

Critical Thinking Exercises

15 February,2022

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BSSE 1131

Using a Conversational Style (LO2)

1. Thank you for your July 7 letter.
2. I will appreciate an early reply.
3. Here is the receipt you inquired on May 1st.
4. Please endorse the proposal and return it.
5. From now on, please submit all invoices in duplicate.

Using the You-Viewpoint (LO3)

12. You will need to submit the signed agreement to us within 2 weeks after the sale to be covered by the company.
13. Your order will be delivered by the 12th.
14. Our experience of 37 years has enabled us to offer you the best lawnmower.
15. Your ordered goods of February 3 were shipped
16. My 7 years experience of selling office supplies will help you.

Accentuating the Positive (LO4)

27. Please reference our January 7 email to ensure you have the appropriate information.
28. We will deliver your order as soon as our supply is replenished.
29. Please visit our policy on prohibiting refunds for merchandise bought at discount.
30. Exposure to intense sunlight caused the material to damage
31. You may visit the plant only on Saturday.