

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 about 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.

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

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.

Use these partnerships to complete the gaps in the following:

sorry to hear that
writing to complain
my sincere apologies

with the situation
fully satisfied
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.

Now use four of the sentences from exercise 1 to complete this letter and reply:

Dear Sir/Madam

.....

I placed my order on March 16, and your sales representative, Miss Ling, told me that they would be delivered before the end of the month. We are now in the middle of April and the goods have not arrived.

I have tried to telephone you a number of times, but your secretary said that you were away on a trip.

.....

Otherwise, I shall have to look for an alternative supplier.

Yours sincerely
Hasan Hamid
Managing Director

Dear Mr Hamid

.....

As you may know, the transformers you ordered are produced at our Kunsan plant in Korea. There was a small fire at the factory in February and this caused some loss of production. I am pleased to say that the problem has now been resolved and that the goods you ordered will be sent this week.

.....
Your sincerely

Kim Clark
Sales Department

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. happen not 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
for the past two years
to complain about**

**a number of problems
another distributor
several days late**

Dear Mr Klein

I am writing your Overnite 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) |
| 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) |

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.**

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

additional features	enclosed leaflet	further details	pleasure
competitive price	enquiring	hesitate	range
date	enquiry	In addition	sincerely
doing business	full details	in production	supply

A.

Dear Ms Prentice
Thank you for your **1.** of 3 May about our office stationery.
We have **2.** in enclosing our latest catalogue and price list. We hope you will find it of interest.
If you require any **3.**, please do not **4.** to contact us.
Yours **5.**

B.

Thank you for your letter of January 4, asking about office furniture.
The enclosed catalogue contains **6.** of our range. In most cases we are able to **7.** you with the goods you require within fourteen days.
We look forward to receiving an order from you.

C.

Thank you for your letter of 1 June, **8.** about the JF72 pocket calculator. This model is no longer **9.** as it has been superseded by the JF73 solar-powered pocket calculator. As you will see from the **10.**, the new model has several **11.** at an extremely **12.**
We have also enclosed our latest catalogue giving details of the vast **13.** of electronic goods we supply.
We allow a discount of 30% on purchases of not less than 50 of the same model, and 35% on quantities of not less than 100. **14.**, we give a discount of 3% for payment within fourteen days from **15.** of invoice.
We look forward to **16.** with you in the near future.