

1. Letter of enquiry

Dear Ms. Sharma,

I have heard a lot about the various courses offered by your University. The official website of the university gives a lot of guidance and help to students who want admission. This is of great use as you can go through the courses and select a few that you are interested in. While going through courses in Management, I came across a course in Waste Management. This featured under the category of green education. That really interested me as I love nature and want to do something to nurture it through my profession. I feel waste management is a course that will help me fulfill my dream. A lot of jobs are available in this field of management as many countries have started feeling the heat of global warming. I need detailed information, so that I can take a decision to pursue my post graduate degree in waste management. I request you to send me the details. I beg to request your reply, at your earliest convenience.

2. Letter of reply to enquiry

Dear Mr. Aryan.

In compliance with your request, we are pleased to provide you our product brochure and our Wholesale price list. In addition to the items above, also enclosed here with our catalogue. .

We hope the quoted prices are competitive and shall thank you to favour us with your valued orders. Should there be any questions, please feel free to contact us. We look forward to hearing from you.

Yours sincerely,

Sales Manager

3. Letter of order

Sub: Order various paints.

Dear Sir,

Thank you for your quotation and the price list. We are desirous of purchasing them. Goods are required immediately as our stock is about to exhaust very soon. We request you to send the goods at your earliest convenience. We shall arrange payment within ten days. . Please send all necessary documents along with the goods. The undersigned reserves the right to reject the goods if received late.

Thank you

Purchase manager

4. Letter of complaint

Sub: Training programme on Assertive communication

Ref: Your letter dated 7.10.2022

Referringf to the above cited letter, I write to inform that the cover addressed to Mr. Das and said to have been enclosed to the letter cited above has not been received along with your above letter. Therefore I kindly request you to send the same, for taking further action in the matter.

Yours faithfully

Kaushik

5. Reply to complaint

Dear Sir,

Sub: Exchange of guest pass between Calcutta and Varanasi booked against our docket Nos 12345 dated 22/9.22...Ex:BLR- CAL and 12346 dated 22/9/22 Ex:BLR-VRS

It has been brought to our notice that for the materials booked to Calcutta and Varanasi on the same date the transporter's copy of gate pass had been mixed up and the gate pass meant for Varanasi went to Calcutta and vice versa.

We are sorry to inform you that we shall not be able to do anything to rectify this mistake because we are not at fault and the responsibility of giving the proper documents lies with your kind selves. We are sorry to profess our inability to help you, but, would however advise you to take up the matter with your respective consignees.

