a bill for goods sent or work done |
| 10. a complaint | i) a letter to a customer about an unpaid invoice |
| 11. an acknowledgement | j) a letter saying you are not satisfied about something and ask that certain situation to be corrected |
| 12. an adjustment | k) a sales letter, marketing your skills, abilities and knowledge |
| 13. an application | l) accepting a job offer |
| 14. an acceptance | m) letting someone know you have received something sent to you |
| 15. a reference | n) recommending someone for employment |
| 16. a refusal | o) refuse some kind of request |
| | p) response to a complaint letter |

Exercise 5

Answer the questions.

1. Why is correspondence essential?
2. What are the purposes for writing business letters? (at least 10)
3. What strategies can be used to achieve your purpose?
4. Why is it important to analyze the audience you are writing to?
5. What categories of audience do you know? Can you characterize them?
6. What are the main types of business letters? Characterize each of them.
7. Make sure you know the difference in the meaning of the verbs: to inquire, to require, to request.

UNIT 2. BUSINESS LETTER LAYOUT

Exercise 6

Give the Russian equivalents to the common components of a business letter:

1. Letterhead with the Sender's or Return Address or Outside Address and the date
2. Inside Address
3. References – Your Ref/Our Ref:
4. Attention Line / Private or Confidential
5. Salutation
6. Subject Line
7. Body: introductory paragraph, main (middle) paragraph(s), concluding paragraph
8. Complimentary Close
9. Signatures
10. Enclosure Lines
11. Copy Line – courtesy copies, *blind copy*

Exercise 7

Translate from Russian into English.

1. по месту требования
2. с уважением
3. искренне ваш
4. поблагодарите Вашего корреспондента за его письмо
5. представьте себя и свою компанию
6. сформулируйте предмет/тему письма
7. изложите цель
8. вдохновить на дальнейшую переписку
9. С нетерпением жду Вашего скорого ответа.
10. используйте списки чтобы привлечь внимание к конкретной информации
11. все выровнено по левому полю
12. параграфы с красной строки (с отступом)
13. конкретные/особенные требования к написанию делового письма
14. быстро ухватить информацию
15. фирменный бланк письма
16. последующие страницы
17. совет директоров
18. написать дату полностью

Exercise 8

Use proper prepositions to complete the phrases.

1. to address _____ a person
2. immediately draw attention _____ the topic of the letter
3. _____ the end of the letter
4. _____ the top of the business letter
5. the names of the directors will appear _____ the letterhead
6. address your letter _____ the person/department/company
7. _____ the right-hand side _____ the page
8. the letter is intended only _____ the eyes _____ the named recipient

Exercise 9

Use a proper word(s) to complete the sentences.

1. As a business letter is an effective way to _____ a message, its format should allow readers to quickly _____ information.
2. Print only the _____ page of any letter on letterhead stationary, with _____ pages on blank paper.
3. The date is written below the sender's address _____ of the page.
4. The month in the date should not be written in _____ as they can be _____.
5. Whichever way of writing the date you choose you should be _____ your correspondence.
6. _____ are effective ways to present information because they _____ large amounts of text and are visually pleasing, they can be _____ or _____.
7. the letter is _____ only for the eyes of the named recipient (предназначается)

Exercise 10

Put the verbs in brackets into either the Present Simple or the Present Continuous.

1. ICI (be) a large multinational company that (export) to countries all over the world.
2. The Managing Director (have) a meeting at the moment, but I will ask him to call you back.
3. Although the economic climate (improve) slowly, a lot of smaller companies (find) trading conditions difficult at the moment.
4. Office workers in the UK normally (start) at 9 a.m. and (go) home at 5 p.m.
5. At the moment the Sales Director is on a two-week tour of Europe, where he (meet) suppliers and (do) some market research.
6. We now (need) to expand, so we (negotiate) the lease of larger offices outside London.
7. I (write) to you to enquire about the possibility of setting up an agency in Spain for your products.
8. I (try) to get in touch with Mr Peters, but I (not/have) much luck. He still (have) the same phone number?

Exercise 11

Using either the Present Simple or Present Continuous tenses, complete the letter with the appropriate verb from the list below.

look	note	start	supply	build
know	write	offer	provide	

HALL & CO. LTD **Builders' Merchants**

Dear Sir/Madam,

We (1) _____ that you have made a planning application and (2) _____ an extension to your property soon, and I (3) _____ to inform you of the services which we, as your local Builders' Merchant, (4) _____ for our customers.

Our range of products (5) _____ at the foundations with sand, cement, and bricks, and we also (6) _____ a full range of timber and plasterboard products. In addition to this, but only for the next two weeks, we (7) _____ a free estimating service, so that you (8) _____ exactly how much the materials will cost.

We (9) _____ forward to hearing from you.

*Yours faithfully,
Hall and Co. Ltd*

Exercise 12

Read this letter from a computer company to a company trainer, and fill in the blanks with the correct verb taken from the list below.

leave	travel	stay	have	to be able
suit	meet	visit	return	need
				arrive

Dear Mr Jackson,

Re: Nicosia Computer Training Course

Thank you for your letter of 18 May giving us the dates of your visit. I am writing to inform you of the arrangements we have made on your behalf.

You (1) _____ at Larnaca airport by the company driver, and (2) _____ at the Amathus Beach Hotel for the first night. When you (3) _____ Larnaca, you (4) _____ up to Nicosia and spend four days at the training centre. Most of the trainee operators (5) _____ some experience of the new program by the time you (6) _____, but they (7) _____ some instruction on the more complex areas of the system.

Unfortunately, Mr Charalambides (8) _____ to meet you on Thursday 15 June, as you requested, because he (9) _____ subsidiary in Spain. However, he (10) _____ by the following Monday, 19 June, so I have arranged for him to see you at 2.30 p.m.

Please let me know if these arrangements (11) _____ you. I look forward to hearing from you.

Yours sincerely,

Elena Theodorou

Training Manager

Exercise 13

Answer the questions.

1. Can you name the components of a business letter?
2. Why is it essential for business letters to have a rather strict format?
3. What makes up the heading?
4. How many pages could a business letter be? What pages can be printed on letterhead stationary? What is the layout for the subsequent pages?
5. What does the letterhead consist of? What types of companies can you come across in the letterhead? How should you write dates?
6. What courtesy titles do you know? What other titles can you use to address the person you are writing to?
7. What are the ways of addressing a letter? (when you know only the department, the company etc.)
8. What do we need references for? Is attention line optional or compulsory?
9. What is salutation followed by? When can we use the phrase "To Whom It May Concern"?
10. What is the role of the subject line in a business letter?
11. What are the paragraphs of a business letter? What does each of them serve for?
12. What complimentary close can you use?
13. What does a signature block include? What does p.p. stand for?
14. What are the last two components of a business letter? What do the abbreviations cc: and bc: stand for?
15. What are the formats of business letters? What are the differences between them?

UNIT 3. CONTENT AND STYLE IN BUSINESS CORRESPONDENCE

Exercise 14

Use a proper word(s) to complete the sentences.

1. Create relatively short paragraphs of between _____ long.
2. When you _____ the contents of a business letter, you place each different idea in its own paragraph.
3. Information in _____ of paragraphs tends to be read and remembered better.
4. Place less positive or detrimental information in _____ in your business letters.
5. Find _____ to express bad news in your business letters.
6. Avoid _____ on your own concerns rather than those of the recipient.
7. Recipient-oriented style is often called the _____.
8. Using _____ rather than _____ is the key to good writing.
9. Some basic guidelines will help you, _____ the form, purpose, and audience of the document. (независимо)
10. Executives still prefer a written document _____ other forms of communication.
11. avoid _____ beginnings
12. Identify the previous correspondence _____ its subject and date.

Exercise 15

In the English language we use Anglo-Saxon and Latin words. Latin words are mainly used in written English while Anglo-Saxon words are more appropriate for informal language. Look at these pairs of word and think which words are better to use in business correspondence.

get/obtain	thanks/thank you	I'll/I will	job/occupation
tell/inform	go back/return	ask/inquire	try/attempt
because/due to the fact that		need/require	
about/with reference to		now/at the present time	

Exercise 16

Match each phrase on the left with a phrase on the right.

Informal (spoken) language

1. Thanks for your letter.
2. I've just seen your advert in ...
3. Can you tell me about...?
4. because
5. Sorry, I can't make the meeting.
6. Here are ...
7. What exactly do you need?
8. Just send the stuff back. We'll pay.
9. I've got some bad news. There's no more until next month.
10. Good news! I've just heard that...
11. There isn't much left. You better move fast.
12. If you'd like any more details, just let me know.

Formal (written) language

- a) I am writing with reference to the advertisement in..
- b) due to the fact that
- c) Thank you for your letter dated 14 March.
- d) Please find enclosed ...
- e) I am afraid I will not be able to attend the meeting.
- f) I would be grateful if you could send me some information about...
- g) Please return the goods at our expense.
- h) We are pleased to inform you that...
- i) Please let me know your exact requirements.
- j) If you require any further information, please do not hesitate to contact me.
- k) We regret to advise you that the goods you require are temporarily out of stock.
- l) Please note that our stocks are limited. We advise customers to order as soon as possible to avoid disappointment.

Exercise 17

The phrases below are typical of informal spoken English. Rewrite them as sentences for a business letter. Some words have been given to help you.

1. It's about that ad. we saw in Marketing Monthly. (writing/reference to/recent edition)
2. Can you send us something about what your company sells? (grateful/information/range)
3. Thanks for your letter of March 12 asking about what we sell. (dated/enquiring/products)
4. I have some bad news. I'm afraid your order is going to be late. (regret/inform/delayed}
5. See you in Frankfurt next month! (look forward)

Exercise 18

Answer the questions.

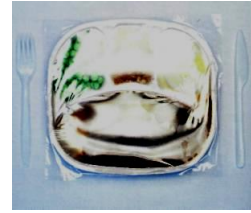
1. Why do executives prefer written documents to other forms of communication?
2. What are the main rules for successful business letter writing? Characterize each of them.
3. What are seven c's that you should follow?

UNIT 4. IN-COMPANY CORRESPONDENCE

PROCEDURES AND INSTRUCTIONS

Exercise 19

Look at the pictures. What sort of advice, instructions or warnings would you expect to find on the packaging of these products? Discuss your ideas with a partner.



Match these strange instructions 1-6 with the products a-f which they refer to.

- | | |
|---|---|
| 1. Do not turn upside down | a) a child's Superman costume |
| 2. Warning: keep out of children | b) a bread pudding |
| 3. For indoor or outdoor use only | c) printed on the bottom of a tiramisu packet |
| 4. Wearing of this garment does not enable you to fly | d) a sleep aid |
| 5. Product will be hot after heating | e) a kitchen knife |
| 6. Warning: may cause drowsiness | f) a string of Christmas lights |

Exercise 20

Decide whether the ten tips below for writing clear procedures are Dos or Don'ts.

Writing Clear Procedures - Dos and Don'ts

1. Use long sentences (15-20 words maximum)
2. Prefer active verbs
3. Be direct - use imperatives
4. Use long words
5. Use abbreviations or acronyms
6. Be consistent with terminology
7. Remember the reader - do not assume they know certain information
8. Put steps in the right sequence
9. Use headings and split information into chunks
10. Use 1, 2, 3, and not one, two, three or first, second, third

Read these assembly instructions for a bookcase. Which of the Dos and Don'ts do they break? Find examples and compare your answers with a partner.

Full assembly instructions for the assembly of a freestanding bookcase

Before attempting to assemble the FSB, the parts list should be checked to ascertain that all relevant items are included in the packet and that none are missing.

First of all, the specially designed wooden dowel pegs should be inserted in the appropriate holes drilled in the ends of the five shelves and the latter should be screwed to the side panels ensuring that the rounded shelf edges face the front of the unit.

Then the top and bottom panels should be fixed in place using the correct screws.

Before fitting the top and bottom panels, one must not forget to slide the back panel into position in the grooves provided to this effect at the rear of the side panels.

NB It is recommended that the unit be assembled in a horizontal position on an appropriate load-bearing surface, i.e. the floor.

Exercise 21

Rewrite the assembly instructions to make them clear. Use the framework below. Use one word in each gap.

Bookcase _____ instructions

1. _____ the packet contains all the _____ in the parts _____.
2. _____ the bookcase flat on the _____.
3. Begin by fitting wooden _____ in the four _____ in each _____.
4. _____ the five shelves to the side _____, with the rounded _____ towards the front.
5. _____ the back panel into place in the _____ at the rear of the side panels.
6. _____ the top and _____ panels and _____ them down.

Exercise 22

Janice is assembling a TV stand she has just bought. She calls her friend Max. Listen to their conversation and answer the questions.

1. Why does she call Max?
2. What information does Max give her?
3. What does he promise to do in the end?

Listen again and write in the missing items on the parts list.

TV Stand - Parts List

1 _____ panel

1 cross _____

8 _____

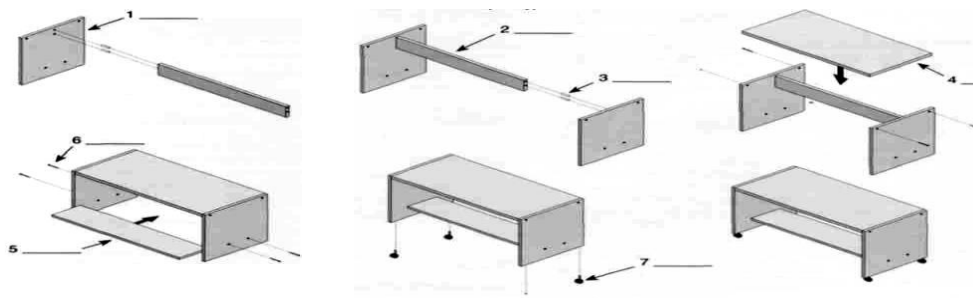
4 _____

4 _____

2 _____ panels

1 _____

Label the parts in the assembly diagram below.



Work in small groups. Use the diagrams to write the assembly procedure for Janice. When you have finished, compare your instructions with the other groups. Decide which group has written the clearest instructions.

Exercise 23

Answer the questions.

1. What is a memo?
2. What differs a memo from a business letter?
3. Is a memo always a right solution to communicate a matter?
4. What are the purposes of memos?
5. What can the audience for memos be?
6. What information does a memo heading provide?
7. What tone is used for memos?
8. How long could a memo be?
9. What are the format guidelines?

UNIT 5. RESUME AND COVER LETTER

Exercise 24

Translate from Russian into English.

1. будущий работодатель
2. обратный хронологический порядок
3. перечислить обязанности
4. получить положительный ответ
5. быть особо заинтересованным в предлагаемой должности
6. предыдущий опыт и теоретические знания
7. быть успешным на этой должности
8. приобретать требуемый опыт и навыки
9. Пожалуйста, примите это письмо как выражение интереса к должности регионального менеджера по продажам
10. объявление о вакантной должности
11. обратитесь к приложенному резюме для более подробной информации
12. работать самостоятельно
13. иметь возможность работать, проявляя инициативу и брать на себя определенную долю ответственности
14. Принимая во внимание мою квалификацию, я надеюсь на заработную плату приблизительно в \$10,000.
15. зарабатывать \$30,000 в год
16. предлагать достаточно возможностей для развития собственных идей
17. работать в расширяющейся организации
18. быть знакомым с требованиями для успешной работы в торговле
19. обладать необходимым сочетанием маркетинговых и управленческих навыков
20. предоставлять возможность активной работы в условиях команды
21. Необходимо уметь тесно взаимодействовать с коллегами.
22. Спасибо за ваше время и внимание
23. лично обсудить потенциальный вклад в компанию
24. мой опыт и квалификация соответствуют требованиям, предъявляемым к этой должности
25. окончить с отличием ЮУрГУ (the SUSU)
26. Я был взят на работу сразу после окончания благодаря моей квалификации.
27. продолжать углублять знания
28. высоко ценить способности, чтобы продвинуть на более высокую должность после первого года трудоустройства
29. получить диплом по Бизнес Администрированию
30. внести значительный вклад в компанию
31. Моя настоящая должность подлежит уведомлению об уходе за один месяц.
32. привести наиболее яркие примеры из карьеры, которые могут быть интересны
33. предоставить дополнительную информацию относительно опыта и достижений

Exercise 25

Use proper prepositions to complete the phrases.

1. In Britain a resume is often referred ____ a curriculum vitae.
2. This information is arranged ____ reverse chronological order.
3. List your experience starting ____ your most recent place of employment and work backwards.
4. Sometimes a letter ____ recommendation can add that little extra appeal when applying ____ a new job.
5. The letter of recommendation provides a good review ____ the qualifications.

6. One way is to state _____ the bottom of your resume that your letters of recommendation and references are available _____ request.
7. You attach an application letter _____ your resume.
8. The letter matches the requirements _____ the job with your qualifications, emphasising how you are right _____ that job.
9. _____ view of my qualification, I would expect a salary _____ about ...
10. I am _____ present earning ... _____ annum.
11. However I would like to change _____ industrial products since I believe they offer a greater potential.
12. During the last three years Karen has worked her way _____ clerical worker _____ part of our management team.

Exercise 26

Use a proper word(s) to complete the sentences.

1. An excellent resume may help you get the job of your dream and a poor resume may mean ____.
2. Headings can also contain a _____ subsection and a highlights subsection.
3. Resume specialists believe that the eye makes first contact with a page somewhere _____ of the way down the page.
4. To keep the main part of the resume from becoming unbalanced and less readable, they shift all of this detail to _____.
5. At the bottom of the resume, people often put " _____ " and the date of preparation of the resume.
6. The role of the application letter is to _____ between the job you are seeking and your qualifications listed in the resume.
7. Your cover letter should communicate something _____ about you along with information that is _____ for the division or company to which the letter is being sent.
8. Your resume and cover letter must be _____ written and _____ typed, _____ spaced on a good quality paper matching the paper used in your resume.
9. State one _____, attention-getting thing about yourself in relation to the job or to the employer that will cause the reader to want to continue.
10. My present position is _____ one month's notice.

Exercise 27

Translate from Russian into English.

Уважаемые господа!

Я обращаюсь к вам, чтобы узнать, заинтересованы ли вы в принятии на работу в вашу фирму человека с хорошим знанием английского языка для ведения дел с российскими или американскими партнерами.

Я окончил Санкт-Петербургский государственный университет с дипломом магистра по специальности «Русский язык и литература». Я постоянно проживаю в Санкт-Петербурге. У меня есть опыт работы на компьютере, и я также специализировался в переводе с английского.

Кроме того, у меня есть водительские права, и я довольно хорошо вожу машину. Что касается работы, то я могу выполнять ее в любое время. Я заинтересован в работе у вас, так как считаю, что смогу использовать те навыки, которые уже получил, а также приобрести новые, которые повысят мою профессиональную квалификацию.

Я надеюсь, что вы серьезно рассмотрите мое письмо и предоставите мне возможность встретиться с вами для дальнейшего обсуждения этого вопроса.

Спасибо за внимание.

Искренне ваш

С. Кузнецов

Translate from English into Russian.

Dear Sir or Madam,

I should like to make an application for the post of an interpreter at your Agency.

You will find a full account of my career and qualifications on the attached personal record sheet, and I have also added the names of three referees.

If you feel that my qualifications meet your requirements, I shall be pleased to come to an interview.

I enclosed a stamped addressed envelope for your reply.

Yours faithfully,

Exercise 28

Answer the questions.

Resume

1. What's a resume?
2. What're the two basic resume designs and what's the choice of your resume design based on?
3. What's the layout of the functional design? Who is this design preferable for?
4. What are the differentiating features of the thematic approach?
5. What are the sections of a resume?
6. What are the elements of the heading?
7. What's the best place in a letter according to the specialists where you should place the most important information?
8. What information do you present in the body of a resume and how is it arranged?
9. What information should you provide under the "work experience" title?
10. What should you do if you can't keep all the details about your experience and education to one page?
11. What follows the experience section?
12. What do you write in the conclusion?
13. Why do we need letters of recommendation?
14. What are the ways of presenting a letter of recommendation? Which way is better? Why?

Cover Letter

1. What's the role of a Cover Letter?
2. If the Cover Letter isn't a lengthy summary of the resume, then what's it?
3. What are the principles for writing a successful Cover Letter?
4. What are the sections in a successful Cover Letter?
5. Characterize the introductory paragraph.
6. Characterize the body of the Cover Letter and the two approaches which can be used here.
7. Should information about your work experience and education cover all your background?
8. What paragraph in the body is worth considering for people just starting their career?
9. What should you indicate in the closing paragraph?
10. Why is it important to present your background details and what details should be presented?
11. What shouldn't you say explaining why you left the previous positions?
12. How to explain why you are applying for the position?

OFFERING A POSITION

Exercise 29

Translate from Russian into English.

1. иметь право на дополнительные льготы
2. Сверхурочная работа будет оплачиваться в полуторном размере.
3. право на 3 недели отпуска в год, время по усмотрению супервайзера, с увеличением до максимума в 6 недель
4. ежегодная прибыль
5. ежегодные увеличения на 9% в первые три года
6. иметь право на все банковские праздники, плюс 3-х недельный отпуск после одного года службы
7. одобрять назначение в качестве начальника отдела кадров, при условии стандартных рекомендаций
8. предлагать должность личного помощника директора по продажам
9. быть успешным на интервью на должность менеджера по маркетингу
10. двух недельное уведомление о прекращении найма
11. Ваша стажировка начнется в понедельник и закончится в пятницу.
12. На вас будут распространяться все условия как на штатного сотрудника банка.

Exercise 30

Use proper prepositions to complete the phrases.

1. The selection board have approved ____ your appointment as (title).
2. The bank has agreed to accept you ____ the post of trainee subject ____ the usual references.
3. Although this is a temporary position, you will be subject ____ all the terms and conditions of a full-time bank employee ____ the Securities Department.
4. I look forward ____ seeing you ____ my office ____ 09.00 a.m. on Monday 10 January 20—.
5. Your Contract of Employment is attached ____ this letter.
6. I can introduce you ____ the other members of staff.
7. I am writing ____ behalf of Ms Frances Newman.
8. This is compensated ____ ____ an annual bonus paid ____ administrative staff, based ____ annual profits.

Exercise 31

Translate from Russian into English.

1. Уважаемый г-н Лейкс!

Благодарю Вас за запрос о возможности работы в компании Ай-Би-Эм. Мы ценим Ваш интерес к нашей компании.

Несмотря на то, что Ваши биографические данные произвели на нас самое благоприятное впечатление, в настоящее время у нас нет вакансии, которая бы соответствовала Вашему опыту и квалификации.

Мы будем хранить Вашу автобиографию в течение года в картотеке на случай, если появится вакансия, соответствующая Вашей квалификации.

Еще раз благодарим Вас за проявленный интерес.

Желаем Вам успеха в поисках работы.

С уважением,

2. Уважаемый профессор Смирнов!

По поручению руководства университета штата Огайо я с большим удовольствием предлагаю Вам временную должность профессора русского языка только на период осеннего семестра 2014 года.

Занятия начнутся 26 августа 2014 года и продолжатся приблизительно до 20 декабря 2014 года.

Ваша зарплата за весь семестр составит 14000 долларов США. Эта зарплата, за вычетом налогов, страховки и т. п., будет выдаваться Вам в виде ежемесячных выплат первого числа каждого месяца.

Прошу Вас как можно скорее сообщить нам телеграммой или факсом, принимаете ли Вы это предложение.

С наилучшими пожеланиями,

3. По месту требования

Мне доставляет большое удовольствие поддержать просьбу г-на Воронина о получении должности переводчика устной и письменной речи.

Г-н Воронин прошел пятилетний курс изучения английского языка в Московском государственном университете. Он всегда проявлял большой интерес к английскому языку и литературе и успешно сдал экзамены.

Он провел летние каникулы в Великобритании, и я с уверенностью подтверждаю, что он обладает достаточным знанием английского языка, чтобы извлечь пользу из сотрудничества с вашей организацией, а также может быть весьма полезен в качестве квалифицированного переводчика.

Я с полной уверенностью рекомендую вашему руководству кандидатуру г-на Воронина на ту должность, на которую он претендует.

С уважением,

JOB INTERVIEW

Use the Right Word

Below is a list of great verbs to help you express just exactly what you did with impressive vocabulary. These verbs are used to express responsibilities and tasks performed:

acted	delegated	indexed	recorded
accomplished	derived	initiated	recruited
adapted	designated	inspected	rectified
administered	detected	installed	redesigned
advanced	developed	instituted	repaired
advised	devised	interpreted	replaced
allocated	directed	introduced	restored
analyzed	discovered	invented	reversed
applied	distributed	investigated	reviewed
approved	documented	justified	revised
arbitrated	doubled	led	saved
arranged	edited	localized	screened
assisted	encouraged	located	selected
attained	engineered	made	served
blended	enlarged	managed	set up
brought	escalated	maintained	solved

built carried out catalogued changed classified collaborated compared completed computed conceived conducted constructed consulted contracted controlled cooperated coordinated corrected counseled created dealt decided decreased defined	established estimated evaluated examined expanded experienced explored facilitated finalized formulated founded functioned governed grouped guided handled harmonized harnessed headed identified implemented improved increased	mechanized merged moderated motivated negotiated opened operated organized originated overcame perceived performed pioneered planned prepared presented presided processed programmed promoted provided purchased raised recommended	sorted sparked specified started stimulated strengthened summarized supervised supported systematized tested trained transacted transcribed transformed tripled upgraded validated varied verified vitalized won wrote
--	--	---	--

To describe your skills the following adjectives are useful

accurate active adaptable adept broad-minded competent conscientious creative dependable determined diplomatic	discreet efficient energetic enterprising enthusiastic experienced fair firm genuine honest innovative	logical loyal mature methodical motivated objective outgoing personable pleasant positive practical	productive reliable resourceful self disciplined sense of humor sensitive sincere successful tactful trustworthy
--	--	---	---

Use these verbs and adjectives and really sell yourself. You only have a few minutes to show how good you really are. By using this precise vocabulary and being confident can help you make the best impression possible.

Exercise 32

Action verbs

Complete the CV with appropriate action verbs from the boxes. Then use them to write sentences for your own CV.

2002-2004 Sales Manager, Way2Go Travel, UK

1 _____ corporate clients by phone and 2 _____ incentive travel programmes to Boards of Directors 3 _____ and

contacted
recruited
exceeded
met
presented
trained
chaired
designed
managed
drew up
motivated
implemented

4_____ new sales reps 5_____ sales targets for every month and 6_____ annual objectives by twenty per cent

2004-2007 Sales and Marketing Manager, Hondo Holidays, Texas

7_____ sales materials and 8_____ innovative advertising campaigns 9_____ and 10_____ a team of 40 telesales operators 11_____ a working party and 12_____ proposals for a new e-commerce division

Exercise 33

Career stages

Decide which verbs from the box can refer to people who ...

1. are currently enjoying having no work
2. lost their jobs due to poor company performance
3. are making positive career moves
4. are leaving a job they were unhappy with
5. are making a geographical change
6. lost their job due to disciplinary problems

to be laid off	to be on assignment	to be resting
to be promoted	to be suspended	to give in your notice
to quit	to be transferred	to join a company
to be dismissed	to be made redundant	to take a sabbatical

Listening for gist

🔊 Listen to six speakers talking about career changes. Use expressions from the box to describe each situation.

Exercise 34

Work with a partner. Discuss the situations below.

What would you do if..

1. you were promoted to a job you knew was too difficult for you?
2. you were made redundant after 25 years' service?
3. you were unfairly dismissed for harassing an employee?
4. you gave in your notice the day before the firm announced a 33 per cent salary increase?
5. you were transferred to Alaska?
6. you were on sabbatical for a year?

Exercise 35

Listening and discussion

🔊 Listen to three people talking about career choices. Make notes on the problems they face. Discuss what you would do and why.

Mini-interview: your background and job

Prepare for a mini-interview.

1. I notice that your university/higher education course was in ...
 - Which part of the course did you enjoy most? Why did you like that subject?
 - Did you do a project in the final year? Can you tell me about that?

2. I see that after university/higher education you worked in several jobs.
 - One of your first jobs was as a ... (job) in ... (company).
 - Can you tell me about that?
3. I see that in your previous job you worked as a ... (job) in ... (company).
 - Can you tell me about that? What exactly did you do there?
 - What did you learn from that job?
 - Why did you stay so long/so little time in that company?
 - Why did you leave?
4. So, your current job is as a ... (job) in ... (company).
 - Can you tell me a little about the company? What exactly do you do there?
 - What have you learnt in your current job?
 - What personal and professional skills have you developed?
 - How have you kept up to date with new techniques?
 - What experience do you have of technology?
 - How would you describe your management style?
 - Why do you want to leave your current job?
5. I see that you are currently unemployed.
 - Why *are* you not working? How have you spent your time while you've been unemployed?
 - Have you had other interviews? Why do you think you weren't successful?
6. Tell me something about yourself.
 - What do you do in your free time? What hobbies and interests do you have?
 - What are your strong points?
 - What *are* your weak points?
 - Can you work under pressure? Can you give me an example?
 - Are you a persistent and determined person? Can you give me an example?
 - What have been your greatest achievements during your career?
 - Can you describe an important challenge in your life?
 - Can you describe an important change in your life?
 - What are your career objectives? Where do you see yourself three years from now?
7. Why did you apply to this company? What do you know about our company?
8. What do you know about this business?
9. What do you know about this market?
10. What do you know about our products?
11. What interests you most about this job?
12. What can you bring to this position? Why should we employ you in preference to the other candidates?
13. You have very little experience in How will you deal with this?
14. You appear to be a little young/old for this position.
15. Are you prepared to travel?

Difficult questions

Interviewers need to see evidence of the following skills and personal qualities.

Business skills	Ability to-make money	Ability to save money
	Ability to save time	Ability to follow procedures
Professional skills	Pride in your work	Ability to work in teams
	Analytical skills	Honesty
		Reliability (you can be trusted)

Personal qualities	Communication skills	Listening skills	Self-confidence
	Motivation and determination	Friendliness and openness	
	Right for the department	Right for the company image	

- Which ones will be clear from your CV/Resume?
- Why do interviewers ask difficult questions?

Exercise 36


A *Look at these typical 'difficult questions'. Discuss how you would answer them.*

1. Perhaps you'd like to start by telling us a little bit about yourself?
2. So what have you learnt from your previous jobs?
3. What would you say are your strong points?
4. And your weak points?
5. Can you work under pressure - time pressure for example?
6. How do you take direction and criticism?
7. It sounds like you enjoy your work. Why do you want to leave your current job?
8. So what sort of challenges are you looking for?
9. And what *are* your *career* objectives?
10. Are you willing to go where the company sends you?

B *Match the possible responses a-j below with the ten questions from section A.*

- a) 'Maybe I am a little too perfectionist'. 'Perhaps I worry too much about deadlines.' These could be considered strong points.
- b) Your current job doesn't allow you to grow professionally and you want more challenges. Also, be honest about practical things like distance from your home, job security etc.
- c) Don't talk too much. Cover your origins, education and work experience. Then make a bridge to why you are there.
- d) You want to grow and develop, and you want more responsibility. Give some examples: learning new skills, experience of different areas, being in charge of projects etc.
- e) You have learned the importance of teamwork and of listening to other people's advice. You have also developed a good business sense: everything has to be justified in terms of cost.
- f) You welcome it and listen carefully. It is necessary in order to learn and develop.
- g) Give two or three points like honesty, working well in a team and determination. Say a few words about each one to make your comments personal and sincere.
- h) Yes, you find it stimulating. However, you believe in planning and good time management to reduce last-minute panic.
- i) Answer 'yes' immediately. Then ask how much travel is involved in the job. You can always not take the job later if you change your mind.
- j) Say what kind of job you would like about three years from now, and why.

Listening and discussion

 Listen to eight interview questions. Which of these questions about personal choices are reasonable interview questions? Give reasons.

UNIT 6. SALES LETTERS

Exercise 37

Translate from Russian into English.

1. разместить крупный заказ
2. сделать предложение кому-либо
3. добавить ограниченности/недостатка (времени, товара)
4. недостаточное предложение того, в чем могут нуждаться люди
5. воспользоваться преимуществом предложения кого-либо
6. способ экономить деньги
7. получить выгоду от существенных скидок до 15%
8. предоставить доказательства репутации и удовлетворенности клиентов
9. ключевая особенность товара
10. побуждать к действию
11. Не упустите эту прекрасную возможность получения выгоды от нашего товара.
12. метод нагнетания ситуации

Exercise 38

Use a proper word(s) to complete the sentences.

1. A sales letter is a document designed to _____.
2. people's motivation to buy is based on their _____.
3. There are only two things that truly motivate people and they are _____ or _____.
4. Every person has some form of buying _____.
5. The _____ is the first thing that your reader will look at.
6. A _____ is what the product or service does while a _____ is something the product or service already has.
7. Your offer should be _____.
8. The best offers are usually an attractive combination of _____, _____ and _____.
9. _____ is the third most read element of your sales letter.

Exercise 39

Use proper prepositions to complete the sentences and phrases.

1. Our supply is limited _____ only 50 items.
2. save _____ 5%
3. See our list of testimonies _____ our outstanding service.
4. to enhance one's image _____ customers
5. Many people buy only _____ companies which protect the environment.
6. Why not try our one-month trial period, _____ no obligation?

Exercise 40

Complete each sentence so that it means the same as the one before it.

Example: I haven't seen our Spanish agent for three months.

The last time I saw our Spanish agent was three months ago.

1. We manufacture most of our computers in Korea.
Most
2. We didn't send the consignment by rail because there was a strike.
If there
3. 'Do you know what the dollar rate is?' he asked me.
He asked me if
4. I am very sorry that I didn't reply sooner.
He apologised for

5. I'm afraid that the Manager will leave before you arrive.
By the time
6. I find these latest sales forecasts very interesting.
I am
7. I started working with NCR three weeks ago.
I have
8. My secretary is a very efficient typist.
My secretary types
9. 'When does the sales conference finish?' the representative asked.
The representative wanted
10. I am not going to apply for a transfer because I haven't got the right qualifications. I ...
If

Exercise 41

Translate the sales letter into English.



551 Broad Street
Ottawa, ON K2E 5T5
(613) 369-3698

June 16, 2012

Ms. Jane Jones
Executive Vice President
Deco Coffee Inc.
1500 Bank Street
Ottawa, ON K9P 2Z4

Уважаемая г-жа Джонс,

Джек Перкинс, наш общий знакомый, посоветовал мне обратиться к Вам. Джек предположил, что наше программное обеспечение для менеджмента (Office Vox) могло бы помочь вам автоматизировать многие виды работ, которые Ваши сотрудники в настоящее время выполняют вручную, такие как: составление графика работы, ведения учетных записей и ведомостей заработной платы.

Мы помогли быстрому росту более 500 компаний благодаря тому, что они стали конкурентоспособнее из-за экономии средств. Воспользовавшись нашим предложением, вы можете увеличить свою эффективность на более чем 40%. Многие наши клиенты отмечают, что у них освобождается время на то, чтобы привлекать новых клиентов и предоставлять лучшее обслуживание существующим. Мы с удовольствием предоставим вам доказательства удовлетворенности наших клиентов.

Я буду в Оттаве на неделе с 24 июня. Я бы хотел встретиться с Вами и обсудить то, как наше программное обеспечение может помочь вашему бизнесу. Я позвоню Вам в четверг, чтобы договориться о встрече. Тем временем, если у вас возникнут вопросы, вы можете позвонить мне по телефону 369-3698 или написать на эл. почту hail@acme.ca.

С нетерпением жду встречи с Вами.

*С уважением,
Рейлли Хайл
Менеджер по продажам*

Exercise 42

Complete the text using proper prepositions. Read and translate this sales letter.

January 1, 2011

John Smith
Smith Car Emporium
123 Main Street
Smallville, N.Y. 12345

Dear Steve:

This letter is worth \$250 _____ you, so don't throw it _____! Stop _____ at Smith Car Emporium during the next 5 days, and I'll reduce the price _____ any new or pre-owned vehicle _____ \$250! And that's in addition to our already rock-bottom prices! So, if you've been thinking _____ replacing that old clunker of yours _____ a new, affordable vehicle that you'll be proud to own, call me today.

Imagine driving down the street in a shiny, new car that runs like a dream, instead of a nightmare! You can make that happen by stopping _____ Smith Car Emporium and test driving one of our many high quality, dependable vehicles. We have a huge selection, so you're sure to find just what you're looking _____!

Worried _____ being turned _____ for a car loan? Been turned _____ before because of past credit problems? If bad credit has been standing in your way until now, I have great news for you! Whether you have good credit, bad credit, or no credit, everyone is approved at Smith Car Emporium! We will work with you, every step of the way, to put you behind the wheel of the car of your choice.

Don't miss this special "Say Goodbye to Summer" Sale. All prices have been slashed, and if you bring in this letter to me before September 1st, I'll save you \$250 more! Call me today to set _____ an appointment!

Sincerely,

John Smith
Sales Representative
Smith Car Emporium

Exercise 43

Answer the questions.

1. What's a sales letter and what's its job?
2. Is any other support literature needed and what is it needed for?
3. What should a sales letter be in order to sell?
4. What is people's motivation to buy based on and what does it mean for writing a sales letter?
5. How do you understand "buying resistance"?
6. Could you name seven universal motivations?
7. What are the steps in sales letter writing?
8. Why is it important to catch your reader's attention from the very beginning?
9. What's the first thing your reader will look at?
10. Can you give any examples of headlines? Why are these headlines proven to get your reader's attention?
11. Can you describe "problem-agitate technique"?
12. What do you do after identifying the problem?
13. What examples of credentials can you provide?
14. What should you point out in your sales letter: benefits or features of your product or service?
15. What besides benefits could be considered as powerful selling tools?

16. What do the best offers comprise?
17. What extra incentive can you give in your sales letter?
18. What should you close your letter with?
19. There is one more most read element in sales letters. What's it?
20. What are the parts of a sales letter? Can you characterize them?

UNIT 7. INQUIRY LETTERS

Exercise 44

Translate from Russian into English.

1. поставка/предложение товаров
2. поставлять товары
3. наличие товаров
4. наши партнеры хорошо отзываются о вас/хорошего мнения о вас
5. пользоваться большим спросом
6. товары высокого ценового диапазона
7. конкурентные цены
8. быстрые поставки
9. предлагать по себестоимости
10. Я буду признателен за более подробную информацию о ...
11. иметь возможность/быть уполномоченным осуществлять поставки
12. образцы материала
13. обсудить проблемы технического обслуживания
14. Мог бы ваш представитель зайти ко мне?
15. осуществлять платежи ежемесячно
16. предоставить общепринятые рекомендации
17. платить по счетам
18. на условиях документа против акцепта
19. вексель/тратта
20. намереваться разместить крупный заказ
21. выставлять цены
22. условия оплаты
23. Мы будем признательны за быстрый ответ.
24. товары на ознакомления или на реализацию
25. попросить об уступке
26. укладываться в сроки поставки
27. случайный заказ
28. повторный заказ
29. заказывать на регулярной основе
30. в тройном экземпляре
31. позволить себе/взять на себя смелость представиться
32. если цена каким-то образом изменилась
33. дополнительную стоимость оснащения станка комплектующими
34. подробные расценки
35. ваше предложение согласно приложенным спецификации и техническим, указав ...
36. Ваше предложение должно сопровождаться чертежами
37. единственный экспортер

Exercise 45

Use a proper word(s) to complete the sentences.

1. You write a _____ of inquiry when a business or agency advertises its products or services.
2. Your letter of inquiry is _____ if the recipient has done nothing to prompt your inquiry.
3. to _____ cash or trade discounts
4. to _____ a substantial order
5. to express a hope for the _____ cooperation
6. We thank you in _____ of a prompt reply.
7. We _____ it will include the time of delivery. (полагать)

8. With _____ to the previous contracts concluded with your organization ...
9. We should therefore be _____ to you if you could send us a detailed quotation.
10. We look forward with interest to _____ your answer.

Exercise 46

Use proper prepositions to complete the sentences and phrases.

1. a price-list _____ exhibition stands
2. an inquiry _____ goods
3. to be _____ great demand
4. I am replying _____ your advertisement
5. to offer _____ cost price
6. to be held _____ 16 February _____ this year
7. We usually deal _____ a 30% trade discount basis with an additional quantity discount _____ orders _____ 1,000 units.
8. To settle our accounts _____ documents against acceptance basis _____ payment _____ 30-day bill of exchange.
9. the quality is _____ standard
10. to place regular orders _____ smb.
11. to be indebted _____ smb. _____ smth.
12. prices _____ the various types of computers
13. Your tender should reach us by the 20th May _____ the latest.
14. to continue _____ regular intervals
15. to supply smb. _____

Exercise 47

Match these words with their definitions.

- | | |
|----------------------|---|
| a) catalogue | 1. details of conditions of sale |
| b) trade discount | 2. price reduction to a company in the same business |
| c) corder | 3. a small amount of a product offered free to a potential customer |
| d) quantity discount | 4. book giving details of items for sale |
| e) esample | 5. request from a customer to supply goods |
| f) terms of trade | 6. price reduction for a large order |

Exercise 48

Make words from the jumbled letters and match them with the definitions in the sentences below.

a UEAGTOCLA	c METIESAT	e RENTED	g ETSMCOUR
b LAOEEHSLWR	d WOSORHOM	f IDISYUSRAB	h OSSUTCREPP

1. A company or organization that is part of a larger one.
2. A person who buys items from a shop or company.
3. A room where companies demonstrate their products.
4. A kind of magazine giving details of the items a company sells.
5. A prediction of how much an item or service is likely to cost.
6. A written quotation for a large job such as building a factory.
7. A kind of magazine giving details about a school, college, or university.
8. A company or person that buys and sells items only in bulk.

Exercise 49

This letter is from a Birmingham chain of retail shops to an Italian manufacturer. Here the retailer explains how he got to know about the manufacturer, and suggests that a quantity discount and acceptance of his method of payment would persuade him to place an order. He is stating his terms in his enquiry because he feels that as a bulk buyer he can stipulate conditions. Read and translate the letter, answer the questions below it.

F. Lynch & Co. Ltd.

(Head Office), Nesson House, Newell Street, Birmingham B3 3EL
Telephone No.: 021 2366571 Fax: 021 2368592 Telex: 341641

Satex S.p.A
Via di Pietra Papa
00146 Roma
ITALY

6 February 2009

Your ref:
Our ref: Inq. C351

Dear Sirs,

We _____ (impress) by the selection of sweaters that _____ (display) on your stand at the 'Menswear Exhibition' that _____ (hold) in Hamburg last month.

We are a large chain of retailers and _____ (look) for a manufacturer who could supply us with a wide range of sweaters for the teenage market.

As we usually _____ (place) very large orders, we would expect a quantity discount in addition to a 20% trade discount off net list prices, and our terms of payment are normally 30-day bill of exchange, documents against acceptance.

If these conditions _____ (interest) you, and you _____ (can, meet) orders of over 500 garments at one time, please send us your current catalogue and price-list. We hope to hear from you soon.

Yours faithfully,
L. Crane
Chief Buyer

1. How did Lynch & Co. get to know about Satex?
2. What market are Lynch & Co. interested in?
3. How many sweaters are they likely to order?
4. What discounts are they asking for?
5. How will payment be made?
6. What expression does Mr Crane use to show Lynch is a large firm?
7. Should any references be quoted in reply to this letter?
8. Which words in the letter correspond to the following: *shown; group of shops; selection; less; present?*

Exercise 50

Rewrite the following questions in a less direct form, beginning with the words given.

Examples:

What are your terms of trade?

Please let us know what your terms of trade are.

Are you able to offer us trade and quantity discounts on large orders?

Could you also tell us if you are able to offer trade and quantity discounts on large orders.

1. Could you send me a copy of your latest brochure? I would be grateful
2. How much discount will you give on orders of 5,000 units? Could you please tell us.....
3. When can we expect to receive the cheque? I am writing to enquire
4. Would you like us to arrange an appointment with one of our representatives? Please let us know ...
5. Has Mr Crane returned from the Menswear Exhibition yet? Do you happen to know
6. Does your company export to South Korea? Could you tell us

Exercise 51

Complete this letter of enquiry. Decide whether to use a, the, or no article at all, in the blank spaces.

Thank you for your letter giving us (1) _____ details of (2) _____ products we enquired about. (3) _____ main item we are interested in is (4) _____ kitchen unit listed in (5) _____ catalogue under (6) _____ heading CM214. As we are building (7) _____ large block of apartments, we think (8) _____ unit like (9) _____ one listed, might be (10) _____ best installation for our purposes.

Please let us know what your terms of (11) _____ trade are. Could you also tell us if you are able to offer (12) _____ trade and (13) _____ quantity discounts on (14) _____ price for (15) _____ large order? We would also be grateful for (16) _____ samples of all materials used in (17) _____ manufacture of your units.

I am including (18) _____ plan of our apartments, and (19) _____ dimensions we would need.

Exercise 52

Complete the following letters of enquiry with the correct prepositions.

Veto Sport AG

Karlstr. 45
0-5230 Sommerda

The Sales Director
UK Cycles Ltd
Borough House
Borough Road
Cleveland TS8 3BA

15 February 2012

Dear Sir,

We read your advertisement (1) _____ racing cycles (2) _____ the current edition (3) _____ Cyclist and are interested (4) _____ your products, particularly touring bikes.

We are a large retail company (5) _____ cycle shops throughout Germany and would like your catalogue and a price-list, quoting c.i.f. Berlin prices.

Please let us know your terms (6) _____ trade, including quantity discounts, delivery dates, and any credit facilities you are prepared to offer (7) _____ large orders.

We look forward (8) _____ hearing (9) _____ you soon.

Yours faithfully,

Karl Janssen

Karl Janssen
Managing Director

*Avda. San Antonio 501
80260 Bellaterra
Barcelona*

*Admissions Dept.
The International College
145-8 Regents Road
Palmer
Brighton BN1 9QN*

12 October 2011

Dear Sir/Madam,

I am a Spanish student (1)_____ the University (2)_____ Barcelona doing a Master's Course (3)_____ Business Studies, and I intend to spend six months (4)_____ England, (5)_____ January next year, preparing (6)_____ the Cambridge First Certificate.

Your college was recommended (7)_____ me (8)_____ a fellow student and I would like details (9)_____ the First Certificate course, including fees and dates. Could you also let me know if you can provide accommodation (10)_____ me (11)_____ Brighton (12)_____ an English family. Thank you for your attention, and I look forward to hearing from you soon.

Yours faithfully,

Ortega

Maria Ortega

Exercise 53

Translate from Russian into English.

Letter № 1 – Enquiry concerning biscuit products

Уважаемые господа,

Мы заинтересованы в кондитерских изделиях компании Albert Kuntz и знаем, что вы являетесь их агентами.

Мы были бы благодарны, если бы вы сообщили нам уполномочены ли вы осуществлять поставки.

Если да, мы будем признательны за ваш текущий каталог и условия предоставления скидок.

Если ваши цены конкурентны, мы могли бы размещать крупные заказы.

С уважением,

Letter № 2 – Request to forward enquiry to supplier

Уважаемые господа,

В одном из журналов "German Export" мы видели рекламу прибора, измеряющего уровень кислорода (Oxygen Meter).

Однако мы не смогли найти рекламодателя и поэтому мы просим вас отправить ему приложенный запрос.

Мы бы хотели заметить, что мы отправили аналогичный запрос в компанию Messrs. JUNKALOR, которая также рекламировала измеритель уровня кислорода. Тем не менее, мы уверены, что в журнале German Export" прибор, измеряющий уровень кислорода, предлагал другой производитель.

С уважением,

Приложение 1

Letter № 3 – Enquiry for Machinery for Coagulating, Extracting and Drying Synthetic Rubber

20th October, 2012

Уважаемые господа,

Мы ссылаемся на недавние переговоры с вашим управляющим директором г-м Уайтом в Москве и, в соответствии с достигнутым соглашением, просим вас прислать нам ваш тендер в трех экземплярах на 2 комплекта оборудования for Coagulating, Extracting and Drying Synthetic Rubber согласно приложенной спецификации.

The price, net weight and overall dimensions of each machine and each item separately must be indicated in the offer. Your quotation should also include two sets of rapidly wearing out parts.

Мы просим вас приложить к вашему тендеру копии публикаций и чертежи, содержащие полное техническое описание всех видов оборудования, включенного в тендер.

Мы с нетерпением ждем получения ваших расценок.

С уважением,

Letter № 4 – Enquiry concerning a machine tool

Уважаемые господа,

Re: Vertical Milling Machine FS 400x1650

Ссылаясь на ваше письмо от 26 мая, we inform you that now we have a customer for the above-mentioned machine. As you know we also hold an import license.

Мы были бы рады, если бы вы сообщили нам базовую цену на станок, если она как-то изменилась с даты вышеупомянутого письма. Мы бы также хотели знать дополнительную стоимость оснащения станка an electrical supply of 400/440 volts. Возможно, вы могли бы прислать нам подробные расценки. Мы полагаем, что они будут содержать время поставки.

С уважением,

Exercise 54

Answer the questions.

1. What's a letter of inquiry?
2. What's a solicited letter of inquiry? Give examples.
3. What's an unsolicited letter of inquiry?
4. Are there any differences in the style and tone of these two types?
5. What are you to identify in an unsolicited letter of inquiry?
6. What compensation can you offer in your unsolicited inquiry letter?
7. What do the structure and contents of inquiry letters depend on?
8. What are the parts of an inquiry letter?
9. What is usually asked in the body of an inquiry?

UNIT 8. REPLIES TO INQUIRIES, QUOTATIONS AND OFFERS

Exercise 55

A. Translate from Russian into English. All phrases and sentences are taken from the first part of the unit "Replies to Inquiries".

1. желание быть полезным в будущем
2. оказать услугу
3. широкий ассортимент свитеров, которые подойдут для всех возрастов
4. иметь проблемы с выпуском такого количества товара
5. поставлять со склада
6. сквозная доставка / доставка "от двери до двери"
7. иметь товары на складе
8. Мы думаем, что Вы сделали прекрасный выбор, остановившись на этой линии (товаров).
9. как только Вы увидите образцы ...
10. бесперебойная работа
11. уверить кого-либо в том, что ...
12. выполнять/исполнять заказы
13. самая выдающаяся модель на рынке
14. наша уверенность в этом подкрепляется 5-летней гарантией
15. выполнять просьбу
16. направлять/отсылать клиента куда-либо
17. привлекать клиентов верхнего сегмента рынка
18. Пожалуйста, обратите внимание на приложенный каталог и прайс-лист с ценами, выставленными на условиях с.и.ф. до Кобе.
19. Мы надеемся, что это окажется полезным.
20. цены подлежат изменению
21. Мы с удовольствием ответим на любые вопросы, которые у Вас появятся.
22. Мы с сожалением сообщаем ...
23. если такое качество будет Вам интересно
24. Выставленные цены являются ценами нетто, скидки не предоставляются.
25. получить 3 каталога отдельной посылкой
26. Мы верим, что наше предложение понравится Вам/произведет на Вас впечатление.
27. предварительная счет-фактура/счет-фактура проформа
28. быть полностью загруженным заказами/иметь много заказов
29. Мы подтверждаем получение Вашего запроса.
30. быть в продаже
31. мы непременно вернемся к вашему запросу
32. Мы внимательно занимаемся этим вопросом.
33. Наша скидка на количество составляет 5% от цен нетто на заказы свыше £2,000.
34. принимать/производить оплату векселем на предъявителя, наличные против документов
35. устойчивое торговое сотрудничество -
36. достигнуть соглашения на выдвинутых условиях
37. Все оборудование имеет гарантию на 3 года при условии нормального использования.

B. Translate from Russian into English. All phrases and sentences are taken from the second part of the unit "Quotations".

1. выставить цену брутто
2. НДС по ставке 15%
3. цена нетто
4. расходы на доставку
5. не подлежать/быть освобожденным от НДС

6. юридически обязательные (не подлежащие изменению) расценки
7. предварительная (примерная) цена
8. колеблющийся/неустойчивый обменный курс
9. Мы предоставляем 3% скидку за оплату в течение одного месяца.
10. Эти расценки подлежат Вашему немедленному принятию.

Exercise 56

A. Use a proper word(s) to complete the sentences. The phrases and sentences are taken from the first part of the unit "Replies to Inquiries".

1. Many firms _____ to answer enquiries the very day they are received.
2. Avoid going _____ the scope of the writer's request.
3. Replies to enquiries _____ a high percentage of business letters.
4. to give smth. _____ over smth.
5. We are confident that our offer will _____ you to send us your order soon.
6. With _____ to the terms of payment... (что касается)

B. Use a proper word(s) to complete the sentences. The phrases and sentences are taken from the first part of the unit "Quotations".

1. We may be _____ to increase our prices to customers.
2. the price will be _____ to an increase by 5%.

Exercise 57

A. Use proper prepositions to complete the sentences and phrases. The phrases and sentences are taken from the first part of the unit "Replies to Inquiries".

1. Thank you for your enquiry _____ June 6th 2008.
2. to supply you _____ the...
3. to be impressed _____ smth.
4. _____ particular
5. to be the most outstanding model _____ the market
6. to be _____ help _____ smb.
7. is fully engaged _____ orders
8. enquiry _____ the 16th October _____ Grinding Machines

B. Use proper prepositions to complete the sentences and phrases. The phrases and sentences are taken from the first part of the unit "Quotations".

1. We can offer you a price _____ £6.29 per item.
2. the price will be subject to an increase _____ 5%
3. we will allow you 20% _____ the retail price
4. Normally we allow a 23% trade discount _____ net prices with payment **on** a documents against payment basis.
5. to have materials _____ stock
6. All list prices are subject _____ a 25% trade discount _____ payment _____ letter of credit.
7. We usually offer an 18% trade discount _____ f.o.b. prices.

Exercise 58

Read the following letter of reply and choose the best words from the options in brackets.

Dear Mr Osterheld,

We were very pleased to receive your ¹(correspondence, enquiry, mail) of 14 October 19—, asking about our leather and sheepskin ²(range, cloths, products) and terms of ³(dealing, trade, conditions).

First let me say that our ⁴(label, mark, patent) is internationally famous because of the quality of our garments, and we are convinced they will sell very well through your ⁵(outlets, factories, warehouses). We think you will agree with us when you look through the enclosed ⁶(manual, catalogue, leaflet) and examine the ⁷(specimens, examples, samples) we are forwarding separately.

You will see from the price-list that we take care of all freight and insurance costs, so the prices are quoted on a(n) ⁸(c.i.f., ex-works, f.o.b.) basis. We will also allow ⁹(trade, cash, quantity) discounts for orders over \$10,000, and with the usual trade references, we can arrange for payment by 60-day ¹⁰(bill, letter, draft) of exchange.

Thank you once again for your enquiry, and we are sure you will be impressed by the ¹¹(vast, huge, wide) selection of our garments. Meanwhile, if there are any further details you need, please contact us.

Yours sincerely,

Ellena Onate

Sales Director

Exercise 59

Here are some of the questions Mr Whang asked. Rewrite them in reported speech.

Example: Do you offer discount on large orders?

He asked if *they offered discounts on large orders.*

1. How soon can the goods be delivered? He asked
2. Can you send me details of your prices? He asked for
3. Where can the goods be purchased? He wanted to know
4. Is there an after-sales service? He asked
5. How long are the goods guaranteed for? He asked
6. What are your terms of payment? He wanted to know
7. Do you give quantity discounts, and how much are they? He asked
8. Can you send me details of the range of goods available? He wondered

Exercise 60

Put the verbs in brackets into the gerund, (e.g. doing) or infinitive, (e.g. to do) in the following letter.

Example: We thought of (go) into this market.

We thought of *going* into this market.

1. After (discuss) the terms of your offer, I regret (say) our board has decided (delay) its decision.
2. You probably remember us (ask) for trade and quantity discounts.
3. Unfortunately, the discounts offered would not be sufficient (make) half the profits we had calculated.
4. I have pleasure in (enclose) your estimate.
5. We would be interested in (retail) a selection of your products, and look forward to (receive)

your samples.

6. After successfully (promote) this product in France, we now plan (launch) it onto the Italian market.

Exercise 61

Translate from Russian into English.

Уважаемы г-н Ванг,

Спасибо за ваш запрос от 16 августа касательно нашего оборудования, которое Вы видели на Международной выставке фермерского оборудования в Бонне.

Отвечая на конкретные вопросы, содержащиеся в Вашем письме, прежде всего, позвольте мне заметить, что мы можем рассматривать предоставление существенных скидок на заказы более \$200,000.

Все наше оборудование имеет 3-х летнюю гарантию при условии нормального использования, а также мы имеем ряд агентств в Вашей стране со специалистами для обслуживания всех наших товаров, обученными на наших предприятиях (home-trained).

Что касается условий оплаты, которые Вы упомянули, мы принимаем оплату 30-дневным векселем, документы против акцепта, при условии, что Вы предоставите двух поручителей.

Мы можем выполнить заказа в течение 3 месяцев, при условии отсутствия дополнительных спецификаций, которые могут потребовать немного больше времени. Вы можете приобрести оборудование у нас или у наших агентов в Вашей стране.

Мы прилагаем наш текущий каталог и прайс-лист с ценами с.и.ф. до Бангкока, которые Вы просили и думаем, что the earth-moving equipment, которое вы увидите на стр. 101-115, особенно будет интересно для работы, которой Вы занимаетесь. Если Вам необходима какая-либо дополнительная информация, пожалуйста, свяжитесь с нами, и мы с удовольствием ее предоставим.

С уважением,

Густав Фест

Директор по продажам

Mr Fest refers to specific questions asked by Mr Whang. Which of the items below did he request information about?

- | | |
|--|--|
| 1. how soon the goods can be delivered | 7. quantity discounts |
| 2. details of prices | 8. cash discounts |
| 3. where the goods can be purchased | 9. details of the range of goods available |
| 4. after-sales service | 10. which bank will handle the transaction |
| 5. how the goods will be transported | 11. guarantees |
| 6. terms of payment | |

Exercise 62

Translate from Russian into English, answer the questions.

This is a reply to the general enquiry in which Mr Crane of F. Lynch & Co. asked for certain concessions. Notice how, in the reply, Mr Causio of Satex does not turn down the requests but suggests a counter-offer.

Satex S.p.A.

Via di Pietra Papa, 00146 Roma

Telefono: Roma 769910 Telefax: (06) 681 5473 Telex: 285136

*Mr L. Crane, Chief Buyer
F. Lynch & Co. Ltd.
Newell Street
Birmingham B3 3EL
UNITED KINGDOM*

21 February 2010

Vs.rif.:

Ns.rf: D/1439

Уважаемый г-н Крейн,

Мы рады получить Ваш запрос и узнать, что Вам нравится наш ассортимент свитеров.

У нас не будет никаких сложностей с поставкой Вам товаров из нашего широкого ассортимента, которые мы производим для всех возрастных групп.

Мы можем предоставить Вам оптовую скидку, о которой Вы просили и которая составит 5% от цен нетто на заказы свыше £2,000. Однако, обычная торговая скидка в Италии составляет 15% и мы всегда работаем на условиях оплаты векселем на предъявителя, оплата наличными против документов. Тем не менее мы будем готовы пересмотреть эти условия как только мы установим прочные торговые отношения с вами.

В приложении Вы найдете наш летний каталог и прайс-лист с ценами на условиях с.и.ф. до Лондона.

Мы уверены, что в Англии наши товары хорошо будут продаваться, так же как в странах Европы и Америки. Мы надеемся, что мы сможем достичь соглашения на выдвинутых условиях.

Спасибо за проявленный интерес. Мы с нетерпением ждем Вашего ответа.

С уважением,

D. Каузио

1. How does Mr Causio confirm that he can supply the sweaters?
2. Does Mr Causio agree to all Mr Crane's requests concerning discounts?
3. How does Mr Causio suggest that the method of payment could be changed in the future?
4. What enclosures have been made?
5. What sort of payment does Mr Causio ask for?
6. How does Mr Causio suggest his firm deals internationally?
7. What expression does he use to say his firm has different clothes in different styles?
8. Which words in the letter correspond to the following: *bulk discount; bill paid on presentation; clothes; reconsider; allowance?*

Exercise 63

Answer the questions.

Replies to inquiries.

1. What are the general rules for writing a reply to an inquiry?
2. What should you do if you received an inquiry erroneously?
3. What are the parts of a reply? (3)
4. What should you do right after the opening lines? (confirm you can help)
5. Should you sell your product in your reply?
6. Is it realistic to be always able to comply with requests of a would-be customer?

Quotations

1. What does the phrase “businessmen give replies to enquiries precedence over all other letters” mean?
2. What should you do if you receive an enquiry erroneously?
3. What are the parts of a reply to an enquiry? Characterize them.
4. What should be mentioned in a quotation?
5. Are the prices quoted always legally binding?
6. What types of discounts do you know?
7. What main Incoterms do you know?
8. What are the two ways of quoting terms?

Offers

1. Types of offers.
2. Parts of offers.

UNIT 9. COUNTER-PROPOSALS

Exercise 64

Translate from Russian into English.

1. Мы должны отметить, что ваши цены значительно выше, чем цены ваших конкурентов.
2. снизить цены на 5%
3. продавать товары с минимальным размером прибыли
4. принимая во внимание слишком высокую цену ...
5. получить заказ
6. вам следует пересмотреть ваше предложение
7. справедливая цена
8. учитывая цену, которую мы не можем считать обоснованной ...
9. принять предложение
10. вернуться к вопросу снова
11. найти средства снизить цены до ...
12. мы с сожалением вынуждены отклонить заказ
13. быть неотъемлемой частью торгового контракта
14. Мы сожалеем, что не можем снизить цену больше.

Exercise 65

Use a proper word(s) to complete the sentences.

1. We regret not being able to _____ your offer.
2. If you are in the position to _____ us lower prices and _____ your terms.
3. to _____ smb. a 5% discount from the prices quoted
4. Shipment can be _____ from Petersburg within three weeks of _____ of your order.
5. This offer is subject to the goods being unsold on _____ of your reply.
6. We are pleased that the quality of the goods _____ your requirements.
7. If you _____ to the last issue of the "National Petroleum News"...
8. This offer is _____ to your immediate acceptance.
9. A report on the matter is enclosed _____.

Exercise 66

Use proper prepositions to complete the sentences and phrases.

1. to reduce prices _____ 5%
2. to be _____ the level of world market prices
3. to allow smb. a 5% discount _____ the prices quoted
4. to sell _____ the prices you indicate
5. We can offer you 100 sweaters _____ the price _____ \$60 per item.
6. We should be prepared to buy the goods _____ the terms proposed _____ you if you could reduce your prices _____ 10 per cent.
7. We should be prepared to allow you a 5% discount _____ the prices quoted _____ us, reducing the price of Grade A _____ \$57 — and that of Grade B _____ \$55.1.
8. to pay _____ cash
9. the balance should be paid _____ draft _____ 18 months from the date of the Bill of Lading _____ interest _____ 4% p. a.
10. Our prices are not above the quotations _____ the goods _____ similar quality.

Exercise 67

Translate from Russian into English.

Request to reduce prices and shorten delivery time:

3rd October, 2012

Уважаемые господа,

Касательно 6.000 kW Turbo-Alternator Set

Мы благодарим вас за ваше письмо от 25 сентября, в котором вы выставили нам цены и указали время поставки полного комплекта 6,000 kW Turbo-Alternator, который должен быть поставлен в соответствии со спецификациями, приложенными к вашему письму от 5 сентября.

Мы внимательно сравнили ваше предложение с расценками, полученными от других производителей, и обнаружили, что ваши цены выше тех, которые предложили ваши конкуренты. Мы считаем, что цены, выставленные вами на Turbo-Alternator with Feed Heater and Condenser а также на запасные части должны быть снижены на 10%. Таким образом, общая твердая цена, которую мы готовы заплатить составляет £105,948.0, включая стоимость запасных частей.

Что касается времени поставки, мы просим вас сократить его как минимум на 3 месяца для того, чтобы удовлетворить требования наших клиентов.

Относительно условий оплаты, предложенных вами, принимая во внимание более выгодные условия, предложенные другими производителями, мы предлагаем, что 50% суммы счета-фактуры должно быть оплачено наличными в течение 45 дней после отправки документов в Москву, а остаток – векселем в течение 18 месяцев с даты Коносамента с процентной ставкой 4% годовых.

Мы с нетерпением и интересом ждем вашего ответа.

С уважением,

Приложение 1

Exercise 68

Replace the incorrect preposition in each of the following sentences with the correct one.

Example:

I am not very interested for new technology.

I am not very interested in new technology.

1. The Sales Manager was very disappointed from the poor sales figures.
2. The workforce at the factory are very worried on the prospect of being made redundant.
3. In our department it is the sub-manager who is responsible of checking the accounts.
4. The Director's Personal Assistant accompanied him to the Frankfurt Book Fair because she was good in German.
5. He changed job because he was fed up from doing the same things every day.
6. The agency put in extra work because they were afraid for losing the account.
7. We are very sorry of the delay, which was caused by a dock strike in Rotterdam.

Exercise 69

Complete the following sentences by joining up the two parts with the correct preposition. The first one has been done as an example.

- | | | |
|---|-----|--|
| 1. I'd be grateful if you could send them a reply... | FOR | relocating an office is that overheads can be reduced. |
| 2. The main advantage... | TO | the closure of the factory. |
| 3. Everyone in the bank received an invitation... | OF | your phone call this morning. |
| 4. I am writing to you with reference... | TO | silicon chips. |
| 5. The insurance company paid for the damage... | TO | the office Christmas party. |
| 6. He was criticised by the manager... | OF | the stock in the fire. |
| 7. The union leaders wanted to hear about the reasons... | FOR | child care facilities in the company. |
| 8. The price of computers has gone up recently because of a shortage... | ON | the work you have completed. |
| 9. I am enclosing a cheque... | FOR | the invitation they sent. |
| 10. The Personnel Manager submitted the report... | TO | his unhelpful attitude towards the customers. |

Exercise 70

Complete the following sentences about an internal transfer with the correct prepositions.

1. Madeleine has applied _____ a vacancy in the Publicity Department.
2. In her last job, she looked _____ orders and phone enquiries.
3. Now she is looking _____ something that is a bit more challenging.
4. She heard _____ the vacancy from a friend in the department.
5. She is a reliable worker who can be depended _____ to do a good job.
6. Could you let me know what you think _____ her?
7. I would like to talk _____ you about her application.
8. I think we should write _____ her soon and tell her what we have decided.

Exercise 71

Read the following invitation from the German Chamber of Commerce and the reply to it, and then choose the best words from the options in brackets.

Dear Mr Boldt,

We ¹(wish, want, would like) to invite you to our annual dinner on 15 February and ²(wonder, ask, demanded) if you would consider being one of our guest ³ (announcers, speakers, talkers).

The theme we are promoting this year is the Single European Currency, and we would ⁴(admire, like, appreciate) a contribution from your field of manufacturing how this would ⁵(afflict, affect, alter) you and your colleagues' enterprises. Please ⁶(let, leave, make) us know as soon as possible if you are able to ⁷(arrive, attend, assist).

⁸(Inside, Enclosed, Within) you will find a formal invitation ⁹(to, of, for) yourself and a guest.

Yours sincerely,

Hoffman

Peter Hoffman

Chairman

Dear Mr Hoffman,

Thank you for your letter and invitation of 13 January ¹⁰ (requesting, asking, inviting) Mr Boldt to your annual dinner.

He will be ¹¹ (content, overjoyed, pleased) to attend and speak about the effects that parity of currencies will have on the costs of ¹² (crude, raw, first) materials for our industry. He ¹³ (expects, awaits, forecasts) the talk to last about half an hour.

I will send you a transcript next week, and Mr Boldt would ¹⁴ (enjoy, greet, welcome) any comments or suggestions you care to ¹⁵ (have, propose, make).

He looks forward to seeing you on February 15 at the ¹⁶ (event, occasion, function).

Yours sincerely,

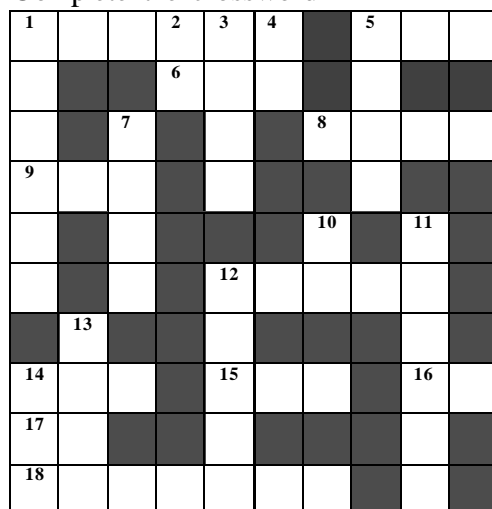
Barbara Schroeder (Mrs)

p.p. Gunther Boldt

Chairman

Exercise 72

Complete the crossword



ACROSS

1. Sales of typewriters have fallen this year because there has been much less _____ for them, but supplies have remained the same. (6)
5. In most companies the personnel officer is responsible _____ hiring new staff. (3)
6. The firm had to make several workers redundant because they had _____ many people in the factory. (3)
8. The Managing Director was not very _____ at English, so he decided to go on an intensive English course. (4)
9. Please confirm that the invoice will be paid by the _____ of this month. (3)
12. Westlake International received a number of letters enquiring _____ their

DOWN

1. We cannot give you an exact delivery date as this will _____ on the time the vessel takes to arrive. (6)
2. Mr Volta is a reasonable manager, but he is very bad _____ communicating with his staff. (2)
3. Could you lend me a pen so that I can _____ down your fax number? (4)
5. The industrial dispute prevented the newspaper publishers _____ delivering the papers to the shops. (4)
7. See if the builders can give you a rough _____ of how much the new wing is likely to cost. (4)
10. The Marketing Manager is responsible _____ the Marketing Director, who is in overall charge of sales policy.

new products after the advertising campaign.

(5)

14. I am enclosing a cheque _____

£3,567.21. (3)

15. The management are considering the employees' _____ claim. (3)

16. Please fill in and return the reply coupon if you would be interested _____ hearing about our new range of products. (2)

18. I have not yet received a _____ my letter of 18 January. (5,2)

11. The Sales Manager had to travel to Paris by train because the air traffic controllers were on _____ . (6)

12. Mr Watson decided to _____ for the job that was advertised on the company noticeboard. (5)

13. I'm afraid that Mrs Tremain is not in the office today; she has to London for a meeting. (4)

14. At the shareholders' meeting, the Chairman explained the reasons _____ the company's poor performance.

Exercise 73

Change the following sentences into a more acceptable form for business letters.

1. I can't come to the reception because I'll be on holiday next week. I regret that
2. It's such a shame that your brother is dead. I was
3. So you've been elected Chairman of the company! Well done! I would like
4. Mr Norman wants to drop in and see you next week about a contract, OK? Mr Norman would ...
5. I can't see you next Friday for our appointment after all. I am sorry to tell
6. Can you come to our Sales Conference on 18 March? We would like
7. Thanks for helping me when I was in Hamburg last week. I would
8. It'll be good to see you on Friday. I look

Exercise 74

Answer the questions.

1. What is a counter-proposal?
2. What terms might you not agree to?

UNIT 10. ORDERS

Exercise 75

Translate from Russian into English.

1. разместить заказ на что-либо
2. выполнить заказ
3. выставить нам 30-дневный вексель
4. быстрая оплата/расчет
5. хрупкий груз
6. если мы будем удовлетворены выполнением этого заказа
7. с оплатой общей суммы через 30 дней с дня выписки счета-фактуры
8. в размере 7% от общей суммы нетто
9. подтвердить получение заказа
10. быть готовым к отправке
11. собрать/обработать заказ
12. быть полезным в будущем
13. акцептовать вексель на предъявителя
14. не иметь заказанного товара в наличие/на складе
15. предложить товар на замену
16. осуществлять поставки по предоплате
17. обслуживать на условиях строгой очередности
18. отклонить заказ
19. первоначальный заказ
20. мы не можем предоставлять долгосрочные кредиты

Exercise 76

Use a proper word(s) to complete the sentences.

1. _____ are placed when a client is not sure of the quality of goods.
2. In some branches it is customary to place _____ for identical goods.
3. We will certainly take _____ of the cash discounts you offered for prompt settlement.
4. We _____ the right to refuse goods delivered after that time.
5. _____ are specialists in packing and handling the documentation for shipping goods.
6. The costs above _____ a discount of 10%.
7. If you do not have any of the listed items in stock, please do not send _____ in their place.
8. _____ means to pay a bill of exchange immediately.
9. Bill of lading, insurance certificate, and commercial invoice are called _____.

Exercise 77

Use proper prepositions to complete the sentences and phrases.

1. Enclosed you will find our official order (No. B561) _____ ...
2. The payment is to be made by irrevocable letter of credit which we have already applied _____ the bank _____.
3. if this order is completed _____ our satisfaction...
4. The costs above reflect a discount _____ 10%.
5. to place an order _____ smth.
6. do not send substitutes _____ their place
7. to be ready _____ dispatch
8. to be _____ service in the future
9. our bank has forwarded sight draft _____ £1,662.60 _____ the Northminster Bank
10. to offer products _____ the discounts you suggest

Exercise 78

Translate from Russian into English.

SP Wholesalers PLC

Old Meadow Road, King's Lynn, Norfolk PE30 4SW
Telephone: King's Lynn 60841 Cable: SPOLLE Telex: 351214

Mr E. van Gellen

7 May 2010

*131 Place Roget
B-1210 Brussels*

Ref: DY/ML

Уважаемый г-н Ван Теллен,

Спасибо за Ваш заказ №. НУ14449, который мы получили сегодня. К сожалению, мы не можем предоставить Вам торговые скидки, о которых Вы просили, а именно 35%, так как мы предоставляем только 25% торговую скидку всем нашим клиентам независимо от количества, которое они покупают.

Наши цены очень конкурентны и нам нет смысла поставлять товар со скидками, о которых вы просите. Поэтому, в данной случае, мы с сожалением вынуждены отклонить Ваш заказ.

С уважением,

Exercise 79

Match up the phrases in A with the phrases in B to make complete sentences, and put the verbs into the first conditional.

Example: If there (be) any delay... ... we (inform) you at once.
If there is any delay, we will inform you at once.

- A**
1. Unless the consignment (arrive) by the end of next week,
 2. We (be able) to give you a discount...
 3. Unless the items (be/wrap) with extreme care...
 4. If the colours we specified (be) not in stock,...
 5. We (send) the consignment by road...
 6. If this transaction (be) successful,...

- B**
- ... if you (order) more than 20,000 units.
 - ... we (place) further orders with you.
 - ... we (accept) an alternative.
 - ... we (have to) cancel the order.
 - ... many of them (get) broken.
 - ... if the railways (be) still on strike.

Exercise 80

Complete each unfinished sentence in the exercise below, so that it means the same as the one before it.

1. If we don't hear from you, we'll assume there are no problems. Unless we
2. We can't give you a fifteen per cent discount because your order isn't large enough. If your order..
3. On receipt of your order, we'll despatch the goods immediately. As soon as we
4. We can only process your order if we receive the necessary documents within fourteen days. Provided that we
5. The colour you require may be out of stock. Would you accept an alternative? If we ?
6. We cannot accept your order without a letter of credit. Unless you

Exercise 81

Use the words below to complete this extract from a covering letter that has been sent with an order.

depot	consignment	crates	hand over	alternative
wrapped	transaction	settle	packed	delivery

Would you please make sure that the (1) _____ of fabrics is (2) _____ carefully in tissue paper, and (3) _____ securely in (4) _____ and sent to our main goods (5) _____ at the above address in Milan.

If the items listed are not available, please do not send (6) _____ materials or colours. If there are any problems with (7) _____, could you let us know immediately.

We will (8) _____ your draft for 25,000 DM, at our bank as soon as they (9) _____ the shipping documents.

If this (10) _____ is successful, we will place larger orders in the future.

Exercise 82

The following verbs can all be used with the noun order. Choose the best verb to complete the sentences, using each one only once, in the correct form.

confirm	refuse	deliver	ship
place	make up	cancel	despatch

1. We should like to _____ an order with you for 5,000 units.
2. As we are unable to supply the quantity you requested, it would be quite understandable for you to _____ your order.
3. We are confident that we will be able to _____ the order to you next week.
4. You will be pleased to know that your order K451 has already been _____ from our depot.
5. Please _____ your order in writing, so we can inform our distribution depot.
6. Your order was _____ yesterday on the SS Oxford.
7. Unfortunately, we shall have to _____ your order unless payment is settled in cash.
8. I would like to reassure you that your order will be _____ in our depot by staff who have experience in handling these delicate materials.

Exercise 83

Read this extract from a letter apologizing for a delayed delivery, and choose the best words from the options in brackets.

Further to our telephone conversation, I am writing to you ¹(*affecting, concerning, changing*) your order, No. SX1940, which was ²(*sold, made, placed*) with us on 10 January.

Once again, I must ³(*regret, apologize, speak*) to you for our delay in processing the order. This was due to a ⁴(*shortage, fault, problem*) of office staff. However, since I spoke to you last week, we have ⁵(*dismissed, promoted, taken on*) four new employees at our depot, and I am pleased to be able to tell you that your order is now ready for despatch. It will ⁶(*arrive, delivery, reach*) you in approximately fourteen days' time.

As always, special ⁷(*care, attention, caution*) has been taken to ensure that your ⁸(*load, crates, consignment*) of goods has been packed ⁹(*meeting, according, serving*) to your requirements. Each item will be individually wrapped to ¹⁰(*prevent, cause, stop*) damage.

Exercise 84

Answer the questions.

1. the objective of an order
2. the reasons for placing trial orders
3. What is a repeat order?
4. What do order-sheets contain?
5. What is an order usually accompanied by?
6. What can be mentioned in a cover letter?
7. the reasons for refusing an order

UNIT 11. PAYMENT

Exercise 85

Translate from Russian into English.

1. с оплатой пересылки получателем
2. получить платеж
3. вычесть 3% скидку за наличный расчет
4. предварительный счет
5. ваша выписка по состоянию на 31 июля
6. оплатить счет
7. остаток в £161 погашен
8. уведомление об оплате
9. акцептовать вексель на предъявителя
10. подтверждение получения оплаты
11. ваш перевод £761.00 был зачислен на наш счет
12. непогашенный остаток на вашем счете
13. неоплаченный счет
14. Мы думаем, что вы возможно просмотрели/пропустили счет No. 5A 1910 на £351.95, который подлежал оплате в прошлом месяце.
15. списать со счета
16. не иметь намерения погасить задолженность
17. обратиться в суд/предъявить иск

Exercise 86

Use a proper word(s) to complete the sentences.

1. I am sorry that I was not able to _____ my July account.
2. We are waiting for our insurance company to _____ our claim.
3. to _____ the credit for another six weeks
4. If, however, you have already sent a remittance, then please _____ this letter.

Exercise 87

Use proper prepositions to complete the sentences and phrases.

1. invoice _____ £56.00
2. chairs _____ £40.00 each
3. the balance _____ £161 is cleared
4. a cheque _____ £26.00 _____ payment _____ your Invoice No. L231

Exercise 88

Translate from Russian into English.

This letter continues the correspondence between customer, Mr Crane of F. Lynch & Co. and the buyer Satex S.p.A. The customer, Mr Crane of F. Lynch & Co., uses this confirmation of payment to ask for the terms of payment to be revised; if you look back, you will see that Satex S.p.A. did in fact say that they would review the terms after a while. Notice how the letter begins with confirmation of payment, then states the present arrangement, and finally makes the next order subject to Mr Causio accepting the new terms. The letter is firm, but still polite.

F. Lynch & Co. Ltd.

(Head Office), Nesson House, Newell Street, Birmingham B3 3EL
Telephone: 021 236 6571 Fax: 0212368592 Telex: 341641

Satex S.p.A
Via di Pietra Papa
00 146 Roma
ITALY

Your ref:
Our ref: Order 14463

16 June 2012

Attn. Mr D. Causio

Уважаемый г-н Каусио,

Спасибо за то, что так быстро прислали документы для нашего последнего заказа №14463. Мы акцептовали вексель на предъявителя и банк должен прислать Вам уведомление в скором времени.

Мы уже больше года работаем с вами на условиях наличные против документов и хотели бы изменить условия оплаты на 40-дневный вексель, документы против акцепта.

Когда мы первый раз обратились к вам в феврале прошлого года, вы сказали, что будете готовы пересмотреть условия оплаты как только мы установим торговое партнерство. Мы думаем, что прошло достаточно времени, чтобы предоставить нам условия, о которых мы просили. Если Вам нужны рекомендации, мы с удовольствием предоставим их.

Так как мы собираемся сделать следующий заказ в течение месяца, могли бы Вы подтвердить, что Вы соглашаетесь на эти новые условия?

С уважением,

Лионел Крейн

начальник отдела закупок

Exercise 89 Request for more time

D. van Basten S.A. writes to their suppliers to warn them that payment will be delayed. Read and translate the letter, answer the questions.

D. van Basten SA

Heidelberglaan 2, Postbus 80.115, NL-3508 TC, Utrecht
Telephone: (31) 30-532 044 Telefax (31) 30-581 617

The Director
DVB Industries GmbH
Correnstrasse 250
D-4000 Munster

15 January 2009

Уважаемый г-н Шуберт,

Я приношу извинения за то, что мы не смогли погасить остаток за ноябрь в размере \$3,850 и счет фактуру за декабрь №. 7713 на \$289. Мы намеревались произвести оплату как обычно, но a large cash shipment to one of our customers in Australia was part of the cargo destroyed in the fire on the SS Tippi when she docked in Bombay in late November.

Наша страховая компания пообещала нам компенсировать ущерб в течение ближайших нескольких недель и как только мы получим компенсацию, счет будет полностью оплачен.

Мы знаем, что Вы отнесетесь с пониманием к данной ситуации и подождете пока проблема будет урегулирована.

С уважением,

Baste. cmv
D. van Hasten

1. What is the total outstanding balance?
2. What explanation is given for non payment?
3. When does Ms van Basten intend to pay?
4. Why is she confident that she can clear the account?
5. What does the expression "hope you can bear with us" mean?
6. Which words in the letter correspond to the following: *goods; make up for loss; understand?*

Exercise 90 *Agreeing to more time*

This is a reply to the previous letter. Mr Schubert accepts the request and asks for payment as soon as possible.

DVB Industries GmbH

Correnstrasse 250
D-4000

Tel: (49) 251-86613

Fax: (49) 251-90271

Telex: 6125930

The Director

D. van Hasten S.A.

Heidelberglaan 2

Postbus 50.115

NL-3508 TC

Utrecht

20 January 2009

Dear Ms van Hasten,

Спасибо за письмо от 15 января относительно остатка за ноябрь и счет-фактуры No. 7713 за декабрь.

Мы с сожалением узнали о трудностях, которые вы испытываете и понимаем сложившуюся ситуацию, но были бы признательны, если вы расплатитесь по счетам как можно скорее, так как нам нужно платить нашим поставщикам.

Мы с нетерпением ждем Вашего ответа в скором времени.

С уважением,

D. Schubert

Director

Exercise 91

Below is an example of a first request.

HOMEMAKERS Ltd.

54-59 Riverside, Cardiff CF1 1JW

R. Hughes & Son Ltd.

21 Mead Road

Swansea

Glamorgan ST 1DR

20 November 2009

Dear Mr Hughes,

Я пишу для того, чтобы спросить почему вы не оплатили нашу счет-фактуру No. H931 на £519.63, копия которой приложена к этому письму.

Я знаю, что с начала наших торговых отношений вы постоянно оплачивали счета в положенные сроки. Поэтому я хотел бы знать не возникли ли какие-либо проблемы, с решение которых я мог бы помочь? Пожалуйста, дайте мне знать.

С уважением,

R. Cliff

Exercise 92

Below is the third request for payment. Read it and answer the questions.

1. How many times has Delta written to Mr Theopolis?
2. How long has the balance remained unpaid?
3. Do Delta want to take any action?
4. What expression is used which means the same as 'legal action'?
5. What was included with the letter?

Delta Computers Ltd.

Bradfield Estate, Bradfield Road, Wellingborough, Northamptonshire NN8 4HB

Telephone: 0933 16431/2/3/4

Telex: 485881

Fax: 0933 20016

Reg. England 1831713

VAT 2419 62114

Your Ref:

Our Ref: TYG A/C

P, Theopolis SA

561 3rd September Street

GR-10432

Athens

9 December 2010

Dear Mr Theopolis,

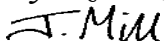
Касательно счета No. TYG 990 14

Я писал Вам дважды, 21 октября и 14 ноября, относительно вышеупомянутого счета, на котором в настоящее время имеет задолженность в £1,541.46, образовавшаяся из 2 неоплаченных счетов-фактур, приложенных данному письму.

В течение 3 месяцев мы ждали какого-либо объяснения относительно того, почему задолженность не погашена или денежного перевода, но не получили ни того, ни другого.

Несмотря на то, что я не склонен обращаться в суд для взыскания этой суммы, но вы не оставляете мне выбора. Поэтому, если я не получу денежного перевода в течение ближайших 10 дней, моим юристам будет дано указание начать процессуальные действия по взысканию долга.

С уважением,



J. Millar (Mrs)

Accountant

Encl: invoice copies

Exercise 93

Match each sentence written in formal English (i.e. the appropriate language for letter-writing), to its nearest informal equivalent.

1. We expect to receive a remittance from you in seven days.
 - a. We want you to get in touch with us in a week.
 - b. We would like you to pay your debt in the next week.
 - c. We want you to send our account details next week.
2. We should like another month to settle,
 - a. We can't pay until next month.
 - b. We need more time to get used to our new office,
 - c. We will send you the bill in a month's time.
3. Please find enclosed your statement for the month of March.
 - a. We are sending details of all the transactions we made in March,
 - b. We are informing you about what you owe us for March,
 - c. We are sending the money we owe you for March.

4. The sum of £215.60 has been credited to your account.
 - a. You will be expected to pay £215.60 from your account.
 - b. We believe that you now have a total of £215.60 in your account.
 - c. A payment of £215.60 has gone into your account.
5. I apologize for not clearing the balance earlier,
 - a. Sorry I didn't pay you earlier.
 - b. Sorry for not closing my account earlier,
 - c. Sorry for the delay in replying to you.
6. Settlement of your February account is overdue,
 - a. You paid us too much in February.
 - b. We can't offer you a loan to pay your February account,
 - c. You haven't paid us yet for February.
7. We ask you to bear with us.
 - a. Please be patient.
 - b. We need your custom.
 - c. We would like you to pay us.

Exercise 94

Make changes to the following letter so that it sounds more formal.

Thanks for sending us £550 the other week, but don't forget you still owe us £2,000, which we want you to pay before the end of April. If you're having problems finding the money, why don't you give us a ring? We could arrange a different way for you to pay us.

Exercise 95

Fill in the invoice with the information given below.

Ten LOTUS pattern at £35 each, catalogue number L305; 20 Wedgwood at £43, catalogue number W218. Cost, Insurance, Freight is included in these prices. Less 15% trade discount.

INVOICE				No. 2087/85	
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> GIASTON POTTERIES Tel: 031546125 Fax: 031563182 Telex: 8801773 </div> <div style="width: 65%; text-align: right;"> Clayfield, Burnley BB10 1RQ </div> </div>					
To: J. F. Morreau 1150 boulevard Calbert F-54015 Nancy Cedex					9 May 19—
<u>Your order No. 3716</u>					
Quantity	Description	Cat.No	£ each	£	
				Total £	
				Less _____ %	
Payment due: _____					
Signed: _____					

Write a covering letter to accompany the above invoice. Inform Jean Morreau of the expected delivery date and remind him of the terms of the sale which are as follows:

Trade discount: 15%

Mode of payment: sight draft

Delivery period: 2 months

UNIT 12. COMPLAINTS AND ADJUSTMENTS

COMPLAINTS

Exercise 96

Translate from Russian into English.

1. просить компенсации
2. бракованные или поврежденные товары
3. неадекватная или запаздывающая (отсроченная) услуга
4. служить юридическим документом
5. ссылаться на товары, о которых идет речь
6. второсортные товары
7. заказ должен был быть здесь к ...
8. к настоящему времени мы не получили ответа
9. при исследовании груза
10. мы были вынуждены понести дополнительные затраты, за которые считаем вас ответственными
11. Кажется существует недопонимание относительно условий скидок.
12. согласно пункта о санкциях
13. иметь право требовать штраф
14. исправлять счета
15. оплата почтовых расходов получателем
16. оплата почтовых расходов отправителем
17. объяснить несоответствие
18. на стоимость недополученных товаров
19. сейчас мы находимся в очень неудобном положении
20. стать непригодным к эксплуатации
21. работать сверхурочно, чтобы выполнить увеличившееся число заказов
22. товары повреждены так, что не подлежат ремонту

Exercise 97

Use a proper word(s) to complete the sentences.

1. many complaints can be made _____
2. to _____ an unsatisfactory situation
3. Avoid making the recipient an _____.
4. We regret to _____ your attention to the fact that
5. We find that eleven bales show a landed weight of 2,496 lbs. _____ a shipping weight of 2,750 lbs., _____ showing a loss of 254 lbs.
6. send us replacements at your _____
7. you will do your _____ to ensure that our consignment arrives soon.
8. the mechanism is damaged _____

Exercise 98

Use proper prepositions to complete the sentences and phrases.

1. to unsatisfied _____ the execution of the order
2. the request _____ compensation
3. to work overtime to clear the increase _____ orders
4. _____ examining the consignment
5. The packing of the goods is inadequate and unsuitable _____ local conditions.
6. send us replacements _____ your earliest convenience
7. You have always kept _____ delivery dates.
8. We can sell the shirts _____ 15% below the list price.

9. What are we to do with the rugs now _____our possession?

Exercise 99

Translate from Russian into English.

Letter 1 Complaint about receiving goods intended for another buyer

Уважаемые господа,
Мы пишем вам по поводу партии ковриков (Order No. 240–10), которые прибыли этим утром.
При открытии ящиков, мы обнаружили, что мы получили не те товары, груз, очевидно, предназначался другому покупателю.
Пожалуйста, сообщите нам когда мы можем ожидать получение нашего заказа, так как некоторые наши клиенты ждут уже шесть недель.
Пожалуйста, сообщите нам что нам делать с ковриками, находящимися сейчас у нас.
С уважением,

Letter 2 Complaint about big delay in delivery

Уважаемые господа,
Наш заказ No. 243А, отправленный вам 1 июня, должен был быть уже получен нами, но нет никакого намека на товары, несмотря на то, что документы были получены нашим банком, а так же у нас есть ваше уведомление об отправке.
Мы обещали осуществить поставку нашим клиентам до 5 июля и теперь находимся в очень неудобном положении перед ними, так как вынуждены говорить им, что товаров еще нет в наличии.
Пожалуйста, сообщите нам в ответном письме что случилось.
С уважением,

ADJUSTMENTS

Exercise 100

Translate from Russian into English.

1. предложить возмещение ущерба
2. Мы должны признать, что...
3. Груз был задержан
4. Мы уже обсудил вопрос с ...
5. отклонить жалобу
6. заменить товары
7. неправильное использование товара не покрывается гарантийным обслуживанием
8. удовлетворить просьбу
9. сумма к оплате
10. обслуживаться в порядке строгой очередности
11. относиться к грузу с абсолютным приоритетом
12. транспортно-экспедиционное агентство
13. низкосортные товары
14. непревзойденный
15. исправить ситуацию
16. я лично занимаюсь
17. быть первостепенной задачей
18. из вашего описания проблемы
19. если все так, как описано в вашем письме ...
20. принести извинения за недосмотр

21. мы благодарим вас за то, что обратили наше внимание на эту ситуацию.

Exercise 101

Use proper prepositions to complete the sentences and phrases.

1. the sellers should at once apologize _____ the buyers
2. We have passed _____ your complaint _____.
3. misuse of the unit is not included _____ our guarantee.
4. We should recommend you to lodge your claim _____ the Insurance Company.
5. We are sorry to disagree _____ you _____ this matter.
6. to comply _____ your request
7. Thank you for your patience _____ this matter
8. which accounts _____ the £9.00 difference
9. the delay _____ sending your order
10. owing to the increase _____ business
11. We agree to your selling the remainder of the shirts _____ 15% below list price.
12. was found damaged _____ arrival.
13. Please hold the faulty items _____ your disposal until we hear from our insurers.
14. your request _____ the \$240 adjustment _____ the damage _____ the 2 crates of Valjean Cristal stemware will be granted

Exercise 102

Use a proper word(s) to complete the sentences.

1. First he must find out whether the complaint is _____ or not.
2. even if the sellers think that the complaint is _____ they should not say so
3. We should recommend you to _____ your claim with the Insurance Company.
4. this was an _____ mistake and is unlikely to _____ again
5. Please _____ our apologies for the inconvenience.
6. dispatch will be effected on the m.v. BRECKNOR, _____ arrive in Bremerhaven on the 21st of August

Exercise 103

Translate from Russian into English.

Letter 1 Reply — replacements sent

Уважаемые господа,

Мы с сожалением узнали из вашего письма от 19 мая, что один из ящиков заказа №. 15060 оказался поврежденным в момент прибытия.

Дополнительные 25 паровозиков были отправлены вам сегодня и вы должны получить их в течение 10 дней. Пожалуйста, сохраните поврежденные товары у себя до тех пор, пока мы получим указания от наших страховщиков.

Letter 2 Reply — advice of shipment of missing items

Уважаемые господа,

Пожалуйста, примите наши извинения за эту ошибку. Она произошла в нашем отделе упаковки и отгрузки из-за программы реорганизации. Мы устанавливаем новый компьютер, который, как мы ожидаем, обеспечит более эффективное обслуживание для наших клиентов.

Что касается лишнего ящика чайных ложек, для экономии затрат на возврат товара, мы бы предпочли, чтобы вы постарались их продать. Мы разрешаем вам снизить цену на 10%, чтобы продать их быстрее.

С уважением,

Letter 3

*Drivers Co.
3489 Greene Ave.
Olympia, WA 98502*

August 17, 2001

*Richard Brown, President
Document Makers
Salem, MA 34588*

*Уважаемый г-н Браун,
Как партнеры, которые работают с Вашей компанией уже более 3 лет, мы были очень расстроены, когда увидели материалы, которые вы напечатали для нашей последней рекламной кампании. Как оговаривалось в нашем письменном соглашении, мы ожидали полноцветные брошюры с пояснительным текстом, но вместо этого мы обнаружили, что брошюры содержат черно-белые фотографии.
Мы бы хотели, чтобы Вы прислали фотографа и напечатали полноцветные брошюры или вернули нам деньги за этот заказ.
Искренне Ваш,
Thomas R. Smith,
Director*

Letter 4

*Document Makers
2398 Red Street
Salem, MA 34588*

August 20, 2001

*Thomas R. Smith
Drivers Co.
3489 Greene Ave.
Olympia, WA 98502*

*Уважаемый г-н Смит,
Я был очень расстроен, когда прочитал Ваше письмо от 17 августа, в котором Вы описываете проблему с неверно напечатанными рекламными брошюрами. Как человек, ценящий наше сотрудничество, я немедленно начал искать решение этой проблемы.
Мой лучший фотограф позвонит Вам, чтобы договориться о встрече и повторно сделать фотографии в ближайшее удобное для Вас время. Кроме того, мы сделаем Вам дополнительную 15% скидку за причиненные неудобства. Спасибо за понимание.
С уважением,
Richard Brown
President*

Exercise 104

Compare the two lists of expressions commonly used in complaints. Match the informal phrases in the first list with their formal equivalents in the second.

- | | |
|---|---|
| 1) it's not our fault | a) we are sending the consignment to you carriage forward |
| 2) you should make it right | b) we are not responsible for the error |
| 3) we want our money back | c) we would like to complain about.... |
| 4) you have to pay when the goods are returned to you | d) we will have to take legal action |

5) we will sue you	e) you seem to have made an error
6) you made a mistake	f) the products are not satisfactory
7) we won't buy anything from you again	g) we will not re-order
8) the goods are rubbish	h) you have not followed our instructions
9) we're complaining about	i) please correct the error
10) why don't you pay attention?	j) we would like a refund

Exercise 105

Read this letter of complaint, and fill in the blanks with the correct verb taken from the list below.

arrive	find	tear	contact	receive
damage	have	show	inform	unpack

C. R. Mendez S.A.

Avda. del Ejercito 83 E-48015 Bilbao

The Sales Manager

Seymore Furniture Ltd.

Tib Street

Maidenhead

Berks. SL6 5DS

15 October 19 —

Dear Mr Harrison,

I am writing to complain about a shipment of tubular steel garden furniture we (1) _____ yesterday against our invoice no. G 3190/1.

The crates (2) _____ on the outside, and looked as if they had been roughly handled. When we (3) _____ them, we (4) _____ that some of the chair legs were bent and rusty, and the fabric on the seating (5) _____, or (6) _____ signs of wear.

Two further crates from the consignment (7) _____ yet, so we (8) _____ the opportunity of inspecting them. I (9) _____ the shipping company that we cannot accept this consignment from you, and they (10) _____ your insurers.

As we will be unable to retail this consignment in our stores, we are returning the shipment to you carriage forward, and we shall expect a full refund.

Yours sincerely,



C. R. Mendez

Managing Director

Exercise 106

Read the following extracts from letters of complaint. Write out the verbs in either the simple past, (e.g. he worked) or the present perfect, (e.g. he has worked).

- Last year we (not/have) _____ any serious complaints from our clients, but this year we (already/received) _____ over twenty.
- This is not the first time that we (have) _____ problems with the shipping company. Three months ago they (lose) _____ a consignment completely and they still (not/find) _____ out what happened to it.
- I (look) _____ into the problem, and it appears that the catalogue (be) _____ out of date.
- I (receive) _____ a consignment of furniture from you last week which we (order) _____ on May 12.
- The error (be) _____ due to a fault in the computer system which we now (put) _____ right.
- Our engineers (recently/find) _____ a fault with the batch of hard disk drives that we (manufacture) _____ in June and July last year.

7. I am writing to apologize for the defective items you (receive) _____ last month, and to inform you that we (credit) _____ the sum of £342.67 to your account.
8. Our accounts department (inform) _____ me that we(not/yet/receive) _____ payment for the items we (send) _____.
9. We (not have) _____ any business from Winford & Co. since we (make) _____ an error with an invoice.
10. We (lose) _____ a number of orders since we (start) _____ having problems with the switchboard.

Exercise 107

Use the *a*, or *the*, or leave the spaces blank in this letter of complaint.

I S T I T U T O D I M E D I C I N A
Viale Bracci
1-61001 Siena

15 June 2011

The Sales Manager
Ninon Instruments
12-18 Wakakusa-cho
Hagashi-Osaka-Shi
Osaka-fu
Japan

Dear Mr Toda,

Re: AWB 4156/82

We are writing to point out that (1) _____ above delivery, which arrived yesterday, was (2) _____ week late. This is (3) _____ second time we have had to write to you on this subject, and we cannot allow (4) _____ situation to continue. We have already explained that it is essential for (5) _____ medical equipment to arrive on (6) _____ due date as (7) _____ late delivery could create (8) _____ very serious problem.

Unless we have (9) _____ guarantee of (10) _____ absolute assurance that you can promptness of all future deliveries, we will have to look for another supplier. We will want your confirmation before we place our next order.

Yours sincerely,

Carlo Lotti
Carlo Lotti
Head of Administration

Exercise 108

Complete each unfinished sentence, so that it means the same as the one before it.

Example:

We had a lot of problems. Nevertheless we solved them.

Although we had a lot of problems, we solved them.

1. If we had known they were going out of business, we would not have given them credit. Had we
2. We wrote to you on 5 January. Our letter complained about poor workmanship. In our letter
3. You have made an error on your September statement. An error
4. 'Please contact our accounts department,' the secretary said. The secretary told me
5. We want the consignment returned, before we give you a refund. Could

6. We will deal with the problem as soon as we have the details. The problem
7. The credit is too large for us to allow. The credit is so
8. They offered to exchange the goods and give us a discount. Not only
9. Fill out the details on the credit application form and return it to us. After you

Exercise 109

Complaints

1. What is a complaint, its objective and scope?
2. the essential rule in writing complaints
3. What grammar structures are preferable?
4. What may complaints arise from?
5. What are the parts of complaints? Characterize them.

Adjustments

1. the objective of an adjustment
2. the rules for writing adjustments
3. the parts of adjustments
4. the ways of correcting mistakes which have been made
5. the reasons for rejecting complaints

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