

Section 4 Beginning and Ending

Use these words to complete the gaps in the sentences. Then decide if they come from the beginning or end of a letter:

**information
advertisement**

**enclose
wishes**

**possible
receiving**

**letter
forward**

1. I look **forward**..... to meeting you on the 19th.
2. Please get in touch with me as soon as **possible**..... if you require more informations about the conference.
3. I am writing to you in response to your **advertisement**..... in the latest edition of »Professional Computer«.
4. I would also like some more **information**..... about your ScanFast hand-held scanner range, and details of the types of discount you can offer for bulk orders.
5. Thank you for your **letter**..... of 12 July.
6. I look forward to **enclose**..... an order from you soon.
7. Please pass on my very best **wishes**..... to Stavros and Eleni when you see them.
8. I **receiving**..... the latest edition of our household goods catalogue and an updated price list.

Now choose from the sentences above to complete the gaps in these letters:

1. Dear Mrs Delroy

.....

You will note that our Tuffwash range (on pages 23-25) is now available in four colours. There has been an excellent customer response to the new range.

.....

Yours sincerely

Lois Trent
Sales Director

2. Dear Sir/Madam

.....
I am particularly interested in your Modex 2 range of colour printers and would appreciate more information about these.

.....
Yours faithfully

JT Sherman

Choose the correct word or partnership to complete each opening to a business letter. In each case there is only one correct answer:

1. Thank you for your letter of March 24. I am hear that our new product has been successful in your market.
a) please to b) pleased to c) pleased for d) pleasure in
2. I am writing your fax of November 12.
a) to reply to b) to answer for c) in reply to d) in answer for
3. Thank you for your letter of July 17 our recent meeting in Hamburg.
a) reflecting b) requiring c) concerning d) desiring
4. I am that you have experienced some problems with our office cleaning service.
a) delighted to know b) sorry to hear c) interested in knowing d) pleased to say
5. I have just your letter of March 11.
a) supplied b) received c) taken d) had
6. I am writing to of our invoice ref. no WLJ42/C which was sent to you on February 12.
a) remember you b) recall you c) forget you d) remind you
7. We are writing to the terms agreed during our meeting of May 16.
a) confirm b) contain c) affirm d) concern
8. We are writing to you on of our customer Mr Spiros Roulis.
a) part b) behalf c) fact d) condition

Here are some letter endings. All of them contain words which are sometimes confused. Choose the best word to complete each sentence:

1. If you **require / enquire** further information, please do not hesitate to be in touch.
2. . . . and I am pleased to **include / enclose** a copy of our new product catalogue.

3. Please complete the form and **reply / return** it to us as soon as possible.
4. I promise to give the matter my **soonest / immediate** attention.
5. I am afraid therefore that we cannot offer you a **return / refund** as the goods have already been used.
6. Could you please **pass on / pass of** my very best regards to Mr Mayama?
7. I look forward to **making / doing** further business with you in the near future.
8. I look forward to **knowing / meeting** your colleague Mr Franks at the conference.
9. I hope that half past eleven is **comfortable / convenient** for you.
10. Let me **desire / wish** you the best of luck in your new post.

Section 5 Referring

Here are some ways to introduce the subject of the letter.

- With reference to
- Further to
- I am writing in connection with

How would you start a letter about each of the following?

a) an invoice (No. 678) for a fax machine

.....

b) a meeting you had with the addressee on Jan. 16th

.....

c) an advertisement in **The Times** newspaper

.....

d) an application for a post as secretary in your company

.....

e) a fax order for seven computers that you received today

.....

Section 6 Giving good/bad news

I am pleased	to	tell	you that
I am delighted		inform	
I am happy (less formal)		advise	

I regret	to	tell	you that
I am sorry		inform	
		let you know	

Complete these sentences using phrases for referring and giving good or bad news.

- a) your order for some whiteboards,
..... we have had to increase the price.
- b) your application for a post as
secretary, that we would like you to start work
as soon as possible.

Choose the correct preposition to complete these partnerships:

- | | | |
|-------------------------|-----------------------|-----------------------|
| 1. a problem | delivery | (on, at, with, by) |
| 2. a delay | sending the goods | (on, in, at, with) |
| 3. a complaint | a service | (on, about, in, at) |
| 4. the solution | the problem | (at, in, to, with) |
| 5. two mistakes | the invoice | (at, in, to, with) |
| 6. an explanation | the delay | (at, in, with, for) |
| 7. an apology | the mistake | (at, in, with, for) |
| 8. a letter | a missing consignment | (about, for, at, in) |
| 9. a fire | our main warehouse | (about, for, with,in) |
| 10. a breakdown | the production line | (for, on, at, to) |

Section 15 Letter practice 1

Use these word partnerships to complete the gaps in the extracts below:

- | | |
|-----------------------------------|--------------------------|
| 1. I would also appreciate | 5. launch date |
| 2. the delay in payment | 6. advance copy |
| 3. full details | 7. let me have |
| 4. Please don't forget to | 8. in the area of |

- A. Dear Customer
I am pleased to send you an of our latest catalogue which contains of the most up-to-date office and information technology equipment on the market. Our »Fast Fax« range is now firmly established with our customers and is available to you at a special discount.
- B. I also have a lot of experience finance and accounting. Between 1988 and 1993 I worked in the auditing department of Schwartz and Kleinman.
- C. Hi Teresa
This is just a short note to remind you about Monday's visit from Khalid Assad of the Bahrain Investment Council. bring a comprehensive list of our client base in the area.
Tina
- D. I would be grateful if you could send me your current corporate rates for single rooms with bath. some more informations about your business facilities as I shall be in Brussels for two or three days.

- E. Luigi
Thanks for leaving a copy of the Chankin Factory proposal on my desk. Unfortunately I can't find page 2 (your analysis of construction costs) and I'd be grateful if you could another copy as soon as possible.
Tom
- F. I apologise for We have had a number of problems in our accounts department recently and this has meant delays in paying some suppliers. I hope to resolve the problems before the end of the month.

Section 18 Letters – Orders

Below you will see parts of four letters concerned with orders. Put the correct word or phrase in each blank. Choose from the following list. Use each item once only.

accept delivery	inconvenience	range	quotation
acknowledge	line	regret	stock
current issue	note	reserve the right	supply
following	postage	resume	terms

A.

With reference to your advertisement in the **1.** of 'Office Monthly', I would like to order 2 Easifix Year Planners.
I enclose a cheque for £15 to include **2.** and packing.

B.

Thank you for your **3.** of 5 July for your 'Finesse' **4.** of dining room furniture. We find your **5.** satisfactory and would like to order the **6.**
10 'Finesse' dining tables at £280 per item
40 'Finesse' dining chairs at £60 per item
We **7.** that you can supply these items within 30 days and we **8.** not to **9.** after this time.
We should be obligated if you would **10.** receipt of this order.

C.

We thank you for your order of 11 May for 2 Easifix Year Planners.
This **11.** has proved so popular that we **12.** to inform you that it is temporarily out of stock.
We hope to be able to **13.** supplies within the next ten days.
We apologise for any **14.** this may cause.

D.

Thank you for your order of 12 July for 10 'Finesse' dining tables and 40 'Finesse' dining chairs.

As we are in a position to **15.** you with the above items from **16.** , we have arranged for them to be delivered to you early next week.

Section 20 Letters – Sales

Below you will see extracts from three sales letters. Put the correct word or phrase in each blank. Choose from the following list. Use each item once only.

- | | | | |
|--------------------|------------------|-----------------------------|----------------------------|
| colleagues | featured | complimentary copy | recent publications |
| confident | needs | extensively trialled | representatives |
| convenience | recommend | favourable response | specially selected |
| eligible | suitable | further information | subscription form |
| experience | value | highly popular | terms of payment |

A.

We have pleasure in enclosing a **1.** of one of our most **2.** , 'Build Your Business Vocabulary'.

You will note that the book has a similar format to our **3.** series, 'Build Your Vocabulary', but concentrates on vocabulary useful to anyone who needs English in a business situation.

The exercises have been **4.** and have met with a **5.** from both learners and teachers. The book is **6.** for use in the classroom or by a learner of English working alone.

We feel sure that you will want to **7.** this book to your colleagues and students.

B.

We are a company with over 30 years **8.** in selling office equipment.

We have recently brought out a new range of equipment and furniture designed to meet the **9.** of today's electronic office.

The new range is **10.** in our latest brochure which I have enclosed together with details of our generous **11.**

If you require any **12.** , simply telephone me and I will arrange for one of our **13.** to call on you.

C.

You have been **14.** by my company to receive a free copy of our latest publication 'Business Dealings'.

We cannot of course send a free copy to everyone but we have chosen you because we **15.** your opinion. We are **16.** that you will find it fascinating and want to show it to your **17.**

'Business Dealings' is published monthly and we have enclosed a **18.** for your **19.** Subscribe within the next three weeks and you will be **20.** for a discount of twenty per cent.

Section 22 Letters - Booking a hotel room

Below you will see parts of two letters concerned with booking hotel rooms for a company. Put the correct word or phrase in each blank. Choose from the following list. Use each item once only.

available	meet	reasonable rates	suitable
brochure	pleasure	require	training sessions
full board	provide	requirements	urge
hesitate	quotation	single	without delay

A.

We intend to hold **1.** for our sales representatives at the end of May next year and are looking for a hotel which provides **2.** facilities.

Our **3.** are as follows:

1 room for lectures capable of seating approximately 50 people

5 smaller rooms for seminars capable of seating 10-12 people

50-60 **4.** rooms with bath

If you can **5.** these facilities, we would be pleased to receive your

6. for 3 nights **7.** starting with dinner on Tuesday and finishing with lunch on Friday.

We look forward to hearing from you.

B.

Thank you for your letter of 6 September, inquiring about our conference facilities.

I have enclosed our **8.** and price list.

As you will see, we should be able to **9.** your requirements at what we consider to be very **10.**

At the moment our rooms are still **11.** for the end of May, but I would **12.** you to make your reservation **13.** as this is a popular time of the year with many companies.

If you **14.** any further information, please do not **15.** to contact me.

I hope that we shall have the **16.** of welcoming you to our hotel.

Telephoning

Phrasal verbs

The phrasal verb on the left in the table below are all used in telephoning in English. Match each verb with a suitable definition from the column on the right.

- | | |
|---------------------------------|-----------------------------|
| 1) to put through | a) to disconnect |
| 2) to hang up | b) to discover |
| 3) to ring up | c) to wait |
| 4) to take down | d) to lift |
| 5) to look up | e) to connect |
| 6) to cut off | f) to replace |
| 7) to get through | g) to write down |
| 8) to find out | h) to call again |
| 9) to put down | i) to be connected |
| 10) to hang on / to hold on | j) to replace the receiver |
| 11) to pick up | k) to find information |
| 12) to ring back / to call back | l) to make a telephone call |

1		2		3		4		5		6		7		8	
9		10		11		12									

Now use these phrasal verbs to complete the sentences.

- 1 I didn't know his number so I had to it up.
- 2 We were during the call so I had to
- 3 The man on me because he lost his temper.
- 4 I tried to to your office this morning but the line was engaged.
- 5 the embassy and ask them to you to the press department.
- 6 When i phoned the bank I had to for nearly 10 minutes.

Tenses

present perfect

Complete the conversation. Use the present perfect with a suitable form of the words in brackets.

1 (before a meeting)

Peter: Where's Henry? (anyone/see) him?

Mary: I don't know. I (not/see) him this morning.

Jim: I (just/speak) to him. He's on his way here now.

2 (at a training session)

Mr Brown: Listen everyone - (you/read) text 3?

James: No. We (not/get) text 3 yet.

Jenny: Yes, we have. We (finish) text 3.

3 (talking about the company)

Ken: There (be) a lot of changes in our department this year.

Ben: Yes. The new manager (change) everything.

Ken: (he/reorganise) your department as well?

Ben: Yes. And a lot of people (leave) because they weren't happy about the changes.

4 (in an office)

Peggy: (you/take) the envelopes out of this drawer?

Anne: I (not/touch) the envelopes.

I (not/send) any letters today.

Peggy: Well, (someone/take) them. There was a packet of envelopes here this morning.

Anne: Ask Fiona. (she/have) so many letters to type recently. Perhaps (she/take) them.

Ask questions using the present perfect.

..... (you/show) your boss that you are keen and efficient?

..... (you/read) the financial pages of the newspaper?

..... (you/make) any telephone calls today?

..... (you/type) any letters today?

..... (you ever/be) to Spain?

..... (you/have) a meeting recently?

Modal verbs

Complete the dialogue with the correct modal verbs.

- Sales Hello, Sales.
- Jeff Oh, hello. ⁽¹⁾I / speak) to Henry Miller, please?
- Sales I'm afraid Henry isn't here today. ⁽²⁾I / help) ?
- Jeff ⁽³⁾you / give) Henry a message for me?
- Sales Sure. I ⁽⁴⁾just / get) a pen. ⁽⁵⁾I / ask)who's calling, please?
- Jeff It's Jeff Blum from Chicago office. ⁽⁶⁾you / tell) him that I ⁽⁷⁾not / make) our meeting in Detroit on Tuesday because I ⁽⁸⁾attend) an important marketing meeting that day to discuss the new product catalogue.
- Sales OK. I ⁽⁹⁾give) him the message.
- Jeff That's great. And this bit's really important. ⁽¹⁰⁾you / make) sure that you tell Henry that he ⁽¹¹⁾not / print) the catalogue until he's spoken to me.
- Sales Ah. I think we sent the catalogue off to the printers yesterday. I ⁽¹²⁾check) with a colleague. ⁽¹³⁾you / hold) the line for a moment, please? . . . Hello. I'm afraid it did go out yesterday.
- Jeff Oh no!
- Sales ⁽¹⁴⁾I / call) the printers and tell them to stop work on the catalogue until further notice?
- Jeff Yes, please. And ⁽¹⁵⁾you / call) me back to confirm that they have stopped work on it? It's really important that they don't print it yet.
- Sales Sure, no problem. I ⁽¹⁶⁾get) back to you in a few minutes.

Use the following words to complete the sentences from letters below.

delighted inconvenience afraid insist enclosed
attention enquiry regret contact grateful

We are to hear that the conference was successful.
Please find the euro prices as requested.
I would be very if you could contact me as soon as possible.
I am the items you requested are temporarily out of stock.
We apologise for any this may have caused.
Please mark the package for the Jenny Fields.
We to inform you that the vacancy has already been filled.
Please do not hesitate to us if you have any further enquiries.
Thank you for your of 10 September.
We that you deal with this very urgent matter at once.

Match the multi-word verbs with the nouns.

put	out	a caller
fill	through	a mistake
write	up	some information
hang	in	a form
cross	down	the phone

Choose the correct word to complete each sentence.

Please submit a formal **guess / estimate** by 3 July.
Could you just leave a quick **note / notice** on my desk?
Please accept my **apologises / apologies** for any unnecessary inconvenience.
Would it be all right if we **cancelled / postponed** the meeting until next week?
You are kindly **required / requested** to settle the account within two weeks.
I'll give you my mobile number in **case / unless** I'm out of the office.
Alan, could you **remember / remind** me to send that parcel off today?
They **denied / refused** to send a replacement part.

Match the documents with the definitions.

agenda	an approximate price quotation
invoice	a schedule for a meeting
article	a piece of information on public display
estimate	a formal message between colleagues
note	a request for payment
guarantee	a written promise
memo	a piece in a newspaper
notice	a short informal message