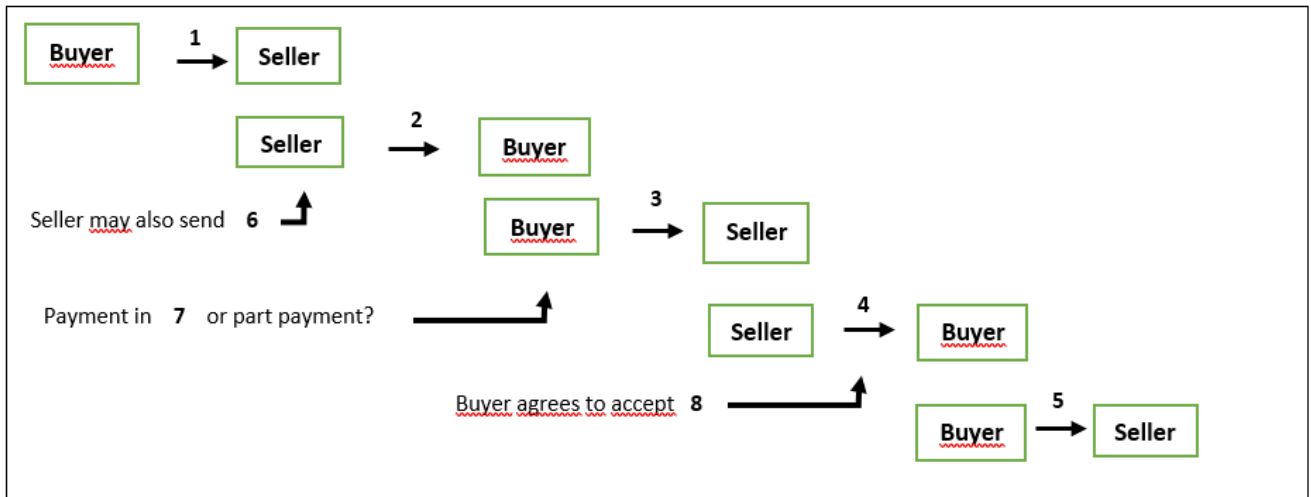


Commercial correspondence - Introduction

Task 1: Before you start learning about commercial correspondence in English, you find a self-help course with a podcast online.

- a) Listen to the podcast and label stages 1-5 and points 6-8 of the diagram.



- b) Match the typical phrases and expressions (a-j) with the five stages in the diagram. There are two phrases for each stage.

- a. Many thanks for the above-mentioned order.
- b. Many thanks for your enquiry.
- c. Many thanks for your offer dated 10 July 20...
- d. Our invoice for the goods ordered is enclosed.
- e. Our terms of payment are cash with order.
- f. Please let us have your latest catalogue.
- g. Please send us your acknowledgment in the near future.
- h. Please transfer €1,000.00 to our account no. within ... working days.
- i. Thanks you for placing your order with our company.
- j. You have been recommended to us by ...