

Email: Handling Orders & Complaints

Task 1: An email from Mary

- a) Mary has received her order. Read her email and then match the phrases (1—6) to the highlighted phrases in the email which have the same meaning.

- | | |
|---------------------------|----------------------------|
| 1 bill | 4 further cost |
| 2 to bring up some issues | 5 I'd appreciate it if |
| 3 to forgo | 6 had the distinct feeling |

Order for Epson scanners

From: Mary Crane

To: Lynton North

Cc:

Subject: Order for Epson scanners

Dear Lynton

I received my order for five Epson scanners today along with your invoice. This is just a quick email to raise a few points with you about this.

I was surprised to read that there is an additional charge of £78.00 for the delivery of the scanners in your invoice. You didn't mention this on the phone and, if you had, I would have asked you to waive the charge because of the size of my order. The more important point about the invoice is, however, that VAT has been put on top of the price you quoted me. I was under the strong impression that the prices you quoted included VAT. I'd appreciate it if you could look into this for me soon as I won't be in a position to settle the bill until this has been clarified.

Unfortunately, there was also a problem with the order itself. On the phone you told me that the software came as standard with the scanners. However, the scanners arrived minus the software. When I asked the technician who helped us get the EPL N2 55ODTs up and running about this, he told me that I would have to order — and pay for — the software separately. I'd be grateful if you could supply the software at no additional cost as we agreed on the phone.

Thanks in advance for your help with this.

I look forward to hearing from you soon.

Best

Mary

- b) Work with a partner and take turns to summarize Mary's email in German for a colleague who doesn't understand English.

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Task 2: Lynton replies to Mary. Complete the email with the phrases (a-f).

- | | |
|--|--|
| a ... at no extra cost to you | d ... I have amended ... |
| b ... let me say that I am sorry about ... | e ... Apologies |
| c ... inclusive of VAT | f ... To make up for any inconvenience ... |

From: **Lynton North**
To: **Mary Crane**
Cc:
Subject: **Re: Order for Epson scanners**

Dear Mary

First off, **(1)** the mistakes which were made in your invoice as well as in your order **(2)** the invoice to include the original process we discussed on the phone **(3)** I have also sent the software you require: it should be with you tomorrow **(4)** As a result of our oversights, I have included five packs of photo paper **(5)**

(6) once again for our mistakes. Please get in touch if you have any questions.

Regards
Lynton

b Complete the discussion tasks with a partner.

1. Say whether you think Lynton has responded to Mary's email appropriately.
2. Identify the issue in Mary's email which Lynton does not include in his.

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A formal letter of complaint

Task 1:

a) Read the parts of Mary's letter (a—f) to Lynton and match them to the right sections (1—6).

a ... sincerely

b ... doing business with you in the future but only on the condition that the delivery charge is, on this occasion, removed from my invoice.

c ... I am writing to complain in the strongest possible terms about your having disregarded my complaint about the addition of a delivery charge of £78.00.

d ... you did not mention this charge during the telephone call that I made to order the scanners, and that there were several mistakes with my invoice and order, I feel that it is only fair that you waive the delivery charge.

e ... to hearing from you soon.

f ... received your revised invoice for my order of five Epson scanners yesterday and note your inclusion of five packs of photo paper with my order which I will not be charged for. I am grateful for this gesture on your part.

Crane Photography
34 Sheldon Avenue, Croydon, CR9 1SD

Mr Lynton North
Hardware Computer Supplies Ltd
96 Warwick Road West
Coventry
CV3 9TD

24 April 20XX

Dear Mr North

Delivery charge for Epson scanners

I ...¹

However, ...²

Given that ...³

I anticipate ...⁴

I look forward ...⁵

Yours ...⁶

Mary Crane
Mary Crane

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b. Now answer the questions about the letter.

1. Does Lynton appear to have taken any steps regarding the delivery charge since his last email to Mary?
2. What words does Mary use to express the strength of her complaint?
3. What action does she want Lynton to take?
4. What argument does she use to encourage Lynton to take the action she wants?
5. Which features of the letter indicate that it is formal in tone?

Task 2: Lynton writes to Mary: Lynton decides to waive the delivery charge and to write formally to Mary to apologize for not having told her about it. Use formal phrases from exercise 15 and the letter in exercise 16 as a model to write Lynton's letter to Mary.

Emails are often less formal than business letters but, depending on the subject or who is sending and receiving an email, they can be just as formal as a letter. Here are some ways you can begin and end emails with the right tone of formality.

Beginning an email

Dear Mary Crane (*formal*)
Dear Ms Crane (*formal*)
Dear Mary (*informal*)

Ending an email

Best wishes/regards (*formal*)
Regards (*informal*)
Best/All the best (*informal*)

Task 3: a) Formal or informal? Decide whether the phrases below are from formal or informal emails.

- | | |
|-----------------------|--|
| 1. Apologies for... | 5. Please do not hesitate to contact us if you have further questions. |
| 2. First off, | 6. This is just a quick email to... |
| 3. To begin with... | 7. Please accept my apologies for... |
| 4. I am writing to... | 8. Please get in touch if you have any questions. |

b) Make these informal sentences more formal:

- | | |
|---|---|
| 1. Hi there! | 3 Apologies for not replying sooner. |
| 2 This is just a quick email to ask about the price of your modems. | 4 Get in touch if you have any questions. |
| | 5 All the best |