

The Office - Sending A Quote Via Email (C0315)

Tracy: Melanie, can you help me with something? We need to finalize the account with the Mexican Embassy and, I need some advice on phrasing this letter correctly in English.

Melanie: Sure Tracy, let me just get my laptop. all set.

Tracy: Okay, so..... toWhom It May Concern, I am writing.

Melanie: Um, Tracy? I think that's a little too formal. I know you want to be polite but you've already made contact with them, so in English you can be more relaxed inthe opening....

Tracy: Okay, more relaxed. Got it.... Hey Sally, what's up? It's Tracy here, just.

Melanie: Okay Tracy, now it's too relaxed! You've still got to show some respect. How about starting with "Dear Ms. Cooper, I'm writing to confirm...?"

Tracy: Great, okay. “Dear Miss Cooper, I’m writing to confirm the final quotation for the full page back cover color advertisement you requested for the spring issue of Voila magazine.

Melanie: That’s great. . . .

Tracy: “ The final costing, including advert design and production, comes to forty-five thousand six hundred RMB. We want payment ten working days before publication or we will cancel the ad. Thanks for. . . .”

Melanie: Woo, okay back up a second Tracy. That’s too direct. Can I suggest you say, ” please note that final payment is due two working weeks before publication? You don’t want to offend her.

Tracy: Oops okay. You are right. Then I can just end with “All the best, Tracy”

Melanie: Hmmmm, maybe, but I’d play it safe and just finish with “Yours Sincerely”. That’s more professional.

Tracy: Oh, Melanie you are a life saver, thank you!

Key Vocabulary

costing	<i>V</i>	charge, make someone pay
please note that	<i>N</i>	being informed of something
quotation	<i>N</i>	a statement of the price of an item or service
play it safe	<i>P</i>	go with the safest option
I am writing to	<i>N</i>	introduction

Supplementary Vocabulary

cargo	<i>N</i>	freight of a ship, airplane
link	<i>N</i>	a word icon, etc, on which a user may click to move to another part of or different website, document

attachment	<i>N</i>	omething attached, as a document added to a letter, or an picture in a email etc
etiquette	<i>N</i>	conventional requirements as to social behavior; proprieties of conduct as established in any class or community or for any occasion.