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МИНОБРНАУКИ РОССИИ

Федеральное государственное бюджетное образовательное
учреждение высшего профессионального образования
«Юго-Западный государственный университет»
(ЮЗГУ)

Кафедра иностранных языков



BUSINESS CORRESPONDENCE

Методические указания по английскому языку
для студентов, изучающих курс
«Деловой иностранный язык»

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Данное пособие предназначено для студентов, изучающих курс «Деловой иностранный язык».

Цель методического указания – создание стабильных знаний и навыков, которые позволили бы студентам адекватно пользоваться английским языком для составления деловых писем и работы с иностранными партнерами в России и за рубежом.

Материалы пособия используются на занятиях как раздаточный материал с целью практического использования английского языка в сфере делового общения.

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Unit 1A

APPLYING FOR A JOB

- 1. Annette Lee is applying for the job.
Read her letter.*

16 North Road
Berkeley, California 95436
June 29, 2009

Mrs. R..E. Bok
Human Resources Director
Perle Employment Agency
1900 Grant Avenue
San Francisco, California 92654

Dear Mrs. Bok:

I am applying for the position of secretary which was advertised in the San Francisco Chronicle of June 28.

I have enclosed my resume, and I would like to schedule an interview. I will call you early next week.

I look forward to discussing this position with you.

Sincerely yours,
Annette Lee
Enclosure

2. *Circle the correct answer.*

1. Who wrote the letter?
A. Mrs. Bok B. Annette Lee
2. Who is the letter to?
A. Mrs. Bok B. Annette Lee
3. Where does Annette live?
A. 1900 Grant Avenue B. 16 North Road
4. What did Annette enclose?
A. The San Francisco Chronicle B. Her resume
5. What is Mrs. Bok's title?
A. Human Resources Director
B. Secretary
6. When was the letter written?
A. June 28 B. June 29

Good Business Note

"Follow-up" is very important. After you send the letter, you should call the employer. In your letter give either general or specific times to call.

General: I will call you early next morning

Specific: I will call you Monday or Tuesday.

This keeps your name in front of an employer.

BODY OF AN APPLICATION LETTER

An application letter generally has four parts.

1. Opening: Tell what job you are writing about
2. Purpose : Enclose your resume.
3. Action: Tell what you will follow up.
4. Polite expressions: Be polite.

3. Letter Practice

a) Milwaukee Post

August 16, 2010

Secretary wanted. Must have experience. Send resume to Mr. Frederick Wolf, Director of Marketing, Smith printing Company, 590 Sixth avenue, Milwaukee, Wisconsin 53216.

b) Dorothy Jones answered this ad from the Milwaukee Post. Correct the 10 errors in her letter. Write your answers.

5695 South 23rd Road
Milwaukee; (1) Wisconsin 53217
August 16, 2012

Mr. Frederick Wolf
Director of Marketing
Smith Printing Company
Sixth Avenue 590 (2)
Milwaukee, Wisconsin 53216

Dear Mr. Wolf, (3)

I is (4) applying for the position (5) of secretary (6) which were (7) advertised in the Milwaukee Post of August 16.

I has (8) enclosed my resume; and I want (9) to schedule an interview. I will call you early next morning.

I look forward to discussing this position with you.

Sincerely (10) yours,
Dorothy Jones

Enclosure

*Type of Error**Correction*

1. Punctuation
2. Word order
3. Punctuation
4. Grammar
5. Spelling
6. Spelling
7. Grammar
8. Grammar
9. Style
10. Spelling

4. Letter Practice

Complete the sentences in this letter. Use the advertisement and the appropriate words from the box.

Publisher's Monthly

July 16, 2011

File Clerk wanted. Must have high school education. Send resume to Mr. Paul Rook, Human Resources Director, Rascott Printing, 200 East 57th Street, New York, NY 10010

Am	July	Monthly	my	Street
yours	East	like	position	week
		Mr.		

_____ Paul Rook
 Human resources Director
 Rascott Printing
 200 _____ 57th _____
 New York, New York 10018

Dear _____ Rook:

I _____ applying for the _____ of
 File clerk which was advertised in the _____ 16
 Publisher's _____ .

I have enclosed _____ resume, and I would
 _____ to schedule an interview. I will call you early
 next _____ .

I look forward to discussing this position with you.

Sincerely _____ ,
 (Write your name here)

(Print your name here)

Enclosure

Unit 1B REPLYING TO AN APPLICANT

Body of a Reply to an Applicant letter

A reply to an application letter generally has four parts.

1. Opening: Acknowledge the letter
2. Purpose : Express interest.
3. Action: Schedule an interview.
4. Polite expressions: Be polite.

1. *Correct the errors. Write the answers above the errors.*

Type of Error	Number of Errors
Capitalization	10
Prepositions	3

Newsbook, Inc.
 TheNewsbook Building
 Livingston, New Jersey 07039
 201-5911-2113
 FAX 201-592-7782

1 September 10, 2010

2 Mikinori Hiratsuma
 3 4390 Nagata
 4 tokyo, 100 japan

5 dear mr. hiratsuma:

6 Thank you for sending your letter and resume. They arrived
 7 in september 8.

8 we appreciate your interest in Newsbook, and we would like
 9 to schedule an interview at tuesday, Sptember 13 on 10:30
 10 a.m. please call us to confirm.

11 we look forward to talking with you.

12 sincerely yours,

13 Jean Ryan
 14 Jean Ryan
 15 Human Resources Director
 16 BR/st

Unit 2 A**REQUESTING A SERVICE****Body of a letter Requesting a Service**

A letter requesting a service generally has four parts.

1. Opening: Tell why you are writing
2. Purpose : Describe your needs
3. Action: Give a deadline.
4. Polite expressions: Offer more information. Thank the reader.

1. Mr. Curt Marks writes a letter to Ms. Jan Turner to confirm his request. Read the letter.

CELLULAR PHONE COMPANY
10 Harbor Place
Baltimore, Maryland 21220
301-792-5522
FAX301-792-5557

January 17, 2013

Jan Turner
Arrowhead Conference Center
412 Bellevue Lane
Brewster, Maryland 20906

Dear Ms. Turner:

In our telephone conversation yesterday, we discussed plans for our meeting at your conference center. I would like to confirm these plans.

The meeting will be from march 15th to the 17th. We will need two rooms. Eighty people will attend the meeting.

I have additional requests:

- Could you provide ten tables for each room?
- Is it possible to have a TV and VCR in one room?
- Would you be able to serve lunch on the 16th?

I would appreciate your answers by next Friday.
If you need any more information, please call me.

I would like to thank you for your help in planning our meeting.

Sincerely yours,
Curt Marks
Special Projects Office

CM/lb

GOOD BUSINESS NOTE

Always write a letter to confirm information after an important conversation. This avoids misunderstandings.

Circle the correct answer.

1. Who wrote the letter?
A. Curt Marks
B. Jan Turner
2. Who received the letter?
A. Curt Marks
B. Jan Turner
3. Where does Curt work?
A. Brewster, MD
B. Baltimore, MD
4. What audiovisual equipment do they need?
A. A microphone
B. A TV and VCR
5. How many additional requests are there?
A. Three B. Four

2. *Letter Practice* *Correct the errors*

Type of Error	Number of Errors
Word order	2
Punctuation	5
Capitalization	4
Spelling	1
Formal vs. Informal	1

WRT RADIO
1 Longman Plaza
White Plains, New York 10504
914-793-8156 FAX 914-793-8885

1 April 13,2004

2 Joseph Pace

3 International Conference Center

4 50 Rockefeller Plaza

6 Dear Pace Mr.

7 in our telephone conversation of April 12,2004, we discussed
8 plans for our meeting at your conference center. I want to
9 confirm these plans.

10 The meeting will be from sep 15 to 17, 2004? We will
11 need 5 rooms. Approximately 50 people will attend the
12 meeting. We will need microphones in each room, We will
13 only serve coffee at the breaks coffee.

14 We have additional requests:

15. It is possible to have a TV and VCR in each room?

16. Would you be able to serve lunch on the 16th

17. Could you pls respond to these requests by April 20, 2004.

18. If you need any more information, please call me.

19. I appreciate your help in planning our meeting.

20. Sincerely yours,

21. Mary Smith

22. Special Projects

23. MS/gl

2. Use the checklist and words from the box to complete the sentences.

Checklist.

Company: Argyle Sock Company

Meeting location: Int'l Conf. Center

Date: March 15-19, 2004

Number of people attending: 150

Number of rooms: 5

Audiovisual equipment: Microphones

Catering: Coffee breaks

attend	conversation	plans
breaks	March	questions
confirm	microphone	rooms

Argyle Sock Company 48 Foxhall Crescent
Missoula, Montana 59037
406-998-1458
FAX 406-994-0125

September 17,2003

Joseph Pace
International Conference center
50 Rockefeller Plaza
New York, New York 10019

Dear Mr. Pace:

In our telephone _____ of September 15,2003 ,
We discussed _____ for our meeting at your
Conference center. I would like to _____ these plans.

The meeting will be from _____ 15-19, 2004. We will need
5 _____ Approximately 150 people will _____
the meeting.

We have additional requests:

Is it possible to have a _____ in each room?

Would you be able to serve coffee at the coffee _____ ?

Could you please respond by early next week? Do not
hesitate to call me if you have any _____.

I appreciate your assistance in planning this meeting.

Sincerely yours,

Ron Allerton

Assistant to the President

RA/fg

Unit 2 B

CONFIRMING A SERVICE

Body of a letter Confirming a Service

A confirmation letter generally has three parts.

1. Opening: Acknowledge the letter
2. Purpose : Confirm plans
3. Polite expressions: Offer more help. Be positive.

1. Read the letter.

Arrowhead Conference Center
412 Bellevue Lane
Brewster, Maryland 20906
(301) 594-5612 FAX (301) 595-3317

January 22, 2008

Curt Marks
Special Projects Office
CELLULAR PHONE COMPANY
10 Harbor Place
Baltimore, Maryland 21220

Dear Mr. Marks:

Thank you for your January 17 letter expressing interest in the Arrowhead Conference Center. This letter will confirm our plans for your meeting.

We understand that your company would like to reserve two rooms from March 15 to March 17. Approximately eighty people will attend your meeting.

As you requested, we will provide twenty tables-ten in each room. We will also have a television and a VCR available in one room. We will serve lunch on the 16th.

If you have any questions or need to make any changes, please contact me immediately.

We look forward to seeing you on March 15.

Sincerely yours,
Mrs. Jan Turner
Meeting Planner

cc: M. Dubois, Audiovisual department
JT/ kk

Circle the correct answer.

1. Who is planning a meeting for Mr. Marks?
A. Mrs. Dubois B. Mrs. Turner
2. When was Mrs. Turner's letter written?
A. January 17 B. January 22
3. Why was this letter written?
A. To reserve five rooms
B. To confirm information
4. Can Mr. Marks make changes?
A. Yes B. No
5. Where will the conference take place?
A. In Baltimore B. In Brewster
6. Who received a copy of this letter?
A. M. Dubois B. J. Turner

2. Letter Practice Correct the errors

Type of Error	Number of Errors
Capitalization	10
Punctuation	4
Grammar	2
Spelling	1
Word order	2

Read Ms. Paganos' notes.

Checklist

Company: Norton Publishing Company

Meeting Location:

Pacific Conference Center

Date: 6/20-21

Number of people attending: 100

A-V equipment: microphone, slide projector

Seating: about 20 tables

Catering: Morning coffee and lunch

Contact: Jill Martin (tel #413-331-9768)

Pacific Conference Center
918 West Park Avenue San Francisco, CA 91237
415-591-1300 FAX 415-591-1300

1 January 13,2005

2 Jill martin Ms.
3 Norton Publishing Company
4 1500 Adams Stret
5 Quincy ma 02176

6 Ms. Martin dear:

7 Thank your for your June 12 telephone call expressing
8 interest in the Pacific Conference Center This letter will
9 confirm our plans for your meeting.

10 we understand that your compny would like to reserve two
11 rooms at our facilities from June 20 to June 21.
12 Approximately 100 people will attend your meeting.

13 As you requested, we will provide twenty tables-ten in each
14 room. All of the rooms have a microphone and a slide
15 projector. Us will serve morning coffee and lunch on both days.

16 if you have any questions or need to make any changes, please
17 contact me immediately?

18 We looks forward to seeing you on June 20.

19 sincerely,
20 katherine Paganos
21 Project manager
22. cc: f jones
23 kp/jk

3. Complete the sentences with words from the box.

our	we
your	me
you	

Englewood Golf Club
 54 Route 9
 Englewood Cliffs, New Jersey 07632
 203-787-2135 FAX 203-788-2236

April 20,2007

Martin Green
 5765 Lace lane
 Wilcombe, Iowa 52515

Dear Mr. Green:

Thank _____ for _____ January 17 letter expressing
 Interest in the Englewood Golf Club. This letter will confirm
 _____ plans for _____ meeting.

We understand that _____ company would like to
 reserve five

Rooms at _____ facilities from September 10 to September
 12.

Approximately 200 people will attend _____ meeting.

As _____ requested, _____ will provide five tables-
 one in each room. All of the rooms have a microphone and a slide
 projector.

_____ will serve morning coffee and lunch on all three days.

If _____ have any questions or need to make any changes, please contact _____ immediately.

We look forward to seeing _____ on September 10.

Sincerely,
Mrs. Catherine Jones
Meeting Planner

CJ/pr

Unit 3A **ORDERING SUPPLIES**

Body of a Purchase Order Cover letter

A cover letter generally has three parts.

1. Purpose: Cover the purchase order
2. Action: Tell what you want
3. Polite expressions: Thank the reader.

1. Read this purchase order. Peter Rekowski prepared it.

A+E construction

35 Hazel Wood Terrace
Logan, Utah 84321
801-561-3120

Purchase Order

Ship Prepaid Add all delivery
charges on invoice
Not to exceed \$1000.00

Vendor: Executive Office Supplies
15 Watergate Plaza
New Orleans, LA 70116

Ship to: Yuki Shibata, Marketing Department
(use above address unless otherwise indicated)

Reference: P.O. 02-3450-6

Bill to: Purchasing Department
(use above address unless otherwise indicated)

Delivery Date: ASAP

Item	Stock Number	Quantity	Unit Cost	Total Cost
Copier Paper (8 10 ½)	C 9837	4 ctns.	\$54.95/2	\$109.90
Pens, Black	P 4344	12 doz.	\$22.45/doz	\$269.40
Pens, Red	P 5633	6 doz.	\$22.45/doz	\$134.70
Paper Clips, large	C 4758	5 boxes	\$1.95	\$9.75
Subtotal				\$523.75
Shipping/Hand ling 10%				\$52.38
Total				\$576.13

Prepared by:
Date prepared:

Approved by:
Date approved:

cc: Y. Shibata, marketing / Accounting / Purchasing

2. *Complete the answers.*

1. What supplies is Ms. Shibata ordering?
She is ordering four items: _____,
_____, _____,
and _____ .

2. Which company is the vendor?
The Executive _____

Company in New Orleans, Louisiana.

3. Which department will receive the bill?
The _____ department.

4. Which department will receive the supplies?
The _____ department.
5. How much is the total cost?
It's _____ .
6. What is the unit cost for the paper?
It's _____ .
7. How much is the shipping/handling?
It's _____ .

MODEL COVER LETTER

Sometimes a cover letter is mailed with the purchase order. A cover letter describes what is enclosed in an envelope. Read this cover letter.

3. Answer the questions.

1. What is enclosed?
 - A. A purchase order
 - B. A check
2. When should the order be processed?
 - A. ASAP
 - B. Next year
3. How should Peter Rekowski be contacted?
 - A. By phone
 - B. By letter
4. Who does Mr. Rekowski work for?
 - A. A&E Construction
 - B. Executive Office Supplies

22

A+E construction
35 Hazel Wood Terrace
Logan, Utah 84321
(801)561-3120
Fax: (801)561-3388

April 17, 2009

Executive Office Supplies
15 Watergate Plaza
New Orleans, Louisiana 70116

Ref: P.O. 02-3450-6

Dear Sir or Madam:

The purchase order referenced above is enclosed.

Please process the order as soon as possible. If you have any questions, please contact me or Ms. Yuki Shibata, in the Marketing Department at (801) 561-3120.
Thank you for your prompt attention.

Sincerely,
Peter Rekowski Purchasing Assistant
Enclosure

4. COVER LETTER PRACTICE

K+F consultants
 394 West Philadelphia Avenue Suite 392
 Annapolis, Maryland 20896
 (301) 581-2323 Fax: (301) 581-2222

Department Purchase Order

Ship Prepaid. Add all delivery charges on invoice.
 Not to exceed \$ 500.00

P.O. 650-218 A

Vendor: OLSON’S OFFICE FURNITURE
 15 Watergate Plaza
 New Orleans, LA 70116

Delivery Date: ASAP

Ship To: M. Whiting, V. P. Marketing
 (use above address unless otherwise indicated)

Bill To: Purchasing Department
 (use above address unless otherwise indicated)

Item	Catalog No.	Quantity	Unit Cost	Total Cost
Executive Desk	HN 31161	1	319.00	\$319.00
Additional charges:(Shipping/Handling)				00.00
Total				\$319.00

Prepared by:
Date prepared:

Approved by:
Date approved:

5. *Correct the cover letter for the purchase order 650-218A.*

Type of Error	Number of Errors
Capitalization	5
Punctuation	5
Grammar	2
Spelling	2

K+F consultants
394 West Philadelphia Avenue Suite 392
Annapolis, Maryland 20896
(301) 581-2323 Fax: (301) 581-2222

1. June 26, 2007
2. Olson's office Furniture
3. 15 Watergate Plaza
4. new Orleans Louisiana 70116
5. Reference: P.O. 650-218 A
6. Dear sir or madam:
7. The purchase order referenced above are enclosed
8. Please process the order as soon as possible If you has any
9. questions, please contact me or Ms. M. Whiting, Vice-President,
10. Marketing Department at (301) 581-2323
11. Thank you for your attention.
12. Sincerely
13. W.Rodgers
14. Purchasing Assistant
15. Enclosure

Unit 3B

ACKNOWLEDGING AN ORDER

Body of a Letter Acknowledging an Order

An acknowledgement of an order generally has four parts:

1. Opening: Acknowledge an Order
2. Purpose : State problem , if any
3. Action: provide solution to a problem.
4. Polite expressions: Thank the reader.

1. Acknowledging an Order

Executive Office Supplies
15 Watergate Plaza
New Orleans, Louisiana 70116
504-736-5223

Fax: 504-736-3123

April 22,2011

Yuki Shibata
Marketing Department
A&E Construction
35 Hazel Wood Terrace
Logan, Utah 84321

Dear Ms. Shibata:

We received your Purchase Order 02-3450-6 on April 22, 2011. Unfortunately, the item below is not in stock:

Item No. P4344 Pens, black

We will backorder this item and ship it within three (3) weeks.

The rest of your order is being processed and will be shipped by Monday, April 25.

We appreciate your business and look forward to serving you in the future.

Sincerely yours, John Peters
Shipping Clerk

2. Circle the correct answer.

1. Where does John Peters work?
 - A. A&E Construction
 - B. Executive Office Supplies

2. Who ordered the supplies?
 - A. John Peters
 - B. Yuki Shibata

3. Who is the addressee?
 - A. Executive Office Supplies
 - B. Yuki Shibata

4. When was the letter sent?
 - A. April 22
 - B. April 21

5. When was the P.O. received?
 - A. April 22
 - B. April 25

6. Are the paper clips in stock?
 - A. Yes
 - B. No

7. What is out of stock?
 - A. Pens, Black, Item No.P4344
 - B. Pens, Red, Item No. P5633

8. Are they on back order?

- A. Yes B. No

9. When will they be sent?

- A. In 3 weeks
B. In 2 weeks

10. When will the rest of the order be shipped?

- A. By Monday, April 25
B. By April 23

3. You are the Shipping Clerk for DeWitt's Office Supplies. It is your job to acknowledge orders. Write your reply using the information below and words from the box.

Purchase Order No: 0092959

Order Sent By: Mr.R.Spruce

Telephone Sales
2975 West 80th Drive
Denver, co 80221

Order Written On: 12/13/11

Order Received On: 12/15/11

Status of Order: In process; to be
Shipped by 1/7/94

Out-of-Stock Items: Item No.C-342,
Conference desk

New Ship Date: 2/28/12

business	Desk	Order	you
Colorado	Drive	order	yours
Dear	February	processed	
December	Mr.	shipped	

DeWitt's Office Supplies
653 Fifth Avenue
Palm Springs, California 90087
818-656-5223 Fax: 818-656-3123

December 20, 2013

_____ R.Spruce
Telephone Sales
2975 West 80th _____
Denver, _____ 80221

_____ Mr. Spruce:

We received your Purchase _____ 0092959 on

15,2011. Unfortunately, the item below is not in stock:

Item No. C-342 Conference _____
We will back _____ this item and ship it by
_____ 28,2012.

The rest of your order is being _____ and will be
_____ by January 7, 2012.

We appreciate your _____ and look forward to serving
_____ in the future.

Sincerely _____,

Shipping Clerk

4. a) *Read this information.*

Purchase Order No.: B3-1229-69

Order Sent By: Mrs.S.Friedman
Secretarial College
123 Hovi Loni
Honolulu, Hawaii 90073

Order Written On: 5/4/05

Order Recieved On: 5/8/05

Status of Order: In process; to be
Shipped by 5/10/95

Out-of-Stock Items: item No. 90003
3 ½ diskettes

New Ship Date: 5/15/05

b) *Write your own letter to acknowledge the order.*

DeWitt's Office Supplies
653 Fifth Avenue
Palm Springs, California 90087
818-656-5223 Fax: 818-656-3123

Unit 4A

REQUESTING INFORMATION

Body of a Letter Requesting Information

A letter requesting information generally has four parts:

1. Opening: Tell how you heard about the reader.
2. Purpose : Tell why you want the information
3. Action: Tell what you want.
4. Polite expressions: Thank the reader. Be positive.

1. Jane writes a letter to the Click Camera Company.

BSM Bay State Magazine
300 Commonwealth Avenue
Boston, Massachusetts 02188
617-798-0565

April 5, 2011

Public Information Department

Click Camera Company
1000 Riverview Boulevard
New York, New York 10010

Dear Sir or Madam:

In the April 4, 2011 Boston Daily News I read about your new camera, the XL-Lite. Since I am a photographer with Bay State Magazine, it is important that I know about new cameras.

Would you please send me information on the camera?
I would like to know when the camera will be available and how much it will cost.

Thank you for your attention. I look forward to your reply.

Sincerely yours,
Jane Wilson
Photo Department

2. Circle the correct answer.

1. Jane wrote her letter on
A. April 4. B. April 5.
2. Jane's job is with the
A. Bay State Magazine
B. Click Camera Company

3. The Click Camera Company is located in
 - A. Massachusetts
 - B. New York
4. The number 10010 is the zip code of the
 - A. sender
 - B. addressee
5. Jane wants Click Camera Company to send
 - A. information
 - B. a camera
6. The paragraphs of this letter are
 - A. indented
 - B. not indented

3. REQUESTING INFORMATION

a) Look at the following vendor list for computer software.

Software Magazine Vendor List Educational Software Suppliers

Company	Computer
EduLink	IBM
Route 128	
Stoneham, MA 02167	
MathDiscs	Apple
143 Salt Drive	
Cupertino, CA 22128	
Intel	IBM
381 Park Avenue	
New York, NY 1016	
Schoolware, Inc.	IBM, Apple
6767 Westwood	
Los Angeles, CA 90024	

Educational Software Suppliers May 20, 2009

b) Correct Dr. Barth's letter.

Type of Error	Number of Errors
Capitalization	14
Punctuation	9
Command vs. Polite Request	2

Foreign Language Institute
555 Deer Run lane

Aurora, CO 80014
303-632-8404
FAX 303-632-1541

1 august 21 2010

2 Sandberg Educational, inc
3 orchard Ridge Corporate Park
4 building Two, Fields lane
5 brewster, ny 10509

6 Dear sir or madam
7 in the winter issue of Multimedia News we read that your
8 company sells language laboratories our school needs a new
9 language laboratory and we are looking for the best equipment

10 Send us information on your laboratories Would you also
11. include a price list and ordering information.

12. thank you for your assistance I look forward to hearing
13. from you

14.sincerely yours

15.John Barth

16.dean of Students

Unit 4B**PROVIDING INFORMATION****Body of a Letter Providing Information**

A letter providing information generally has four parts:

1. Opening: Acknowledge correspondence .
2. Purpose : Provide the information requested.
3. Action: Give information beyond the “Purpose”.
4. Polite expressions: Offer additional help. Thank the reader.

1. Read the following letter.

CLICK CAMERA COMPANY
1000 Riverview Boulevard
New York, New York 10010
212-589- 2121 FAX 212-588-9542

April 10, 2011

Jane Wilson
Bay State Magazine
300 Commonwealth Avenue
Boston, Massachusetts 02188

Dear Ms. Wilson:

Thank you for your letter of April 5, 2011 expressing interest in Click Camera’s new camera, the XL-Lite.

The camera will be available this December, and the cost will be approximately three hundred and fifty dollars (\$350.00).

I have enclosed a brochure on the camera. If you have any questions, please do not hesitate to contact us or your local Click Camera dealer.

Again, thank you for your inquiry.

Sincerely yours,
Helen Dodge
Customer Service

Enclosure

2. *Circle the correct answer.*

1. Ms. Dodge works for
 - A. Click Camera Company
 - B. Bay State Magazine

2. When was this letter written?
 - A. April 10
 - B. April 5

3. What is Ms. Dodge sending to Ms. Wilson?
 - A. a camera
 - B. information

4. What is another word for “inquiry”?
 - A. request
 - B. Brochure

5. What will Helen put on the envelope?
 - A. Ms. Jane Wilson
Bay State Magazine
300 Commonwealth Avenue
Boston, MA 02188
 - B. Ms. Helen Dodge
Click Camera Company
1000 Riverview Boulevard
New York, New York 10010

6. The paragraphs are
 - A. Indented
 - B. not indented

3. PROVIDING INFORMATION

A form letter is a letter sent to many different people. The body of the letter is the same, but the inside address and greeting change. Information such as dates may change.

Information Request Follow Up

Rec'd: 1/25/12

Reply Sent: 1/26/12

Name: Mrs. Ida Roth

Address: 46/6 Jefferson Street

City/State/Zip: St. Louis Park

Minnesota 55416

Product: x L-Lite

Ms. Dodge received many letters of inquiry. She asks you to type a form letter to reply to the letters requesting information. Correct her form letter.

Type of Error	Number of Errors
Capitalization	11
Punctuation	7
Word order	1
Grammar	2
Spelling	1

Click Camera Company
1000 Riverview Boulevard
New York, New York 10010
212-589-121 FAX 212-588-9542

1 2012 July 26

2 ms. ida roth

3 616 jefferson Sttreet

4 St. Louis Park, minnesota: 55416

5 Ms. roth?

6 Dear

7 thank you for your letter of July 22 2012 expressing interest
in Click

8 camera a new camera, the XL-Lite.

9 The camera will be available this december and the cost will be
10 approximately three hundred and fifty dollars (\$ 350.00)

11 I have enclosed a brochure on the camera. If you has
any questions,

12 please do not hesitate o contact us or your local Click
Camera dealer?

13 again, thanks you for your inquiry?

14 Sincerely yours

15 Helen Dodge

16.customer Service

17.enclosure

Unit 5A

CLAIM LETTERS

Body of a Claim Letter

A claim letter generally has four parts:

1. Opening: Explain the problem.
2. Purpose : Give your reaction.
3. Action: Give a solution.

4. Polite expressions: Thank the reader.

1. Read the claim letter.

Wilson & Company, LTD
51 Wimbledon Road
Toronto, Ontario M4D 2V8 Canada
(416) 888-4444
FAX (416) 999-4443

May 7, 2011

Mr. Roland Fischer, Manager
New Tech Publications
454 Liberty Road
Philadelphia, Pennsylvania 19148

Dear Mr. Fischer:

On April 1, I ordered manuals numbers TM-0053-3 and TM-0056-7. On May 7, I received two copies of manual number TM-003553.

I am returning- under separate cover-the two training manuals. Please send me the two (2) manuals. Also please correct my account – No. 594-oc. The invoice was for thirty-two dollars and fifty cents (\$32. 50), it should be (twenty-eight dollars and seventy-five cents (\$28.75)

Thank you for your assistance.

Cordially yours,
Holly Park

Common Business Expressions
Sent under separate cover=Sent separately

Items that cannot fit in an envelope with a letter are put in a box and sent separately. The letter explains the box is sent under separate cover.

2. *Circle the correct answer.*

1. Holly wrote this letter to place an order.

A. Yes B. No

2. Ms. Park is returning two manuals to New
Tech Publications.

A. Yes B. No

3. Ms. Park wants a refund.

A. Yes B. No

4. Did Ms. Park enclose a check?

A. Yes B. No

5. Has Ms. Park been billed?

A. Yes B. NO

6. The catalog numbers are TM-0053-3 and TM-0056-7.

A. Yes B. No

7. There was an error on the invoice.

A. Yes B. No

3. a) *Read the information on the memo pad below.*

THINGS TO DO TODAY

From the desk of: Constance Monahan

11/5/11

Write a letter to:

Tech Tools, Inc.

3593 Johnson Ave., Houston, TX 18446

Explain to them that yesterday I received a
calculator- Odysseus model # AL-54 – that doesn't work.

I want a replacement ASAP

b) *Complete the sentences. Use the information on the memo pad and the words from the box.*

Avenue like model	November possible TOOLS	work you your
-------------------------	-------------------------------	---------------------

A&P Accountants
4563 Presley Avenue
Memphis, Tennessee 50647
(901)-231-0571
FAX (901) 231-6642

November 5, 2011

TECH _____, Inc.
3553 Johnson _____
_____, Texas _____

Dear Sir or Madam:

On _____ 4, 20 _____, I received the calculator I ordered.

I am returning – under separate cover – the calculator, Odysseus _____ # AL-54 because it doesn't _____ .

I would _____ a replacement as soon as _____ .

Thank _____ for _____ cooperation.

Cordially yours,
Constance Monahan

Enclosure
CM/ _____

Unit 5B

ADJUSTMENT LETTER

Body of an Adjustment Letter

The body of an Adjustment Letter generally has four parts:

1. Opening: Acknowledge the correspondence.
2. Purpose : Apologize.
3. Action: Correct the problem.
4. Polite expressions: Apologize again. Be positive.

1. Look at the following letter. It was sent by fax to Ms. Park.

New Tech Publications
454 Liberty Road
Philadelphia, PA 19145
(215) 652-8800 Fax (215) 652-8181

To: Holly Park

New Tech Publications
454 Liberty Road
Philadelphia, PA 19145
(215) 652-8800 Fax (215) 652-8181

May 27, 2011

Holly Park
Wilson & Company, LTD.
51 Wimbledon Road
Toronto, Ontario M4D 2V8
Canada

Dear Ms. Park:

Thank you for your letter which we received on May 20.
We apologize for the error.

Two manuals - # TM-0053-3 and # TM -0056-7 –will be sent
by overnight mail.

You will receive them tomorrow. A new invoice (No. 5430)
for \$28.20 is enclosed.

Again we regret the error and apologize for any
inconvenience. We look forward to serving you in the future.

Sincerely yours,
Roland Fisher
Supply Chief

Enclosure: Invoice No. 5430

Good Business Note

*In some companies, the enclosures are listed.
The customer is always right!*

2. *Circle the correct answer.*

1. Who wrote the claim letter?

A. Mr. Fisher B. Ms. Park

2. Who wrote the adjustment letter?

A. Mr. Fisher B. Ms. Park

3. What was the problem?
 - A. The wrong manuals were sent.
 - B. The manuals did not arrive.

4. How does Mr. Fisher help?
 - A. He cancels the order.
 - B. He ships the items immediately.

5. What describes Mr. Fisher?
 - A. Apologetic
 - B. Angry

6. How was the invoice sent?
 - A. With the manuals
 - B. With the letter

7. In which paragraph is there an apology?
 - A. Paragraph 1
 - B. Paragraph 2

8. In which other paragraph is there an apology?
 - A. Paragraph 3
 - B. Paragraph 4

3. Read the following messages and prepare the reply. Use the words from the box.

apologize	July	sorry
Brown	overnight	you
Dr.	receive	
inconvenience	shipment	

Telephone Message
For Roland Fisher
Date 7/ 22/11 Time 1:15
Dr.James Brown
Of School of Int'l Business
Phone 617-443-3333
Fax 617-442-4444

Message: Wrong diskettes were mailed. He is returning them.
Please send new disks ASAP.

Message: Please Fax an answer to this claim. Apologize for the mistake. Tell him the new diskettes will go out by overnight mail.

New Tech Publications
454 Liberty Road
Philadelphia, PA 19145
(215) 652-8800 Fax (215) 652-8181

Dr. James Brown, dean
School of International Business
540 Shawmut Avenue
Boston, MA 02118

Dear _____:
Thank _____ for your telephone call of
_____ 22,2011. We _____ for the error in your ____ .
To correct the error, the new diskettes will be sent
by _____ mail. You should _____
them tomorrow.
We are _____ for any _____.

Sincerely,
Roland Fisher
Manager

**FINAL TEST A: GRAMMAR, PUNCTUATION, FORMAT,
AND STYLE**

- A. *Label the parts of this letter.*
- B. *What is the format of this letter: block, semi-block, or indented?*
- C. *Correct the errors. Rewrite the letter.*

Type of Error	Number of Errors
Style: Formal/Informal	4
Capitalization	9
Punctuation	8
Letter order	3
Word order	1
Repetition	1
Negative word	1
Run-on sentence	1
Letter format	3
Grammar	1

International Graphics
1075 California Street
Chicago, Illinois 60613
(312) 775-9696 fax (312) 775-4934

1 ms. Eleanor Chazam
2 manager, Bookstore
3 Sanno gallery of Art
4 32 Crestwood Avenue
5 may 21 2012
6 Houston texas 77007

7 Ms. Dear Chazam,

8 thank you for your letter of may 15, 2012 I'm sorry to hear
9 hear that the carton of books were damaged

10 Our company's policy is to replace damaged books. I
11 want you to accept the replacement without charge. I'll ask
12 Mr. Robert Smith, Accounting Assistant, to not send the
13 invoice for the books

14 I'll send the books by overnight mail. Call when they
15 arrive?

16 Again, I regret the inconvenience but no one from our
17 department was not aware the carton was damaged.

18 Look forward to serving you in the future?
19 Mark Chang
20 shipping Department

***FINAL TEST B: GRAMMAR, PUNCTUATION, FORMAT,
AND STYLE***

- A. *Label the parts of this letter.*
- B. *What is the format of this letter: block, semi-block,
or indented?*
- C. *Correct the underlined errors.*

Polycomp International
459-34 Grand Hotel Avenue
Taipei, Taiwan

1 august 15_2012

2 mr. Gilbert m Ramirez
3 Vice President, Marketing
4 soup and Salads Restaurants
5 5623 Western Avenue
6 Los angeles, California 90026

7 Mr dear ramirez

8 your letter of March 15 arrived this morning

9 Tell us your travel plans and we'll meet you at the airport ?

10 We appreciate your interest in our compan-

11 y and look forward to your visit next month...

12 Sincerly yours

13 bill Chang

14 President