

## BUSINESS LETTER

Label the different parts below using these headings:

salutation / signature / return address / date / complimentary close /  
references / attention line / receiver's address / company position (of person  
signing) / inside address / main part of the letter / name of person signing /  
subject line / sender's address / enclosures

.....  
.....

.....  
.....

.....  
.....

.....

.....

..... UK!

.....  
(body)

.....

.....

.....

.....

.....

 Business Letter – Vocabulary	Name _____	Datum _____		
<b>Match the following expressions and fill in the correct numbers.</b>				
1. enquiry /tender	6	Empfangsbestätigung		
2. enclosures	14	Geschäftsräume		
3. offer /tender)	12	Rechnung		
4. order	1	Anfrage / Ausschreibung		
5. reminder	15	Lieferant		
6. acknowledgement /confirmation	9	Rückfragen		
7. complaint	2	Anlagen		
8. subject heading	13	Lieferung		
9. queries	5	Zahlungserinnerung		
10. quotation /tender)	3	Angebot		
11. receipt	10	Preisangebot		
12. invoice	4	Auftrag		
13. delivery	7	Beschwerde		
14. premises	11	Quittung, Erhalt		
15. supplier /contractor /vendor <small>(12)</small>	8	Betreffzeile		
<b>Which type of letter do you write</b>				
➤ to ask about goods	enquiry.....			
➤ to say that you are able to supply the required goods	offer.....			
➤ to make an offer including prices	quotation.....			
➤ if you accept an offer and want to buy the goods	order.....			
➤ to confirm that you have received an order	confirmation.....			
➤ to say that something was wrong with the delivery	complaint.....			
➤ to book a hotel room	order.....			
➤ to remind someone of paying his bill	reminder.....			
<b>Date</b>				
Write the today's date in for letters to Great Britain and to the USA				
Today's date: <u>14 09 2022</u>	<b>GB</b>	<b>USA</b>		
<i>Write out the month as a word to avoid confusion!</i>		<u>14 09 2022</u>		
<u>14 September 2022</u>		<u>09.14.2022</u>		
<u>2022-09-14</u>		<u>September 14 2022</u>		
<u>International</u>				
<b>Salutations</b>				
Match the following columns to find the right solution.				
fremde Firma / Person	Dear Ted	Sincerely (yours) Yours sincerely		
Person, deren Namen man kennt	Dear Sir/Madam or. Dear Sir or Madam	Best wishes All the best		
Persönlich bekannte Person	Dear Mr. Perry	Yours faithfully		

 Business Letter – Enquiry I	Name	Datum
<b>1. Useful phrases: Enquiry</b>		
<b>Opening:</b>		
We refer to ...		
With reference to ...		
We understand / note / learn from ...		
your advertisement in the ... of ...		
your leaflet / brochure No ...		
your sales literature / publicity material ...		
that you produce / manufacture / export ...		
that you have a wide range of ...		
Your company has been recommended by ...		
<b>Particulars:</b>		
We are a leading importer/wholesaler (of)		
We are planning to ...		
extend our range of ...		
introduce new products / goods.		
We are interested in ...		
We would like to know more about ...		
Please state / quote your ...		
most favourable prices and terms.		
terms of delivery and payment.		
the earliest date of delivery.		
Could / Would you please send us / let us have ...		
your quotation for ...?		
your latest / current catalogue price list?		
a sample of your product?		
If your price / terms ...		
are competitive ...		
meet / come up to our expectations / requirements		
Would you be prepared to ...		
grant us a ... % discount?		
produce a specification?		
We usually place large / regular orders.		
We expect a quantity discount of ... %		
Your products will sell well in ...		
<b>Closing:</b>		
We look forward to ...-ing ...		
We hope to ...		
hear from you in the near future.		
receive your answer / reply soon.		

## A | Enquiries in writing

Tim Gordon, purchasing manager at Toytown, a British retail chain specialising in model aircraft, cars and railways, is interested in the latest range of vintage locomotives presented by Fächter & Suhr, the German manufacturers, on their website. He decides to make further enquiries by email.



- 1 Study Tim's email enquiry and say which of the prepositions in brackets are correct.

<b>From:</b>	tim.gordon@toytown... .co.uk	<b>Cc:</b>	
<b>To:</b>	exports@f-s... de	<b>Attachments:</b>	
<b>Sent:</b>	30-08-20__		
<b>Subject:</b>	Enquiry about new range of vintage locomotives		
<p>Dear ...*</p> <p>appropriate salutation</p> <p>We saw your presentation of the new range of 00-scale vintage locomotives (1 <u>on</u> / <u>in</u>) your website and would like to ask you (2 <u>for</u> / <u>of</u>) further details.</p> <p>source of address</p> <p>We are a chain of retailers specialising in model aircraft, cars and railways with 26 outlets (3 <u>at</u> / <u>in</u>) the United Kingdom and the Republic of Ireland. For further information (4 <u>on</u> / <u>of</u>) our company please visit our website www.toytown... .co.uk.</p> <p>introduction of your company</p> <p>We would be grateful if you would inform us (5 <u>of</u> / <u>about</u>) your export prices and possible discounts as well as your terms of payment and delivery. We are particularly interested (6 <u>for</u> / <u>in</u>) the "Mallard" and "Spirit of the Highlands" models. Would you be able to deliver 100 items of each (7 <u>until</u> / <u>by</u>) the end of September?</p> <p>request to send:</p> <ul style="list-style-type: none"> <li>catalogues and price lists</li> <li>quotation or cost estimate</li> </ul> <p>request for:</p> <ul style="list-style-type: none"> <li>information on prices and discounts</li> <li>terms of payment and delivery</li> <li>delivery periods</li> </ul> <p>May we ask you to keep us updated (8 <u>for</u> / <u>about</u>) any new 00-scale models?</p> <p>further request (if applicable)</p> <p>Thank you for your attention (9 <u>at</u> / <u>to</u>) our enquiry. We look forward to hearing (10 <u>of</u> / <u>from</u>) you.</p> <p>closing phrase</p> <p>Best regards</p> <p>complimentary close</p> <p>Tim Gordon Purchasing Manager <b>UK</b></p> <p>TOYTOWN Ltd 22 Great South-West Road Heathrow TW6 3XS Tel 020 7720987...</p> <p><b>USA</b></p> <p>Kansas City, KS 4639 - 1287</p>			

\*if you do not know the name of the addressee, write 'Dear (name of the company) or Dear Sir or Madam ('Dear Sir/Madam')

Work on a solution key for the following exercises “Writing an enquiry”

### Practicing useful phrases:

- a) Find words in the second box which have the same meaning as the corresponding ones in the first box.

1. current
2. sample
3. leading
4. sales literature
5. best
6. give
7. send us

present / latest
example
major / main
brochure / publicity material
most favourable
grant
ship us / let us have

- b) Fill in suitable words or expressions to complete the following letter.

Sir or Madam / company

Dear (1)

(2) about your laptops

We (3) to your (4) in the “Financial Times” of today’s date. We (5) that you are offering a new laptop. As a (6) wholesaler in northern Germany we want to (7) new products on the German market. Therefore, we are especially (8) in your laptop, so could you please (9) us your (10) catalogue and price (11). Please also (12) your terms of payment and (13). If your prices and (14) meet our (15), we will (16) substantial orders. Further information about our company can be obtained from our bank.

We look (17) to (18) from you soon.

Yours  
(19) faithfully

- c) Put the following prompts in a suitable order. Then write the complete letter.

10	1. 20 % discount	12	8. hope to hear from you
4	2. leading importer of such items	8	9. if prices are competitive
13	3. Yours faithfully	9	10. large orders in the future
5	4. most favourable prices and terms	2	11. address from a customer
7	5. sample of your products	11	12. interested in further details
1	6. Dear Sir or Madam	6	13. shortest delivery times
3	7. you produce plastic products		

*Then write the complete letter.*

...

### 3. Write an enquiry

#### Situation:

You work for PC-Center 2000 GmbH, Bleicherstr. 28, 94036 Passau. Bleecham & Sons, 44 High Street, Hampton, Stirling TW12 2BT, produce high-quality monitors.

**Write an enquiry with the following details:**

- Schreiben Sie an obiges Unternehmen mit heutigem Datum
- Sie haben die Adresse von der Londoner Industrie- und Handelskammer
- Ihr Unternehmen ist ein Großhändler für PC-Zubehör und ist an Details zu Bildschirmgrößen, Auflösung, Farbdarstellung und Ergonomie interessiert
- Sie wollen die Preise sowie die Zahlungsbedingungen wissen
- Sie wollen die Qualität der Produkte testen und bitten um die Zusendung eines Testprodukts.
- Wenn die Qualität gut ist und die Bedingungen Ihren Erwartungen entsprechen, dann können Sie große Aufträge in Aussicht stellen.
- Sie fragen nach einem Mengenrabatt
- Sie sind an weiteren Produkten des Unternehmens interessiert und hätten gerne weiteres Informationsmaterial
- Schließen Sie den Brief höflich ab.

...

### 4. Additional practice

#### a) Polite expressions

Would you please.../ Could you please...

We are looking forward to...

Please...

Thank you for...

Example: We are looking forward to receiving an answer soon.

...

#### b) Make your letter or e-mail sound better by using linking words

and	because	therefore
although	in spite of	furthermore

- Please send us your current catalogue. Please send us your price list.
- We have decided to place an order with you. Your products are of high quality.
- Your goods are of good quality. They are reasonably priced. We will place an order with you.
- Your terms of business are good. We will order somewhere else.

PC-Center 2000 GmbH  
Bleicherstraße 28  
94036 Passau  
Germany

Bleecham & Sons  
44 High Street  
Hampton  
Stirling FK12 2BT  
United Kingdom

21 October 2022

Dear Bleechams & Sons,

Enquiry about your monitors

We received your address from the London Chamber of Commerce and Industry. We are a wholesaler of Computer peripherals and are interested in details about screen sizes, resolution, ergonomics and colour representation.

Please also send your prices and terms of payment along with a test product in order to test the quality of your products. In case that the quality and conditions meet our expectations you can expect large orders. Would you please grant us a quantity discount. We are also interested in further products, so please send along your latest product catalogue.

Yours faithfully  
Roßgotterer Marius

Roßgotterer Marius