

TOEIC PART 7 – EMAILS AND LETTERS

KHÓA HỌC TOEIC 450 +

Cô: Vũ Thị Mai Phương

A. Letters

Phân tích bài đọc

Mark Spencer
Johnson Wholesale
967 Crescent Road
New York, NY 20132
November 23
Patrick Jameson
Production Manager
Jameson sewing
Panchita, Columbia
Dear Mr. Jameson

I am writing to inform you that the fabric sample we received from your factory was not satisfactory. The color was off from the original and the threads were too far apart. I have enclosed a sheet of instruction about how alter the sample to our liking. Please correct the mistakes and send another piece of fabric back to me for reconsideration.
Please correct the mistakes and send another piece of fabric back to me for reconsideration.

Sincerely,
Mark Spencer
Mark Spencer
Purchasing Manager

Quiz

Ms. Sara Emma, President
Value Construction Company
1547 Remington St.
Austin, TX

Dear Ms. Emma,

On behalf of the entire staff of our company, I would like to express our thanks for your successfully completing the reconstruction of our headquarters building.

You have finished the building on Judy 7 as your promised. Thanks!

Sincerely yours,

Jimmy Carnell

Jimmy Carnell

CEO, Pacific Holdings Co.

Q1. Who is the sender?

.....

Q2. What is the purpose of the letter?

.....

Q3. Who is Sara Emma?

.....

B. Thư điện tử

Phân tích bài đọc

To: Jennifer Lynn Jlynn@expoforce.net
From: Hong II-Su <HIS@baysidewaycenter.com>
Date: October 6
Subject: Food Training session
Dear Ms. Lynn
I'm writing to let you know that I benefited greatly from the sessions last week. I've acquired some skills that have already helped me to deal with customers more effectively. I also appreciated the gift certificate to The Seaside Cafe. Lobster is one of my favorite foods, and I rarely have the chance to enjoy it.
Sincerely,
Hong II – Su

Quiz

To: Service powereqtripment.com
From: Glenn.Lindt@mcmax.net
Date: March 14
Subject: Customer Service Request
I purchased the Harley-Davidson garage workbench (HDGS-66224) on Feb 1. As I followed the enclosed assembly instruction!
I found that the workbench would not stand stably because one of the legs is slightly longer than the other three. Thus, I would like to request you to replace the defective leg so that the workbench can be reassembled.
I look forward to hearing from you. Thank you for your assistance.
Sincerely,
Glenn Lindt

Quiz

Q1. What is the main purpose of the e – mail?

.....

Q2. When did Glenn Lindt buy the Harley-Davidson garage workbench?

.....

Q3. Who wrote the e – mail?

.....

Common Expressions in E-mails/Letters

1. Purpose of the e-mail/ letter

- ✓ I am writing + to-infinitive

I am writing to ask you to send me a list of your works.

- ✓ This letter is + to-infinitive

This letter is to confirm your registration for the upcoming conference.

2. Attachment

- ✓ We have enclosed ~

We have enclosed a copy of the quarterly report.

- ✓ Enclosed you will find ~

Enclosed you will find information on the services you indicated interest.

3. Request

- ✓ Please ~

Please send any comments or questions you have to Ms. Stevens.

- ✓ I would be grateful if you could ~

I would be grateful if you could send me a copy of the quarterly report.

Cấu trúc của bức thư/ email

1. Người nhận, người gửi, địa chỉ

From:	người nhận
To:	người gửi
Subject:	chủ đề / mục đích
Date:	ngày gửi thư
St.	đường / số
Ave.	đại lộ
Zip.	mã thư tín

2. Lời chào

Lời mở đầu	Dear, thân mến
	To whom it may concern,	Đến người có liên quan
Lời kết thúc	Yours truly,	Chân thành
	Sincerely,	

3. Mục đích của bức thư

I'm writing this letter to do....	Tôi viết bức thư này để....
This letter is to do.....	Bức thư này là để.....

Typical Questions

1. Câu hỏi về người gửi

- ✓ Who sent this e – mail?
- ✓ Who wrote this letter?

2. Câu hỏi về người nhận

- ✓ Who is the letter intended for?

- ✓ To whom is the e – mail intended?

3. Câu hỏi mục đích bài đọc

- ✓ What is the purpose of this e – mail?
- ✓ Why was this letter written?
- ✓ Why was this letter sent to Mr. Kim?
- ✓ What is the main purpose of this letter?

4. Câu hỏi chi tiết và bổ sung

- ✓ What is attached/ enclosed with the letter/ e – mail?
- ✓ What is X asked to do?
- ✓ What are the numbers asked to do?
- ✓ Who is Dr. P?
- ✓ What is mentioned as a problem of the construction?

Vocabulary

express	bày tỏ
dissatisfaction	sự không hài lòng
upcoming	sắp tới
set up	tổ chức
discuss	thảo luận
detailed	chi tiết
forward	gửi
expand	mở rộng
relocation	sự tái định vị
grand opening	lễ khánh thành
stipulation	quy định, điều kiện
supplier	nhà cung cấp

prompt	mau lẹ
invoice	hóa đơn
be scheduled	có kế hoạch
contact information	thông tin liên lạc
reminder	lời nhắc nhở
regular meeting	họp thường kỳ
itinerary	lịch trình
reply to	hồi âm
summary	sự tóm tắt
attached	được đính kèm
representative	người đại diện

PRACTICE

Questions 1 - 2 refer to the following letter.

November 2

Ms. Kris Furbush, Director

Greener Earth Foundation

66 Elizabeth Way

Boston MA 01832

USA

Dear Ms. Furbush;

On behalf of the members of Green Day Alliance, I would like to thank you for your sponsorship of the 10th annual Green Day Alliance Flower Show.

Over the past two years, the number of people who have come to our exposition has nearly doubled. Consequently, we had been looking for a much larger center to accommodate this year's growth in interest. Donations, such as yours, have allowed us to hold this year's exposition at the Bay Fleet Center, which has a much larger seating capacity. Your contribution has helped make this event a success.

Thank you again for your support.

Sincerely,

Alice Chao

Expo Coordinator

1. What is the purpose of the letter?

- (A) To show appreciation for support
- (B) To ask a company to donate money for an event
- (C) To express willingness to thank a donor
- (D) To book a room at a conference center

2. According to the letter, how is the current event different from previous events?

- (A) It has received huge donations from many people.
- (B) It is now being sponsored by Green Day Alliance.
- (C) It is being held at a different time of year.
- (D) It is being held at a different location.

Questions 3 – 5 refer to the following e- mail.

From: Manuel Cortez mcortez@suchanhour.org

To: Marisol Perez mperez@suchanhour.org

Subject: New Website Training Seminar

Date: May 7

Marisol,

Hello from Houston!!! First I would like to congratulate you on your recent success with your promotion to the head of the Website Design team. I am very excited to have you come and visit our office here in Houston.

I was hoping to confirm your stay here from May 20 to 27. During your time here I am hoping that you would attend our training seminar for our brand new website, which is directed towards increasing our customer base. This seminar, given by Barry Swarez, will be directed towards training the employees on how to process the orders quickly and efficiently while following proper procedure. In addition, we will have our customer service employees present, so they can understand the procedures for accepting and reacting to customer comments.

We hope you will observe this seminar closely as we hope to hold a similar one at your branch when you return.

We will hold this seminar on the 23rd. We would be very pleased if you would join us. It will be followed by a wine and cheese mixer, which will give you a chance to meet and greet with our staff here in Houston.

Warmest Wishes,
Manuel

3. What is the purpose of the e-mail?

- (A) To plan Ms. Perez's trip to Houston
- (B) To reschedule a visit to Houston
- (C) To demonstrate a new website
- (D) To invite a branch guest to a seminar

4. When will Ms. Perez probably arrive in Houston?

- (A) May 7
- (B) May 20
- (C) May 23
- (D) May 27

5. What will Mr. Swarez NOT discuss?

- (A) Proper procedure for sales teams
- (B) How to accept customer comments
- (C) Efficient procedure for human resources teams
- (D) Effective use of the website

Questions 6 to 9 refer to the following e-mail.

To: Stephanie Boerne <sbb@powell.ca>
From: Jean-Pierre Leduc <jpledud@sollant.ca>
Subject: Order #5324309DX Received

Ms. Boerne,

I am writing to confirm the receipt of our order (#5324309DX) on Monday the 12th of June. Although we are pleased to have finally received the goods, after waiting a week more than expected, I am still concerned about the quality of service we will receive from you in the future.

I assume the late shipment was due to your being new to this position of liaison with Sollant, so let me review with you the stipulations in our contract. We are to receive all of our shipments within four days of ordering, not ten. I am not sure what your policies are with other companies, but I noticed on the invoice that this past shipment was not sent air express but rather ground transport. I also noticed that you yourself signed the invoice. I take this to mean that you made the mistake, rather than the shipping staff.

We have never had problems with our shipments before, and I trust this will not happen again. I would like to continue doing business with Powell, but if this type of thing continues, I will be searching for a new supplier. I would appreciate your prompt attention to this issue.

Thank you.

Jean-Pierre Leduc

Receiving Department, Sollant Industries

6. Who is Ms. Boerne?

(A) Mr. Leduc's secretary

(B) A shipping staff member

(C) A representative of Powell

(D) Mr. Leduc's customer

7. According to the e-mail, how many times have deliveries been late?

(A) Once

(B) Twice

(C) Four times

(D) Ten times

8. What is the tone of the e-mail?

(A) Accessible

(B) Accusatory

(C) Contrary

(D) Encouraging

9. What might Mr. Leduc do if he receives another late shipment?

(A) Call Ms. Boerne's supervisor

(B) Ask Powell for a new liaison

(C) Visit Ms. Boerne's office

(D) Find a different company

Questions 10 - 14 refer to the following e-mails.

To: Grant Jones gjones@hotmail.com

From: Your Order order@cottonfresh.com

Date: Dec 13

Subject: Order Summary, Order No. 667

Dear Mr. Jones,

I'd like to express my gratitude for your order with Cotton Fresh Organic Cotton Company. We have received your orders for the following items.

Order #	Description	Count
B404	T-shirt size S	100
B405	T-shirt size M	300

	B406	T-shirt size L	200
	B407	T-shirt size XL	100

Your orders will be shipped within five to seven business days to the business address you gave. We will charge your credit card upon shipment of your order. If you have any questions, please contact us by telephone or e-mail. Please note that orders cannot be canceled or adjusted after they have been shipped.

Sincerely,
Cotton Fresh
Nottingham

To: Your Order order@cottonfresh.com
From: Grant Jones gjones@hotmail.com
Date: Dec 14
Subject: Re: Order Summary, Order No. 667

This is in reference to order No. 667. The order is right, but I would like to make a few changes to my order before you ship. I placed an order for 100 of item #B407 but I would like to increase the order to 150.

Also, when I placed my order online I was told that the XS size T-shirts were not available. Could you let me know when you are expecting to get more in stock? If they are available before my order ships, I would like to add 100 to my order.

Thanks.
Kind regards,
Grant Jones
Grant Designs
Brighton

10. What is the purpose of the first e-mail?

- (A) To confirm an order of clothes
- (B) To apologize for the order not being available
- (C) To sell a new product
- (D) To request a customer address

11. What policy is mentioned in the first e-mail?

- (A) Customer service
- (B) A cancellation
- (C) A return
- (D) A refund

12. In the second e-mail, the word "reference" in paragraph 1, line 1 is closest in meaning to

- (A) maxim (B) reflection
(C) relation (D) compliment

13. Which size does Mr. Jones want more of?

- (A) small (B) medium
(C) large (D) extra large

14. What is implied about Mr. Jones?

- (A) His orders are out of stock.
(B) He tried unsuccessfully to cancel his order.
(C) He tried to order XS size T-shirts.
(D) He ordered supplies by phone.

Questions 15 – 19 refer to the following e-mails.

To: David Lings

From: Fung Sueng

Subject: Your itinerary

Date: February 10

First, I would like to say thanks again for coming. I have included the schedule for your time here in Beijing. You will be visiting our university and our research facility. Your visit will include as follows:

March 6 — China National University, Beijing

9:15 - 10:00 a.m.	Meeting with the Board of Deans and the President of the University
10:10 - 11:40 a.m.	Bai Lee, director of Research and Development Medicines, talk on the direction of the University
Noon	Lunch—Peking Duck
1:00 - 3:00 p.m.	Tour of the research facility
4:00 – 7:00 p.m	Tour of campus and sightseeing — Tianan men Square

March 7- Research Facility, Peking University

1:00-3:30 p.m.	Board of Directors Research meeting, hosted by Dr. Lings
3:45-4:45 p.m.	Tour of research labs and optical microscopy unit
5:30-8:00 p.m.	Dinner -Wine and cheese at Fung Shui Restaurant

Dr. Lings, can you please send me your flight information so I can make sure the limo is waiting for you at the airport when you arrive. If you have any question please send me an e-mail. I hope you have a good trip and I will see you soon.

Fung Sueng

To: Fung Sueng
From: David Lings
Subject: [RE] Your itinerary
Date: February 12, 3:00 p.m.
Dear Mr. Sueng,
I appreciate that you were so quick and thorough in sending the itinerary for my visit. I will be flying in on Canadian Air flight JR183, which is scheduled to land at 9:00 p.m. on March 5. I will be leaving on Canadian Air flight JR563 on March 8 at 12:00 midnight. I was hoping that you would provide a summary of the research direction of both institutions so I will be prepared to evaluate their systems. I am also hoping you will provide some maps for sightseeing too as I am staying for another day and this is my first trip to Beijing. I am looking forward to my visit.
Dr. David Lings
PHD Medical Bioscience
University of Toronto

15. What is the purpose of the first e-mail?

- (A) To confirm a flight number
- (B) To give a detailed schedule of a visit
- (C) To set up a meeting with Dr. Lings
- (D) To change the details of a trip

16. What is Dr. Lings NOT scheduled to do during his stay in Beijing?

- (A) Meet with the president of Peking University

- (B) Hold a research meeting at a university
- (C) Assess the systems of the two universities
- (D) Fly out of Beijing on March 8

17. Where will Dr. Lings NOT visit?

- (A) Beijing
- (B) The Great Wall of China
- (C) National University of China
- (D) Peking University

18. When will Dr. Lings arrive at the airport?

- (A) March 4
- (B) March 5
- (C) March 6
- (D) March 7

19. What will Mr. Lings be doing at 6 o'clock on the 6th?

- (A) Taking a tour of the National University of China
- (B) Having dinner
- (C) Taking a tour of the research facility
- (D) Taking a tour of Peking University