1. Writing an email to request for information about the new software product. You are the customer of FPT software company.

Dear Mr Nguyen Van A,

I am writing to enquire about the new software product called ABC of your company.

Our company XYZ has been using FPT software’s software product for more than 10 years and your products have always met our expectations in terms of quality and performance. Recently I heard that you have released a new software product called ABC, which helps small supply chains manage their sales information. As XYZ is about to open some new branches across Vietnam, we are considering using your new product if it meets our requirements.

I would appreciate it if you could send me product details and its applications for further reference.

Yours sincerely,

Nguyen Thi Hong Mien

XYZ Purchasing Manager

2. Writing a letter to complain about the late delivery of IT project. You are FPT University.

Nguyen Thi Hong Mien

FPT University President

KM29, Thanglong Avenue, Hanoi, Vietnam

October 9, 2019

Mr Nguyen Van A

Head of FPT Software Marketing Department

17 Duy Tan, Hanoi, Vietnam

Dear Mr A,

When may I expect the delivery of ABC project, which our university ordered on January 1, 2019?

In the contract I signed with Mr Binh, FPT Software president on January 1, 2019 at FPT Software Headquarter, we agreed upon the release date of ABC project on October 1, 2019. However, the due date has been passing for more than one week and we have heard nothing from you. We need a formal explanation for this late delivery and the exact date we will receive the complete product.

We have always been pleased with FPT Software products and services. Thank you for tracing this order.

Yours sincerely,

Nguyen Thi Hong Mien