EUROPEAN ENGLISH?

Minili so časi, ko smo razlikovali med American in British English. Že nekaj časa govorimo o »different Englishes« (različnih angleščinah: Singapurian, Indian, Australian, Malay English idr.). V zadnjem času se veliko govori o European Union English. Ta skovanka je posledica povečanega komuniciranja med članicami in kandidatkami Evropske Unije, ki uporabljajo »svojo« angleščino in jo skupaj z napakami razširjajo.

Nestrpno čakamo glosar imen institucij Evropske unije, ki ga v posameznih državah že imajo. Ravno zaradi tega moramo paziti na že dogovorjeno rabo in vprašati tudi naše ustanove, npr. Urad za evropske zadeve, za pojasnila, če smo v dvomih. To velja večinoma za imena in nazive.

Pri dopisovanju v angleščini se pojavljajo primeri, ki so očitno sprejemljivi, čeprav so še nedavno veljali za nesprejemljive. Poglejmo nekaj sprememb, ki veljajo tudi za nas:

Pisma

1. Pri datumu so okrajšave 1st 2nd in 3rd izginile, tako da večinoma pišemo:

    3 October 2001 ali October 3, 2001.

    V ZDA je seveda na prvem mestu mesec: *10/3/2001*.

    To je tudi posledica rabe računalnikov in sporočil po elektronski pošti.

2. V začetku pisma pišemo:

    Dear Sir(s)
    Dear Mr Jones – brez vejice na koncu

3. Ravno tako v zaključku:

    Yours faithfully ali
    Yours sincerely ali
    Best regards/With best regards

    Seveda boste še vedno našli vejico, vendar manj pogosto.

4. Za **Mr** in **Mrs** ne pišemo več pike:

    Dear Mr Jones

5. Ženske na splošno nazivamo z **Ms**:

    Ms Marina Štros

6. Elektronska sporočila ne zahtevajo toliko odstavkov kot uradno pismo, čeprav je sporočilo uradno

7. Elektronska sporočila so prijaznejša in v njih še bolj upoštevamo pravilo **kiss = keep it short and sweet**.

8. Elektronska sporočila uporabljajo še več okrajšav: ***c.c., e.g., i.e., a.s.a.p.*** – ki se že tudi piše skupaj brez pik (asap), če ne delamo presledkov.

9. Pojavil se je celo glagol: *I will* ***c.c.*** *you a copy* (Poslala vam bom kopijo v vednost).

10. Presledki med okrajšavami se ne uporabljajo dosledno.

11. Zelo vljudne fraze se opuščajo: *we remain yours*.

Besede

1. Svet Evrope nam je poslal priporočilo, da namesto pridevnika Slovene uporabljamo pridevnik ***Slovenian.***

2. Beseda »*grammar school*« nima takšnega pomena, kot ga ima v Veliki Britaniji, zato je bolje, da uporabljamo besedi ***Gimnasium*** ali ***Secondary School – gimnasium***. V tem primeru še nismo rekli zadnje besede, vsekakor pa je priporočilo upravičeno, saj je naš gimnazijski program bližje avstrijskemu kot angleškemu modelu.

3. Še nekaj primerov že ustaljene rabe:

   Ministrstvo pišemo z »*of*«: ***Ministry of Education & Sport, Ministry of Labour***, in ne *for*!!!!

4. Chamber of Economy (Gospodarska Zbornica)

5. Imena fakultet, inštitutov: ***Faculty of Pedagogy*** (Pedagoška fakulteta), ***Faculty of Law*** (Pravna fakulteta), ***Institute of biochemistry*** (Inštitut za biokemijo),…

Besedišče v zvezi s podjetjem

Firm (splošno)

Corporation (večinoma v ZDA)

Enote znotraj podjetja:

firm
parent Company
sister Company
division
branch
head office
department
section
office

Department je večji del kot section itn.

Pogosto vas zanima, katero besedo uporabljati za oddelek. Tu gre razporeditev po velikosti (številu zaposlenih, obsegu dela).

Funkcije zaposlenih po vrsti:

head of the department
director
CEO (Chief Executive Officer) – ZDA
MD (managing director)
supervisor
assistant
team leader
staff

EUROPEAN CURRICULUM VITAE FORMAT

PERSONAL INFORMATION
Name
Address
Telephone
Fax
E-mail
Nationality
Date of birth

WORK EXPERIENCE

- Date(from – to)
- Name and address of the employer
- Type of business or sector
- Occupation or position held
- Main activities and responsibilities

EDUCATION AND TRAINING

- Dates (from – to)
- Name and type of organization providing education and training
- Principal subjects / occupational skills covered
- Title of qualification awarded

PERSONAL SKILLS AND COMPETENCES
Acquired in the course of life and career but not necessarily covered by formal certificates and diplomas

MOTHER TONGUE

OTHER LANGUAGES

- Reading skills
- Writing skills
- Verbal skills

STUDYING AND WORKING EXPERIENCE IN MULTICULTURAL ENVIRONMENT

ORGANISATIONAL SKILLS AND COMPETENCES
Coordination and administration of people, projects and budgets.

TECHNICAL SKILLS AND COMPETENCES
With computers

SPECIFIC AREA OF ACTIVITY
HOBBIES / INTERESTS

VSEBINA IN STIL PISANJA

Dolžina pisnega sporočila je odvisna od namena sporočanja. Vsekakor pa mora biti vsako sporočilo jasno in jedrnato, še posebej to velja za elektronska sporočila. Stil pisanja in jezik, ki ga uporabite močno vpliva na dolžino sporočila. Paziti morate, da ne spreminjate protokola pisanja. Najpogostejše napake tako v pismih, kot v email-ih:

1) Če ste dobili sporočilo ali pismo kjer se je podpisal pošiljatelj, npr. Peter Brown, ne smete nasloviti svojega odgovora »Dear Sirs«, ampak morate uporabiti »Dear Peter« oz. »Dear Mr Brown«. Pazite na pravilno naslavljanje, saj je zelo pomembno.

2) Paziti morate na rdečo nit.

3) Ne smete skakati z ene informacije na drugo. Zaključite eno zadevo v celoti, šele nato preidite na drugo. V tujem jeziku še hitreje pride do nepravilnega razumevanja sporočila. Pomislite, da bo sporočilo prebral nekdo, ki prav tako morda ne obvlada najbolje tujega jezika. Torej: informacije morajo jasno slediti druga drugi.

UVOD:
- Prvi stavek zaznamuje ton pisma.
- Drugi stavek pove kaj je namen pisma.
- Šele nato povežemo uvod z jedrom.

JEDRO:
- Osrednja tema z razlago; če je tem več, jih jasno ločite med sabo (odstavki, točke, podnaslovi,…)!

ZAKLJUČEK:
- Jasen povzetek.
- Povejte, kaj od prejemnika želite.
- Ustrezna končna fraza.

Amazing Facts:
According to the Society for HumanResource management, more than 36% of employers look at employees' email and over 70% believe it is an employer's right to read anything in the company's electronic communication system. (Personnel Today)

NASLAVLJANJE

FORMALNO:	
Dear Mr Peterson	Spoštovani gospod Peterson
Dear Sir	Spoštovani gospod / gospa – uporaba za podjetja
Dear Sir or Madam	Se opušča
Dear Sir / Madam	Je v uporabi
To Whom It May Concern	Spoštovani!
Dear Sirs	Spoštovani (zelo formalno, se uporablja za institucije, banke, ipd.)
Dear President	Spoštovani predsednik (bolj priporočljivo)
Dear Mr President	Spoštovani gospod predsednik
NEFORMALNO:	
Dear Natasha	Draga Nataša

UVODNE FRAZE:

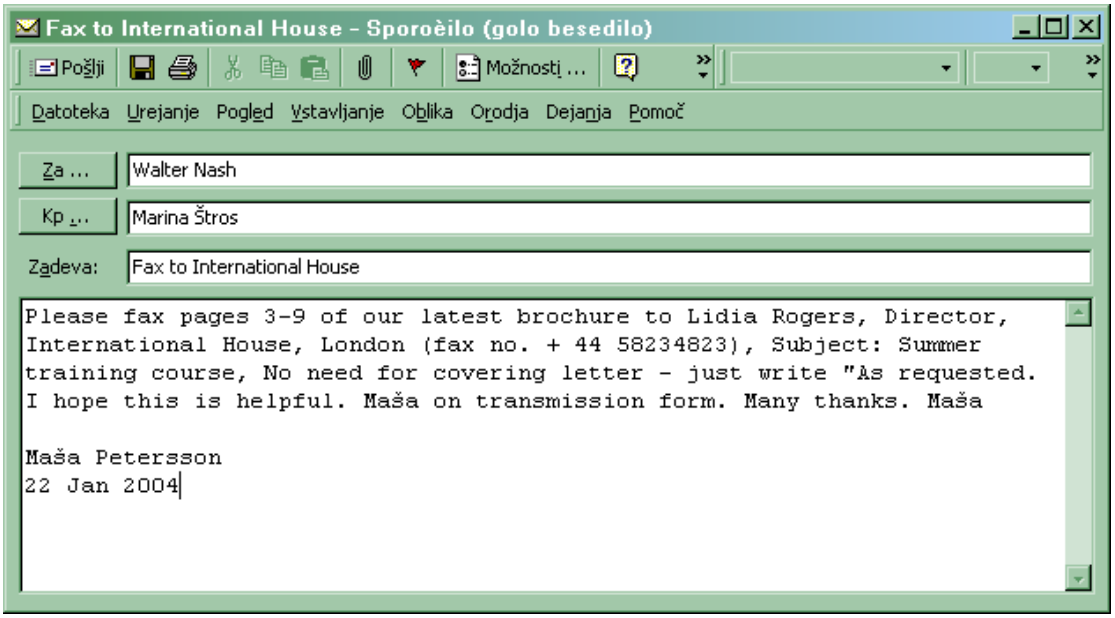
In response to your request, we are sending you…	Na vašo željo Vam pošiljamo…
We are pleased to inform you… / We are glad to inform you…	Z veseljem Vam sporočamo
We regret to inform you… / We are sorry to note that…	Žal Vam sporočamo… / Žal ugotavljamo, da…
We are sorry to learn that you will be unable to attend the opening.	Obžalujemo, da se ne boste mogli udeležiti otvoritve.
Thank you for your email of / dated 20 December	Zahvaljujemo se Vam za Vaš email z dne…
I would like to thank you for…	Zahvaljujemo se Vam za… (I would like je bolj vljudno kot I'd like)
I am writing to inform you.. / I am writing to you to inform you…	Pišem Vam v zvezi z… / Sklicujemo se na… Narobe: I am writing you…
I am writing to invite you to the	Vabimo Vas na otvoritev… (You pišete z

opening…	malo, čeprav v slovenščini pomeni Vi)
Referring to… / **With reference to…** **Further to our telephone conversation…** **In connection with…**	Skladno z… / V zvezi z našim telefonskim pogovorom…
I am sending you the contract concering / regarding th lease of our…	Pošiljam vam pogodbo, ki se nanaša na lizing vašega…

Phases

1. Hvala za vaše pismo od 3. dec. 2004
2. Hvala v naprej.
3. Pišem Vam, da se opravičim za zamudo, ki je nastala zaradi mojih službenih obveznosti.
4. Hvala za vaše gostoljubje v času mojega obiska pri vas.
5. Prosim, potrdite pisno.
6. Pišem Vam, da Vas obvestim o spremembi datuma.
7. Pišem Vam, da preložim/odpovem sestanek.
8. Pišem Vam, da potrdim rezervacijo za eno posteljno sobo na ime J. Kapuan.
9. Pišem Vam, da potrdim povratno vozovnico za 17. dec. ob 7.00 za Bg.
10. Pišem Vam, da sporočim naše nove tel. številke.
11. Pišem Vam v imenu g. Bojana Tivadar.
12. Priloženo Vam pošiljam prijavnico za seminar.
13. V roke prodajni službi.
14. Pišem v zvezi z vašo ponudbo.
15. Z veseljem Vam sporočam, da ste upravičeni do 10% popusta.
16. Ali mi prosim lahko pošljete vaš zadnji katalog in cenik.
17. V odgovor na Vaše popraševanje Vam sporočamo
18. Na žalost vam sporočamo, da niste bili izbrani za našega dobavitelja.
19. V primeru dodatnih informacij me prosim pokličite po emailu, telefonu ali mi pišite na zgornji naslov.
20. V zvezi z našim tel. razgovorom Vam sporočam, da bomo poskrbeli za prevoz g. Browna od letališča do hotela.
21. Prosim, uredite zadevo takoj.

Read this internal email from Maša Petterson to her PA. Then complete the fax transmission form!


Fax to International House - Sporočilo (golo besedilo)

Pošlji | Možnosti ...

Datoteka Urejanje Pogled Vstavljanje Oblika Orodja Dejanja Pomoč

Za ... Walter Nash

Kp ... Marina Štros

Zadeva: Fax to International House

Please fax pages 3-9 of our latest brochure to Lidia Rogers, Director, International House, London (fax no. + 44 58234823), Subject: Summer training course, No need for covering letter - just write "As requested. I hope this is helpful. Maša on transmission form. Many thanks. Maša

Maša Petersson
22 Jan 2004

Fax

BRITISH CRYSTAL Ltd
Glazier House, Green Lane, Derby DE1 1RT

To: _____
From: _____
Fax no: _____ **Subject:** _____
Date: _____ **Page/s:** _____

VOCABULARY:

A fax	=	fax
Please fax	=	prosim faxirajte
Latest	=	najnovejši
Covering letter	=	spremno pismo
As requested	=	po naročilu
Transmission form	=	obrazec za pošiljanje faxa

REŠITEV NALOGE

Fax

BRITISH CRYSTAL Ltd
Glazier House, Green Lane, Derby DE1 1RT

To: Lidia Rogers
From: Maša Petterson
Fax no: +44 582 34 823 **Subject:** Summer Training Course
Date: 22 Jan 2004 **Page/s:** 6

LETTERS / FAXES / EMAILS

Clear, effective correspondence is a key of success and efficient business and can promote good relations.

Kaj in kako nekaj napišemo, je zelo pomembno. V neki raziskavi v Angliji so izračunali, da je zaradi odpovedi poslov, ki so bile posledica jezikovno slabo napisanih sporočil, pogodb in dogovorov, nastala kar dve milijardi funtov vredna izguba. Družba Royal Mail na primer noče skleniti posla s podjetjem, ki jim pošlje slabo napisane dopise.

Poglejmo si, kakšna je razlika med standardnim pismom, faxom in elektronskim sporočilom:

LETTERS

Glavni elementi pisma:

1. Sender's address (pošiljateljev naslov) -v glavi pisma
2. Date (datum) - pod naslovom, navadno na desni strani.
3. Adressee's address (prejemnikov naslov) - na levi strani pisma, pod pošiljateljevim naslovom.
4. Še ne dolgo tega je pismo vsebovalo Ref (referenca – vrstica v kateri povemo o čem pismo govori), ki pa se v pismih počasi opušča.
5. Attention line (vrstica v kateri povemo, komu je pismo namenjeno).
   Primer:
   For the attention of Mr Peter Jones, Sales Manager
6. Salutation (naslavljanje)
   Primer:
   Dear Sirs ali Dear Mr Jones ali Dear Peter
7. Introductory lines – uvodne fraze
8. Conclusions - zaključek
9. Complimentary close - pozdravi
10. Signature - podpis

Primer pisma in memoranduma:

Association of Business Secretaries
Dunajska cesta 5, 1000 Ljubljana, Slovenia
Telephone +38613091937
Fax +38613091935

Reference	Conference
Receiver's address	Ms Teja Dolinar Ob Železnici 3 1000 Ljubljana
Salutation	Dear Teja
Subject heading	2004 SECRETARIES CONFERENCE, 9 DECEMBER 2004
Opening (give a brief introduction)	As a valued member of the Slovenian Association of Secretaries, I have pleasure in inviting you to attend our special conference to be held at the Hotel Jelovica, Bled on Thursday 9 December 2004.
Body	This intensive, practical conference for professional secretaries aims to:
Details (separate paragraphs, flowing logically)	• increase your managerial and office productivity • improve your communication skills • bring you up- to- date with the latest technology • enable networking with other secretaries *The seminar is power-packed with distinguished panel of professional speakers who will give expert advice on many useful topics. A programme is enclosed giving full details of this seminar which I know you will not want to miss.*
Conclusion (action expected from the recipient)	If you would like to join us please complete the enclosed registration form and return it to me before June 30 with your fee of 18 000 SIT per person.
Close (a simple closing statement)	I look forward to seeing you again at this exciting conference. Yours sincerely
Your signature clearly written (your name & surname with your job title)	JELKA SMREKAR (Mrs) Conference Secretary
Enclosures	Encs

MEMORANDUM

TO: Consumer Relations
DATE: Jan 5
FROM: GM
SUBJECT: Explosion at Perfecta Ltd

We have now found the name of the company that installed the heating at Perfecta. It is Bauer AG, Altenberg, 5232 Effingen, Switzerland.

Please write to them. Make the point that we have never had a complaint before (see my last memo) and ask them to check that they followed our installation instructions. Tell them about the surveyor.

MEMORANDUM

TO: Export Dept
FROM: Stores Dept
DATE: 9 June 2000
SUBJECT: Jarritos

A meeting is scheduled for [time] on [date] at [specific location].
The following people will be in attendance:

[List names of individuals invited.]

The purpose of the meeting is to [detail briefly but accurately the object of the meeting].
Below are the details of the proposed meeting agenda:

[List items to be discussed at the meeting in the preferred order].

If you are unable to attend, please contact me immediately

FAX

Beseda fax izhaja iz besede faksimile, ki pomeni natančna kopija, ali duplikat. Tako kot beseda email, se lahko tudi beseda fax uporablja kot glagol (We will fax you the details requested.).
Fax pošljemo, kadar prejemnik ni dosegljiv po elektronski pošti. V obeh primerih gre za odprt sistem (open system), ki je zlahka dosegljiv mnogim in ga ne uporabljamo zapošiljanje zaupnih informacij.

Ker so faksi le kopija dokumentov, jih ne moremo uporabljati v primerih, ko se zahtevajo izvirniki, zanimivo pa je , da so faksi verodostojni dokumenti pri predložitvi dokazil sodišču.To ne velja za natiskano elektronsko pismo.

Faks sporočilo vsebuje naslednje podatke:

To:	ime naslovnika
From:	ime pošiljatelja
Fax. No.:	številka faksa
Subject:	predmet sporočila
Date:	datum
Page(s):	stran / strani

V jezikovnem smislu je faks podoben pismu, čeprav je krajši in bolj neposreden, torej bolj podoben elektronskim sporočilom.

EMAIL

Elektronska sporočila (email-i)
Beseda email se je včasih pisala s vezajem (e-mail), danes pa lahko vezaj tudi izpustimo.Uporabljata se obe obliki.

Prednosti: najbolj učinkovita komunikacija za hitro komuniciranje v poslovnem svetu. Primerna je za kratka, hitra sporočila.

Slabosti: poleg tehničnih težav so tu še nezaželena sporočila, ki jih imenujemo junk mail ali oglasna pošta, in virusi. V tujini je trenutno zelo problematična zaupnost sporočil saj so prepričani,da je elektronsko pismo kot razglednica in ga lahko prebere skoraj vsak, ki to hoče.
Slabost elektronskih sporočil je zagotovo jezik, ki je že zdavnaj prestopil tudi najbolj liberalni prag. Zadnjič sem dobila sporočilo:
Marina,
I'll CC you a doc asap.
(Čimprej ti bom poslal dokument v vednost. CC = copy to = v vednost)
Kot vidite, je CC že postal glagol.Tak jezik otežuje komunikacijo, se pa jezik v elektronskih sporočilih izboljšuje, vsaj v poslovnih pismih.

Besedilo v elektronskih sporočilih je navadno manj uradno od pisemskih sporočil, kar povzroča preglavice številnim uporabnikom v poslovnem svetu, ker ne vedo kakšno stopnjo formalnosti lahko izberejo.

Tu je nekaj splošnih navodil:

- Ne enačimo osebnih sporočil s poslovnimi.
- Pravilno črkujmo, uporabljajmo slovnico in pravopis.
- Upoštevajmo, komu je sporočilo namenjeno, in temu prilagodimo resnost sporočila.

- Ne pišemo besed z veliko začetnico po nepotrebnem, saj tako napisane besede dajo vtis ,kot da bi jih kričali.
- Če želimo besedo poudariti, na obeh straneh besede napišemo zvezdico, na primer ***urgent*.**
- Elektronska sporočila naj bodo jedrnata.
- V elektronskem pismu spregovorite le o eni zadevi, saj boste tako bolj prepričljivi, kot če bi govorili o več stvareh hkrati.
- Preden pošljete sporočilo, ga še enkrat preglejte.

Okrajšave – TLAs (three-letter acronyms)

- Ne pretiravajmo z njimi. Uporabljamo jih lahko samo v manj uradnih sporočilih in če smo prepričani, da prejemnik pozna pomen okrajšav.
- Nekaj najpogostejših primerov:
    - AFAIK = as far as I know (kot mi je znano)
    - BFN = bye for now
- Uporabljamo jih izkjučno v elektronskih sporočilih, nikakor pa ne v pismih in faksih.

Emotikoni – emotions (kombinacija besede emotion in icon) so smeški, ki jih lahko uporabljamo samo v neuradnih sporočilih osebne narave.

N.B. (nota bene)
Osebna sporočila, kot so čestitke, sožalja in pritožbe, je še vedno najbolje poslati kot pismo. Potrjenih in. podpisanih pogodb ali memorandumov zaupne narave ravno tako ne pošiljamo v elektronski obliki, saj zahtevajo originalni podpis.Večina podjetij po elektronski pošti celo ne sprejema prošenj za delo, saj pričakujejo, da bodo poslane skupaj s spremnim pismom.

Email addresses:

Typical email addresses look like this:

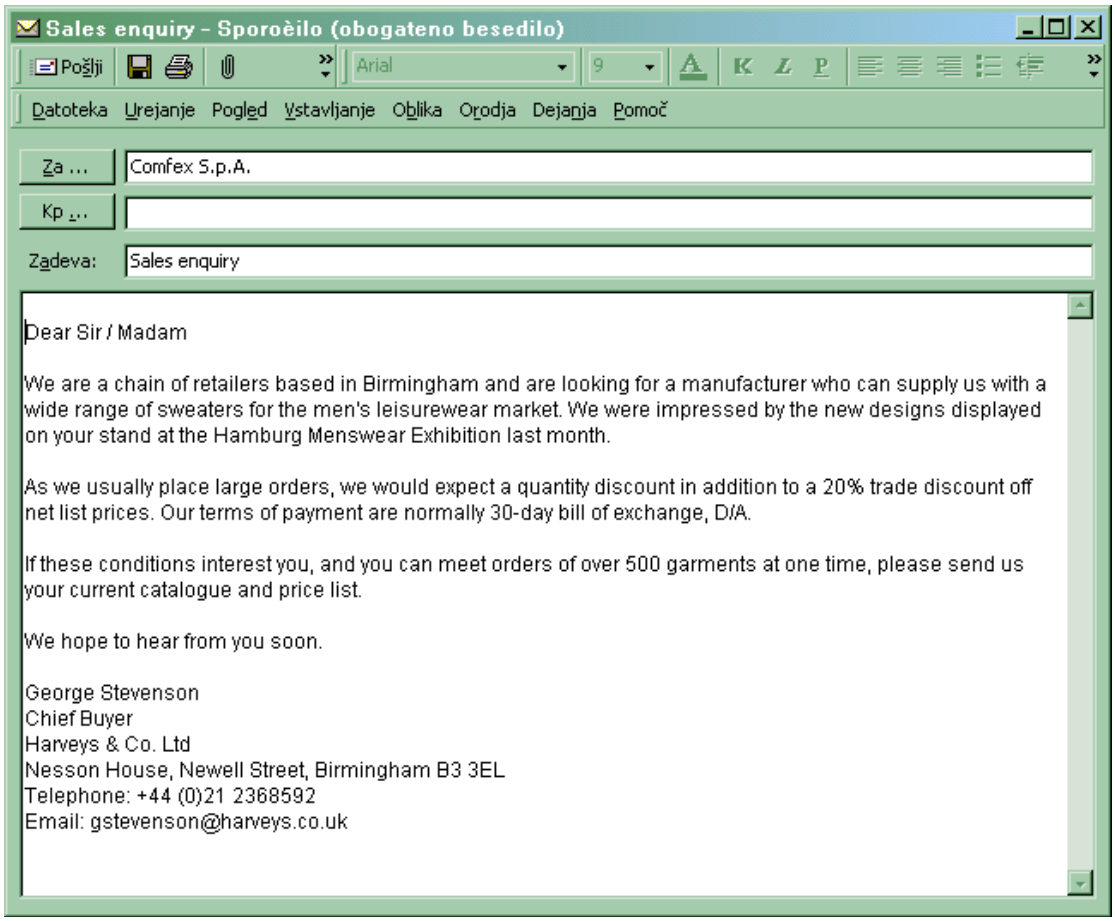
marina.stros@babylon.si

The first part is usually the name and surname and initial of the person you are contacting.
After @ (at) is the name of the ISP (Internet Service Provider) or organisation (or an abbreviation of its name)
Usually the last part of the address includes the domain name suffixes referring to the type of organization or the country it comes from.

Examples:

co = company
ac = academic for a university
biz = business
gov = government office
org = organization

PRIMER ELEKTRONSKEGA SPOROČILA:



Sales enquiry - Sporočilo (obogateno besedilo)

Pošlji | Arial | 9

Datoteka Urejanje Pogled Vstavljanje Oblika Orodja Dejanja Pomoč

Za ... Comfex S.p.A.

Kp ...

Zadeva: Sales enquiry

Dear Sir / Madam

We are a chain of retailers based in Birmingham and are looking for a manufacturer who can supply us with a wide range of sweaters for the men's leisurewear market. We were impressed by the new designs displayed on your stand at the Hamburg Menswear Exhibition last month.

As we usually place large orders, we would expect a quantity discount in addition to a 20% trade discount off net list prices. Our terms of payment are normally 30-day bill of exchange, D/A.

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.

George Stevenson
Chief Buyer
Harveys & Co. Ltd
Nesson House, Newell Street, Birmingham B3 3EL
Telephone: +44 (0)21 2368592
Email: gstevenson@harveys.co.uk

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 **enclose** **possible** **letter**
advertisement **wishes** **receiving** **forward**

1. I look ..... to meeting you on the 19th.
2. Please get in touch with me as soon as ..... if you require more information about the conference.
3. I am writing to you in response to your ..... in the latest edition of »Professional Computer«.
4. I would also like some more ..... 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 ..... of 12 July.
6. I look forward to ..... an order from you soon.
7. Please pass on my very best ..... to Stavros and Eleni when you see them.
8. I ..... 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 Ms 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 David Rhines.
   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 Miles?
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 12 Requests and Replies

Use these words to complete the gaps in the letter and reply:

offer	**contact**	**interested**	**business**	**writing**
enclose	**forward**	**solution**	**information**	

Dear Ms Davids

I am ..... in reply to your advertisement in this month's »Education World«. We are a medium-sized publisher and distributor of educational books and software.

I am particularly ..... in your delivery service and would like some more ..... about this. I would also like to know if you ..... mailing services to the Far East as we do a lot of ..... with Japanese firms.

Yours sincerely

John Hunt
Distribution and Sales

Dear Mr Hunt

Thank you for your enquiry of March 12. You will see from our sales catalogue which I ..... that EuroExpress has the perfect ..... to all your distribution and mailing problems.

One of our local agents will ..... you later this week and offer you a free Mail Check.

I look ..... to doing business with you.

Yours sincerely

Mary Davids
Director of Marketing

In the following sentences there are some mistakes. Underline the mistakes and then correct them:

1. I am writing in reply of your letter of July 5.
   .....

2. I would like some information about your services.
   .....

4. Could you please send me a copy of your actual sales catalogue and price list?
   .....

5. I am send you a copy of our catalogue.
   .....

6. I would also liking details of your discount terms for bulk orders.
   .....

7. I look forward to hear from you.
   .....

8. Please leave me know if these conditions are acceptable to you.
   .....

9. My company has been on the telecommunications business for over 25 years.
   .....

First use these words to complete the gaps in the sentences below. Then put sentences 1-6 in the correct order.

well-established hearing interest end suitable stand

1. Ms Campert will contact you directly to arrange a ..... time for her visit.
2. Thank you for your letter of March 2, expressing ..... in our Green Line range.
3. I look forward to ..... from you soon.
4. You may remember that I visited your ..... at the Garden Fair in June.
5. My company, as you know, is ..... in the United States and Canada.
6. Our export manager, Margo Campert, will be in the United States at the..... of this month.

1		2		3		4		5		6	

The following all need a preposition:

7. We are primarily interested ..... your database training program.
8. My company has been ..... business ..... over twenty years.

9. We normally operate ..... a commission basis.
10. Thank you ..... your letter ..... November 26.
11. I am writing ..... reply ..... your letter ..... March 12.
12. And I enclose details ..... our Mercator range.

The sentences below are too direct and seem rude. Can you change them into more acceptable business language.

1. I want your latest catalogue.
   Could you .....?

2. Give me some information about the forthcoming conference.
   I would .....?

3. I want to meet you on June 24.
   Could we .....?

4. I need the cheque before the end of next week.
   Could you .....?

5. Give us details of your discount terms for bulk orders.
   Would you .....?

6. Tell me more about your EasiLux furniture range.
   I would .....?

Section 14 Dealing with Problems

Use these partnerships to complete the gaps in the following:

sorry to hear that	**with the situation**
writing to complain	**fully satisfied**
my sincere apologies	**a computer error**

1. Let me offer ..... for the delay and assure you that it will not happen again.

2. I am very sorry to learn that you were not ..... with our Super Business Class service.
3. Thank you for your letter of April 17. I am ..... your order has not been delivered.
4. The mistake in our invoice was caused by ..... .
5. I am very unhappy ..... and would like an explanation from you.
6. I am ..... about four ALS Transformers which I ordered recently from your company.

Put the words in order to form sentences from letters:

1. for apologise the I delay May

…….

2. very problem to I'm hear delivery sorry the about

…….

3. happennot that again problem I will this hope

…….

4. a your mistake There invoice in is number 3749

……

5. like offer explanation would I to an

……

6. the writing of about complain level to your charges I am

……

Use these partnerships to complete the letter:

an important customer	**a number of problems**
for the past two years	**another distributor**
to complain about	**several days late**

Dear Mr Klein

I am writing . . . . . your Overnight Package Delivery service. We have been using this service . . . . . ., and recently we have had . . . . . Last month, one package of medical supplies arrived . . . . . and the contents had to be destroyed. Because of this we lost . . . . . On another occasion, a package was not collected from our warehouse.
I am afraid that unless the quality of the service improves, we will have to look for . . . . . .

Yours sincerely
Mark Hansen
Sales and Export Division

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)
7. 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 16 Letters – Enquiries

If you receive any business letters in English, use them to learn more vocabulary. Note down any useful words and phrases and then try to write similar letters of your own. In the same way, write your own letters based on those that you find in these copies.

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

advertisement	**discount**	**latest catalogue**	**price list**
advise	**faithfully**	**model**	**price range**
current issue	**forward**	**particularly**	**reference**
Dear	**information**	**payment**	**still available**

A.

1. . . . . . Sir
I have seen your **2.** . . . . in the **3.** . . . . . of 'Office Weekly' and am interested in your range of office stationery.
Could you please send me your **4.** . . . . . and **5.** . . . . . I look
6. . . . . . to hearing from you.
Yours **7.** . . . . . .

B.

With **8.** . . . . . to your advertisement in today's 'Times', could you please send me **9.** . . . . . about your office furniture. I am **10.** . . . . . interested in your adjustable typist's chairs.

C.

Some time ago we purchased from you some JF72 solar-powered pocket calculators. As this **11.** . . . . . was so popular with our customers, we would like to know if it is **12.** . . . . . If so, would you kindly **13.** . . . . . us of your terms of **14.** . . . . . and any quantity **15.** . . . . . available. Could you also include details of any new models in the same **16.** . . . . . .

In each gap there are two possible answers from A, B, C or D. Write both answers. The first one has been done for you.

1 Please *B/C* my report. Hope is useful.

A find attachment C find attached
B find enclosed D see attached

2 Here is my report. If there are any problems, …… me know.

A please let C please to let
B make D just let

3 This report has just arrived. I'm …… it to you. Hope it's not too late.

A moving C replying
B forwarding D sending

4 I'm sending various forms for you to complete. Please …… special attention to AF2000.

A give C make
B pay D take

5 Please complete the attached forms, and return them to me …… 3 June.

A by C before
B until D to

6 As agreed I'm sending the pre-meeting motes. Let me know if there's anything else we can do …… before we meet.

A from our part C on our side
B from this end D on this way

7 I'm attaching the business plane review. Please …… that several alterations in dates have been made.

A look C note
B appoint D be aware

8 Please find attached my report. …… if there are any problems with deadlines etc.

A Get back with me C Get back to me
B Get in touch D Make a touch

9 Please find attached my report.……

A Let me know what you think C Let me have what you think
B Let me have any comments D Make me have any comments

10 Here is itinerary for Sri Lanka. Please …… that I have included everything you want in it.
A check C control
B agree D confirm

There is one mistake in each of these sentences. Correct it.

1 Here's the report – hope you like *it*.
2 Attached are the two questionnaires – please return them me by 24 September.
3 I sending the report as an attachment.
4 I'm sorry you couldn't open the document – I have attach it again.
5 Hope you'll capable to open the document this time!
6 Please check the attached document careful and let me know if you have any questions.
7 I be grateful if you could complete the attached form and return it asap.
8 Sorry I forget send the attachment.
9 I attach my report like promised.
10 Here's copy of Leslie's report – what you think?
11 Thanks for sending me the report – I let you know what I think.
12 I'm returning your original document with my comments inserted with red.

Complete the emails by writing one word in each gap. There may be several possible answers.

E-mail 1
Please …… attached my report. ……it's not too late. …… me know if you have any questions.

E-mail 2
I'm …… various forms for you to complete. Please pay special …… to the expenses claim form. I need them back …… 16 February at the latest.

E-mail 3

……agreed, I'm sending the pre-meeting notes. Let me know if there is anything ……we can do from this ……before we meet.

E-mail 4
Sorry, I ……to send the attachment! ……it is. Please get ……to me if you can't open it.

E-mail 5
I ……be grateful if you ……complete the attached form and return it asap. Please ……that I have changed my email address.

Look at the words and phrases in italics. In each case two are natural but one is not. Cross out the word or phrase that is not natural The symbol '-' means no word.

1 What time would be *convenient for/be convenient*/suit you?
2 Are you free *sometime/anytime/one time* this week?
3 Could we *meet on/-/at* Thursday *during/on/*in the afternoon? Perhaps *on/-/at* 3pm?
4 Yes, I think I *shall/should/would* be able to make next Friday morning.
5 I'll *email/return to/get* back to you later today to confirm it.
6 I'm out of the office *for/until/till* 2pm on that day. Anytime after that *could be/is/would be* fine.
7 I'm afraid I'm *busy/occupied/tied up* all day next Tuesday.
8 *Pardon me, /Sorry,/I'm afraid* I *can't make/control/manage* it on that day.
9 Sorry, I've already got *an arrangement/an appointment/a promise* on that day.
10 *What if/what about/How about* Wednesday *instead/in place of/as an* alternative?
11 Would you *mind/matter/object* if we put the meeting *back/off/away* to the following week?
12 *I'm very sorry/regret/apologise again* for any inconvenience caused.
13 I look forward to *see/seeing/speaking* to you next week.
14 Give me a *call/telephone/ring* if you have any problems.
15 Give my *regards/best wishes/compliments* to Herr Schrempp.