



НАРОДНАЯ УКРАИНСКАЯ АКАДЕМИЯ

**ПРАКТИКУМ ПО ПЕРЕВОДУ: ДЕЛОВАЯ
КОРРЕСПОНДЕНЦИЯ**

ИЗДАТЕЛЬСТВО НУА

НАРОДНАЯ УКРАИНСКАЯ АКАДЕМИЯ

Практикум по переводу: деловая корреспонденция

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С о с т а в и т е л ь: *В.В. Ильченко*

Р е ц е н з е н т проф. *Змиева И.В.*

Навчальний посібник представляє собою збірник текстів і вправ з перекладу англійської мови на українську і з української на англійську, з метою відпрацювання навичок перекладу англомовної ділової кореспонденції.

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CONTENTS

Part I	Theory	4
Unit 1	Delayed Payment	4
Unit 2	Forms of Credit	7
Unit 3	Asking about Credit Rating	12
Unit 4	Memos	18
Unit 5	Different Kinds of Meetings	21
Unit 6	Miscellaneous Correspondence	26
Part II	Exercises	38
Unit 1	38
Unit 2	46
Unit 3	51
Unit 4	59
Unit 5	65
Unit 6	72
Essential Vocabulary	91
Reference Literature	96

UNIT 1
DELAYED PAYMENT
REQUESTING AND DEMANDING PAYMENT

First request

Never immediately assume your customers have no intention of paying their account if the balance is overdue. There may be a number of reasons for this:

- they may not have received your statement;
- they may have sent a cheque which has been lost;
- they may have just overlooked the account.

Therefore, a first request should take the form of a polite enquiry. Try to make the letter impersonal. You can do this by using the definite article e.g. *the outstanding balance* instead of *your outstanding balance*; using the passive voice e.g. *to be cleared* instead of *which you must clear*; and modifying imperatives, e.g. *should* instead of *must*. The first example will give you an idea of this style.

Fig. 1. First request

HOMEMAKERS
54-59 Riverside, Cardiff CF1 1JW
Telephone: +44 (0) 29 20 49721
Fax: +44(0) 29 20 49937
Email: rcliff@homemakers.com
Registered No. C1335162

20 November 20____

R. Hughes & Son Ltd
21 Mead Road
Swansea
West Glamorgan 3ST 1DR

Dear Robert

I am writing concerning our invoice No. H931 for £919.63, a copy of which is enclosed. It appears that this invoice has not yet been settled.

I see from our records that since we began trading you have cleared your accounts regularly on the due dates. That is why I wondered if any problems have arisen which I might be able to help you with? Please let me know if I can be of assistance.

Yours sincerely

Richard Cliff

Richard Cliff
Director

Second request

If a customer intends to pay, they usually answer a first request immediately, offering an apology for having overlooked the account, or an explanation. But if they acknowledge your request but still do not pay, or do not answer at all, then you can make a second request. As with first requests, you should include copies of the relevant invoices and statements, and mention any previous correspondence. State that you have not received payment, if this was promised in the reply, or that no reply has been received. Insist that you receive payment or an answer within a certain time.

Fig. 2. Second request. This is an example of a second request for payment, but you will see that, even though this is a second letter, Sr Costello still avoids an unfriendly tone.

INGENIEROS INDUSTRIALES

Barrio de Ibaets s/n E-20009 San Sebastian

Tel: (+34) 943 212800
Fax: (+34) 943 618590
Email: r.costello@ingenieros.co.es

Fecha: 30 August 20—
Su ref:
Ns. ref. 613/02

Sig. D. Giordiano
Omega S.p.A.
Via Agnello 2153
20121 Milano
Italy

Dear Sig. Giordiano

With reference to my letter of 10 August, I enclose copy invoices which made up your June statement, the balance of which still remains outstanding.

Having dealt with you for some time, we are concerned that we have neither received your remittance nor any explanation as to why the balance of €6,000.00 has not been cleared. Please would you either reply with an explanation or send us a cheque to clear the account within the next seven days?

Yours sincerely

R. Costello

R. Costello (Sr)


Credit Controller

Encl.

Third request (final demand)

A final demand must be handled with restraint. Review the situation from the time the account should have been paid. Explain that you have been patient. Let the customer know what you are going to do, but do not threaten legal action unless you intend to take it, as it will make you look weak and indecisive.

Fig. 3. Final demand

	Delta Computers Ltd Bradfield Estate Bradfield Road Wellingborough Northamptonshire NNS 4HB
Your Ref:	
Our Ref: TYG A/C	Telephone+44 (0) 1933 16431/2/3/4 Fax+44 (0) 1933 20016 Email millarj@delta.com www.delta.com
	9 December 20____
P. Theopolis SA 5613 rd September Street GR-I04 32 Athens	
Dear Mr Theopolis	
Account No. TYG 99014	
We wrote to you on two occasions, 21 October and 14 November, concerning the above account, which now has an outstanding balance of £3,541.46 and is made up of the copy invoices enclosed.	
We have waited three months for either a reply to explain why the balance has not been cleared, or a remittance, but have received neither.	
We are reluctant to take legal action to recover the amount, but you leave us no alternative. Unless we receive your remittance within the next ten days, we will instruct our solicitors to start proceedings.	
Yours sincerely	
	<i>J. Millar</i>
J.Millar (Mrs) Chief Accountant	
Enc. invoice copies	

UNIT 2

FORMS OF CREDIT

Credit arrangements between trading companies take two forms:

- **BILLS OF EXCHANGE, OR BANK DRAFTS**, by which the supplier gives credit to the customer for the period specified, e.g. thirty, sixty or ninety days.
- **OPEN ACCOUNT FACILITIES**, by which the customer is allowed to pay for goods against monthly or quarterly statements.

In order to control a transaction, a supplier may send a *quality and delivery fax* to the customer shortly after despatch of the goods, stating that they were despatched on the date of the invoice; that they met the quality conditions of the contract; that the supplier would like to be informed if the goods arrived intact or were damaged on delivery; and that the supplier looks forward to prompt payment on the due date.

As a rule, all areas of credit dealing should be considered confidential, so open correspondence like email and fax should be used carefully.

REQUIREMENTS FOR GRANTING CREDIT

CREDIT FACILITIES will only be granted by a supplier if the customer can satisfy one or more of these three requirements:

1. **REPUTATION** – Credit may be given to firms which have an established reputation, i.e. are well-known nationally or internationally.
2. **LONG-TERM TRADING ASSOCIATION** – If a customer has been trading with a supplier over a period of time and has built up a good relationship by, for example, settling accounts promptly, they may be able to persuade the supplier to grant credit facilities on this basis alone.
3. **REFERENCES** – Normally, when asking for credit a customer will supply references, i.e. the names of concerns or companies which will satisfy the supplier that the customer is reputable and creditworthy. Banks will supply references, though these tend to be brief, stating the company's capital and who its directors are. Trade associations, i.e. organizations which represent the company's trade or profession, also give brief references telling the enquirer how long the company has been trading and whether it is large or small. References can also be obtained from, e.g. the customer's business associates and the commercial departments of embassies.

ASKING FOR CREDIT

1. **Opening**

When asking for credit facilities, it is best to go straight to the point and specify what form of credit you are looking for.

2. **Convincing your supplier**

As mentioned above, your supplier will only grant credit if they are convinced that you will not default, so mention your previous dealings with them. Mention your reputation, and offer references.

3. Closing

REPLYING TO REQUESTS FOR CREDIT

1. Agreeing to credit

If the supplier does not think it necessary to take up references, they may grant credit immediately. If references are considered necessary, however, the supplier will acknowledge the request and then reply in full when references have been received.

2. Refusing credit

When refusing credit facilities, the writer must explain why the request has been turned down. There may be various reasons for this. It might be uneconomical to offer credit facilities; you may not trust the customer, i.e the customer has a bad reputation for settling accounts; or it might simply be company policy not to give credit. Whatever the reason, the reply must be worded carefully so as not to offend the customer.

3. Negotiating

Sometimes a supplier will not offer as much credit as the customer wants, but will negotiate a compromise.

4. Reply while waiting for references

In some cases you will not be able to grant credit without making further investigations. In particular, you may want to take up the references your customer has offered. In these cases, your reply will be little more than an acknowledgement of the request.

Fig. 4. Request to open account facilities

<p>Mr R. Cliff Homemakers Ltd 54-59 Riverside Cardiff CF1 1JW</p>	<p>R. Hughes & Son Ltd 21 Mead Road, Swansea West Glamorgan 3ST 1DR Telephone: + 44 (0) 1792 58441 Fax: Swansea + 44 (0) 1792 59472 Email: r.hughes@huson.co.uk</p> <p>18 July20____</p>
<p>Dear Richard</p> <p>I have enclosed an order, No. B1662, for seven more 'Sleepcomfy' beds which have proved to be a popular line here, and will pay for them as usual on invoice. However, I wondered if in future you would let me settle my accounts by monthly statement as this would be more convenient for me?</p>	

As we have been dealing with one another for some time, I hope you will agree to trade on the basis of open account facilities. I can, of course, supply the necessary references.

Yours sincerely

Robert

Robert Hughes

Enc. Order No. B1662

VAT NO. 215 226130

Fig. 5. Reply granting open account facilities

HOMEMAKERS

54-59 Riverside, Cardiff CF1 1JW

Telephone: +44 (0) 29 20 49721

Fax: +44(0) 29 20 49937

Email: rcliff@homemakers.com

Registered No. C1335162

24 July 20____

Mr R. Hughes
R. Hughes & Son Ltd
21 Mead Road
Swansea
West Glamorgan 3ST 1DR

Dear Robert

Thank you for your order, No. B1662, which will be sent to you tomorrow. I have taken the opportunity to enclose the invoice, DM1113, with this letter.

With regard to your request for open account facilities, settlement against monthly statements. I feel there would be more advantage for you in claiming the 3% cash discounts offered for payment within seven days of receipt of invoice. Nevertheless, I am quite prepared to allow monthly settlements, and there will be no need to supply references as you are a long-standing customer.

The enclosed invoice will be included in your next statement.

Yours sincerely

Richard

Richard Cliff

Director

Enc. Invoice DM1113

Fig. 6. Request for general credit facilities

251 rue des Raimonières
F-86000 Paitiers Cédex

Disc SA

Téléphone (+33) 2 99681031
Télécopie (+33) 2 74102163
Email p.Gerard@disc.co.fr

Ref. PG/AL

3 December 20_____

Herr R. Gerlach
R. G. Electronics AG
Havmart 601
D-50000 Köln 1

Dear Herr Gerlach

I intend to place a substantial order with you in the next few weeks and wondered what sort of credit facilities your company offered?

As you know, over the past months I have placed a number of orders with you and settled promptly, so I hope this has established my reputation with your company. Nevertheless, if necessary, I am willing to supply references.

I would like, if possible, to settle future accounts every three months with payments against quarterly statements

Yours sincerely

P. Gérard

P. Gérard (M.)

Manager

Fig. 7. Refusal of credit facilities

R. G. Electronics AG

Havmart 601
H-5000 Köln 1

Telefon (+49) 221 32 42 98
Telefax (+49) 221 83 61 25
Email gerlachr@rge.co.de
www.rge.de

Your Ref: PG/AL

8 December 20_____

M. P. Gérard
Disc SA
251 rue des Raimonières
F-86000 Poitiers Cédex

Dear M. Gérard

Thank you for your letter of 3 December in which you enquired about credit facilities.

We appreciate that you have placed a number of orders with us in the past, and are sure that you can supply the necessary references to support your request. However, as you probably realize, our products are sold at extremely competitive prices. This allows us only small profit margins and prevents us offering any of our customers credit facilities.

We are very sorry that we cannot help you in this case and hope you understand our reasons.

Once again, thank you for writing, and we look forward to hearing from you soon.

Yours sincerely

R. Gerlach

R. Gerlach
Sales Director

UNIT 3

ASKING ABOUT CREDIT RATING

LETTERS OF REFERENCE

This type of letter could more accurately be described as a REFERENCE. It is sealed and the information is described as CONFIDENTIAL. This word is printed on the outside of the envelope also. The person who writes a recommendation is called a referee, and this correspondence is between the referee and the person who requests the information. The person or company whom they are enquiring about does not see the reference, although there may be exceptions to this. A bank gives information about a client (or depositor) only to another bank.

Information given in a reference (and in an application form for a job) must be accurate by law, so referees must be careful about their recommendations. A firm which receives an enquiry or an order from another firm which is unknown to them may ask for a reference from another business, or from a bank. Some companies may ask their own bank to enquire into the financial standing of a company they have not done business with before. An individual or company which has not done business with you previously, but which now wants to buy from you, is called a prospective / potential customer.

The guide below gives you an outline of how to take up references and to ask about a company's CREDIT RATING.

1. Opening

Say who you are and why you want the information. Make it clear that the name of the company you are writing to has been given to you as a reference by your customer. If this is not the case, you are unlikely to get a reply.

2. Details

Say exactly what you want to know. If the amount of credit is known, it is usually mentioned.

3. Closing

Thank the company in advance for giving you the information, and tell them you will reciprocate if the opportunity arises. Also, let them know that whatever they say in their letter will be treated as confidential.

4. Using an enquiry agency

Remember that there are official agencies, such as the Registrar of Companies Office, and they may be able to give general information about companies. These agencies are more likely to give an impartial reference than another company or an individual. However, they may not have up-to-date reports on the company's financial status. They can only give a general picture of a company's reliability.

Business associates may give more information than banks and trade associations, who will usually only give brief references. An enquiry agency will give much more detail about a company, and for a fee, will research its financial background, its standing, creditworthiness, and ability to repay loans or fulfill

obligations. When writing to an enquiry agency, therefore, you can ask for more information.

Fig. 8. Letter to a referee

Clayfield Burnley BB10 1RQ	GLASTON POTTERIES LTD Telephone +44(0)128246125 Facsimile +4(0)128263128 Email j.merton@glaston.co.uk www.glaston.com
	Your ref:
	16 February 20____
Mr M. Pierson Pierson & Co. Louis Drive Dawson Ontario CANADA	
Dear Mr Pierson	
We are suppliers to MacKenzie Bros Ltd, 1-5 Whale Drive, Dawson, Ontario, who have asked us to give them facilities to settle their statements on a quarterly basis.	
They told us that you would be prepared to act as their referee, and while we have little doubt about their ability to clear their accounts, we would like confirmation that their credit rating warrants quarterly settlements of up to £8,000.	
We would be very grateful for an early reply, and can assure you that it will be treated in the strictest confidence.	
Yours sincerely	
<i>John Merton</i>	
John Merton Sales Manager	
	Registered No. 716481 VAT Registered No. 133 5343108

Fig. 9. Letter to an enquiry agent

P. MARLOW & CO. LTD



31 Goodge Street
London
EC4 4EE
Telephone: +44 (0) 20 7583
6119
Fax: +44 (0) 20 7583 7125
Email: p.marlow@parlow.co.uk

9 April 20____

Mr S. Spade
Credit Investigations Ltd
1 Bird Street
London E1 6TM

Dear Mr Spade

You were recommended to me by a previous client of yours, S. Greenstreet & Co. Ltd.

I would like information about Falcon Retailers Ltd, who have asked us to allow them open account facilities with quarterly settlements and credits of up to £8,000.

Would you please tell us if this company has had any bad debts in the past; if any legal action has been taken against them to recover overdue accounts; what sort of reputation they have amongst suppliers in the trade; whether they have ever traded under another name, and if they have, whether that business has been subject to bankruptcy proceedings?

Please would you make the necessary enquiries, and let us know your fee.

Yours sincerely

Pat Marlow

Pat Marlow (Ms)

Director

REPLYING TO ENQUIRIES ABOUT CREDIT RATING

In most countries there are laws which protect a company from having its reputation damaged by anyone saying or writing anything that could harm its good name, and this should be considered when giving details of a company's creditworthiness or commenting on its standing.

REFUSING TO REPLY

There are a number of reasons why you may not wish to reply to an enquiry. If, for example, the company writing to you does not state that you have been named as a REFEREE by their customer, and you do not want to risk offending a business associate, it would be better not to make any comment. If you do not know enough about the company to comment, then it is better to say so.

Sometimes you may simply not want to give any information about a customer, whether you know their reputation or not. In this case a polite refusal, generalizing your statements, is the best course of action.

REPLYING UNFAVOURABLY

If you give an unfavourable reply, do not mention the name of the company. Give only the facts as they concern you. Do not offer opinions, and remind the company you are writing to that the information is strictly confidential. It is advisable not to use an open system like fax or email for this kind of communication.

Fig. 10. Negative replies to enquiries about credit rating

In this letter, the writer refuses to reply because he does not have the company's permission.

Dear Mr Stevens

I am replying to your letter of 10 August in which you asked about one of our mutual business associates.

I regret that I cannot give you the information you asked for as it would be a breach of confidence. If, however, you can get the company to write instructing us to act as their referee, then we may be able to help you.

Yours sincerely

Fig. 11. Negative replies to enquiries about credit rating

The reply in this case is unfavourable. Notice how the writer does not refer to the company by name.

Dear Mr Scrutton

I am replying to your enquiry about the company mentioned in your letter of 3 May.

In the past we have allowed that company credit, but nowhere near the amount you mentioned, and we found they needed at least one reminder before clearing their account.

This information is strictly confidential and we take no responsibility for how it is used.

Yours sincerely

Fig. 12. Negative replies to enquiries about credit rating

The writer of this letter is unable to supply the information his correspondent wants because he has little knowledge of the company.

Dear Mr Cox

In reply to your letter of 10 August, I regret that we cannot offer you any information concerning the company you asked about in your letter. We have had very little dealing with them and they have never asked us for credit of any kind.

I am sorry we cannot help you in this matter.

Yours sincerely

REPLYING FAVOURABLY

Even in a favourable reply, you should still not mention the customer's name if possible. You can state that you have allowed credit facilities and, if you are sure, you could mention the customer has a good reputation within your trade. In the examples below you will see that the reference should still be considered confidential, and that the referee takes no responsibility for how the information is used.

Fig. 13. Referee's reply

Louise Drive | Dawson | Ontario | Canada
Telephone (+1) 614 295 1682
Cable PIERCO

Facsimile (+1) 614 295 1471
Email m.pierson@pierco.co.uk

Pierson Et Co.

Date 28 February 20____

Mr J. Merton
Glaston Potteries Ltd
Clayfield
Burnley BB10 1RQ
UK

Dear Mr Merton

I am replying to your enquiry of 16 February in which you asked about MacKenzie Bros of Dawson, Ontario.

I contacted them yesterday and they confirmed that they wanted us to act as their referees, and I am pleased to be able to do so.

The company has an excellent reputation in North America for both service and the way they conduct their business with their associates in the trade.

We have given them credit facilities for at least ten years and have always found that they have paid on due dates without any problems. I might also add that our credit is in excess of the one mentioned in your letter.

You can have every confidence in offering this company the facilities they ask

for.

Yours sincerely

Malcolm Pierson

Malcolm Pierson

Director

Fig. 14. Enquiry agent's reply

Credit Investigation Ltd

1 Bird Street / London / E1 6TM
Telephone + 44 (0) 20 7623 1494
Fax +44 (0) 20 7623 1956
Email spades@credut.co.uk

26 April 20____

Ms Pat Marlow
P. Marlow & Co. Ltd
31 Goodge Street
London EC4 4EE

Dear Ms Marlow

As requested in your letter of 9 April we have investigated Falcon Retailers Ltd.

It is a private limited company with a registered capital of £10,000 and consists of two partners, David and Peter Lorre. It has an annual turnover of £400,000 and has been trading since October 1993. As far as we know, neither the company nor its directors have ever been subject to bankruptcy proceedings, but the company was involved in a court case to recover an outstanding debt on 17 January 20____. The action was brought by L.D.M. Ltd and concerned the recovery of £3,650, which Falcon eventually paid. We ought to point out that L.D.M. broke a delivery contract which accounted for the delayed payment.

From our general enquiries we gather that some of Falcon's suppliers have had to send them second and third reminders before outstanding balances were cleared, but this does not suggest dishonesty so much as a tendency to overbuy, which means the company needs time to sell before they can clear their accounts.

We hope this information proves useful. If you have any further enquiries, please contact us.

You will find our account for £475.00 enclosed.

Yours sincerely

S. Spade

S. Spade

Credit Investigations Ltd

Enc. Account

UNIT 4

MEMOS

Memos are written internal communications which advise or inform staff of company policies and procedures. They are usually quite formal and impersonal in style. Memos can address many different subjects, from informing staff of a retirement to announcing important administrative or structural changes in the company.

Memos may be put on a noticeboard for everyone to see, or circulated in internal mail. In the latter case the receivers may be asked to sign the memo to acknowledge that they have read it.

Memos may also be posted on internal email (the Intranet). However, as email is an open access system, this method is not suitable for confidential communications. In addition, some employees, e.g. non-administrative staff, might not be able to access email regularly and might not see the memo.

LAYOUT

Companies often use headed paper for memos. This gives less information about the company than the letterhead for external correspondence, but indicates which department has issued the memo.

A memo should state who it is to, who it is from, the subject, and the date. It may also be signed.

Important points or long lists of points are usually best presented using bullets (•) or numbers.

GUIDE TO CONTENTS

Memos should have an appropriate title, not only to indicate their topic, but also for filing purposes.

- 1) Introduce the subject in the opening paragraph.
- 2) Explain to staff how they will be affected.
- 3) Employees should be told when changes will take place, or a policy will become effective.
- 4) State which staff will be affected.
- 5) Ones you have mentioned how and when staff will be affected by an event or change, where it will operate, and who will be involved, you must explain what should be done.
- 6) Finally, if you think the memo might not be understood, advise staff where they can go for an explanation and how to communicate their comments or complaints.

LENGTH

Memos can be short or long. They can deal with a number of different points but these should be connected to the same topic. For example, a single memo which

tried to deal with canteen facilities, punctuality, and a new accounting system might confuse its readers. It would be better to write a separate memo for each topic.

Fig. 15. Memo to department managers

<p>KEYSER SHIPBOKERS LTD 123-5 LOWLAND STREET, LONDON EC1 2RH TELEPHONE:+44 (0)20 7671 FAX:+44 (0)20 7671 9873</p>	
<p><i>MEMORANDUM</i></p>	
To	Department managers
From	The Chairman
Topic	Donald Crayford
Date	26 November 20____
Strictly Confidential	
Please sign to confirm receipt.	
Donald Crayford has decided to retire from his position as Chief Executive on 20 December this year. We have considered several candidates for his replacement, but no firm decision has yet been reached. However, we hope to make a confidential announcement by the end of this week at a private meeting of department managers.	
Jessica Renfrew	_____
Thomas Dillon	_____
Francesca Amis	_____
William Thornton	_____
Travis Shiran	_____

Fig. 16. Visit of a customer

<i>COVENTRY COMPONENTS</i>		<i>MEMO</i>
To	All Staff	Date 1 July 20____
From	Henry Woodfield	
Topic	Zorbra Industries visit	
From 8 to 11 July Mr Jason Zorbra of Zorbra Industries, Athens, and two of his colleagues, will be visiting the factory. Zorbra Industries has recently placed a three-year contract with us to supply them with components.		
Although Michael Hobbs, our Overseas Sales Manager, will escort them, it might be necessary for individual employees to answer questions or explain production procedures in their section. Therefore, please ask your staff to be as helpful and informative as possible. It will also be necessary for lunch hours and breaks to be rearranged so that there is always someone available in each section.		
Your co-operation in this matter is essential and will be appreciated.		

Fig. 17. Retirement of a chief executive

KEYSER SHIPBROKERS LTD

123-5 LOWLAND STREET, LONDON EC1 2RH
TELEPHONE:+44 (0)207671 FAX:+44(0)20 76719873

MEMORANDUM

To All staff
From The Chairman
Topic Mr D.G. Crayford
Date 2 December 20____

Donald Crayford will retire as Chief Executive on 20 December

As many of you may know, Donald Crayford has been with the company for over 20 years. The 10 years during which he has been CEO have seen a period of unprecedented growth, despite difficult economic conditions in some of our overseas markets.

Diana Hawks has been appointed CEO with effect from 2 January 20____. I am sure you will join me in wishing her every success.

Would all department managers please attend a meeting in the Main Meeting Room on Monday 6 December at 15.30 hours, where they will be introduced to Diana Hawks.

UNIT 5

DIFFERENT KINDS OF MEETINGS

Business people spend quite a lot of time in meetings, and meetings come in all shapes and sizes, ranging from formal committee meetings to informal one-to-one meetings.

There are several reasons why meetings are held:

- 1) reaching decisions in a meeting means that all the participants can feel more committed to the decision;
- 2) more information is available;
- 3) different and unexpected ideas can be contributed;
- 4) meetings can lead to more imaginative and informed decisions – often more courageous decisions than one person might feel brave enough to make.

Some of the drawbacks of meetings are:

- 1) more time is required than if one person made the decisions;
- 2) there's more talk (and this is sometimes irrelevant and repetitive);
- 3) there's more group pressure.

The larger the meeting, the longer it may take to reach a decision. There seem to be ideal sizes for meetings, depending on the purpose. A meeting where information is being given to people can be quite large, because there is not likely to be much discussion, and questions may be asked by a few individuals on everyone else's behalf.

The way a committee operates often depends on the chairperson: he or she may control the proceedings very strictly, or let everyone speak whenever they want. An effective chairperson should be flexible. In some committee meetings the members have to take a vote before a decision can be made: formal proposals or 'motions' may have to be tabled, seconded and discussed before a vote can be taken. Other meetings may require a consensus of the members: everyone agrees with the decision – or at least no one disagrees.

Most meetings have an agenda. For a formal meeting, this document is usually circulated in advance to all participants. For an informal meeting, the agenda may be simply a list of the points that have to be dealt with. The purpose of an agenda is to speed up the meeting and keep everyone to the point. The agenda for a formal meeting must be organized in logical order. Often the agenda shows not only the topics but the meeting's function regarding each topic (*'to receive a report on ...'*, *'to confirm ...'*, *'to approve ...'*, etc.). All items on which a decision is to be taken should appear on the agenda, which would usually have this format:

- 1) Minutes of previous meeting
- 2) Matters arising
- 3) Items
- 4) Any other business (AOB)

Taking minutes, and writing them up later, are special skills, involving decisions like *'Do we need to know which person made every point?'* and *'Is this*

point worth mentioning? Minutes usually report details of the time, date and duration of the meeting and the names of those present, but the content of the report itself may be detailed or brief, depending on the anticipated readership.

Even one-to-one or small informal meetings are structured (usually with an agenda) and planned. They are different from chance conversations in a corridor or over coffee. Small informal meetings may also take place or continue during a meal.

Fig. 18. Formal Meeting. Agenda

<p>[Company/Department Name]</p> <p>Meeting Agenda</p> <p>[Date]</p> <p>[Time]</p> <p>Type of Meeting: [Description of meeting]</p> <p>Meeting Facilitator: [Name of Meeting Facilitator]</p> <p>Invitees: [List of Invitees]</p> <ol style="list-style-type: none">1. <u>Call to order</u>2. <u>Roll call</u>3. <u>Approval of minutes from last meeting</u>4. <u>Open issues</u><ol style="list-style-type: none">1. [Description of open issue]2. [Description of open issue]3. [Description of open issue]5. <u>New business</u><ol style="list-style-type: none">1. [Description of new business]2. [Description of new business]3. [Description of new business]6. <u>Adjournment</u>

Fig. 19. Formal Meeting. Minutes

<i>Company / Department Name</i>
Meeting Minutes
[Date]
1. <u>Call to order</u>
[Name of Meeting Facilitator] called to order the regular meeting of the [Organization/Committee Name] at [time of meeting] on [date of meeting] in [Location of Meeting] .
2. <u>Roll call</u>
[Name of Organization Secretary] conducted a roll call. The following persons were present: [List of Attendees]
3. <u>Approval of minutes from last meeting</u>
[Name of Organization Secretary] read the minutes from the last meeting. The minutes were approved as read.
4. <u>Open issues</u>
1. [Open issue/summary of discussion]
2. [Open issue/summary of discussion]
3. [Open issue/summary of discussion]
5. <u>New business</u>
1. [New business/summary of discussion]
2. [New business/summary of discussion]
3. [New business/summary of discussion]
6. <u>Adjournment</u>
[Name of Meeting Facilitator] adjourned the meeting at [time meeting ended] .
Minutes submitted by: [Name]
Minutes approved by: [Name]

Fig. 20. Informal Meeting. Agenda

<i>TEAM MEETING</i>		[Date] [Time] [Location]
Meeting called by: Facilitator: Timekeeper: Attendees: Please read: Please bring:	Type of meeting: Note taker:	
Agenda Items		
Topic	Presenter	Time Allotted
Other Information		
Observers: Resources: Special notes:		

Fig. 21. Informal meeting. Minutes

<i>TEAM MEETING</i>		[Date] [Time] [Location]
Meeting called by: Facilitator: Timekeeper: Attendees: Please read: Please bring:	Type of meeting: Note taker:	
Minutes		
Agenda item: Discussion: Conclusion: Action items <ul style="list-style-type: none"> • • • 	Presenter: Person responsible: Deadline:	
Agenda item: Discussion: Conclusion: Action items <ul style="list-style-type: none"> • • • 	Presenter: Person responsible: Deadline:	
Other Information		
Observers: Resources: Special notes:		

UNIT 6

MISCELLANEOUS CORRESPONDENCE

INVITATIONS AND REPLIES

There are two types of formal invitation: a printed card and a formal letter. Formal invitations on printed cards are always written in the third person and are traditionally printed in black. A standard card may be sent to all the prospective guests, or the cards may be personalized, with the guest's name written or printed on the card. There should be no date, opening greeting or complimentary close. The letters *RSVP* – an abbreviation of the French phrase '*repondez s'il vous plait*' – mean 'Please reply'. When receiving a formal invitation in either form, if it is in the third person, you must also reply in the third person.

Fig. 22. Printed card (standard form to all guests)

<p>Mr and Mrs Kenneth Jones request the pleasure of your company at the marriage of their daughter Elizabeth to Mr Edwin Forsyth</p> <p>at Glasgow Cathedral on Saturday 16th June at 2.30 p.m. and afterwards at the reception at The Craigard Hotel, Glasgow</p> <p>RSVP 116 Cleveden Crescent Glasgow GG1 OZZ</p>
--

When replying to a formal invitation, whether accepting or declining the invitation, your reply should be handwritten. Remember that if the original invitation was in the third person you should also reply in the third person. There is no need to date or sign the reply. Note also that if you are declining a formal invitation you need only state that you are unable to attend – you are not required to give a reason.

A formal invitation in the form of a letter may be in the third person, or if slightly less formal, in the first and second persons. It should, of course, include an opening greeting and a complimentary close, but otherwise the information will be the same as for the printed-card version.

Replies to informal invitations can be in the form of a short handwritten note or letter.

Courtesy demands that any invitation, whether formal or informal, be replied to as quickly as possible.

An informal invitation may be handwritten, typed or written on a word processor. If typed or printed, the names of the invited guests should be added by hand.

Fig. 23. Printed card (naming individual guests)

Mr and Mrs Kenneth Jones
request the pleasure of
the company of

[name(s) of guests]

at the marriage of their daughter
Elizabeth
to
Mr Edwin Forsyth

at Glasgow Cathedral
on Saturday 16th June
at 2.30 p.m.
and afterwards at the reception at
The Craigard Hotel, Glasgow

RSVP
116 Cleveden Crescent
Glasgow GG1 OZZ

Fig. 24. Acceptance of an invitation (formal)

Mr and Mrs Armitage thank Mr and Mrs Fowler for their kind invitation to their daughter's wedding, and to the reception afterwards. They have much pleasure in accepting.

Fig. 25. Declining an invitation (formal)

Mr and Mrs Armitage thank Mr and Mrs Fowler for their kind invitation to their daughter's wedding, and to the reception afterwards, but regret that a prior engagement prevents them from attending.

HOSPITALITY AND THANK-YOU LETTERS

A thank-you letter should be sincere, expressing appreciation without excessive flattery. The tone should be pleasant. Clearly state what the thank-you is for and, if appropriate, offer something in return. Business people appreciate receiving a thank-you letter because it adds a touch of warmth to the cold world of business. The letter reveals consideration and appreciation. The goodwill of your company, and also of yourself, can be enhanced by a letter of thanks.

A thank-you letter should be short. The sincerity of the thank you is emphasized by brevity. Basically, all that need be said is, "Thank you for this," or "Thank you for that."

Pleasantness is another requirement of a good thank-you letter. Any harsh thoughts or words should be eliminated because their inclusion will completely destroy the purpose of the letter, which is to show gratitude for help that has been given.

While thanking a person for something he or she has done, it is often possible to return more than just words of thanks. This will emphasize the writer's gratitude. When a person has spent time showing you his or her company's operation or the sights of the city, offer to do the same when that person visits your company or city. When giving thanks for information received, it would be appropriate to relay how the information is being used.

When a letter expressing thankfulness is appropriate, a prompt answer will make the reader aware of your thoughtfulness. Three months later, the reader shouldn't be reminded that he or she had been piqued by not having received a deserved note of thanks. While writing the letter, assume an attitude of polite sincerity.

How to Do It

- 1) State what the thank-you is for.
- 2) Mention the appropriateness of what was received.
- 3) Be sincere, brief, and pleasant.
- 4) When appropriate, offer something in return.

Fig. 26. Job well done

Dear Frank:

It was an exciting year, struggling to overcome our many difficulties. You are given much of the credit for the turnaround toward profitability.

I realize that a thank you is a small reward for your diligent work, but next year we expect to make our thank you more tangible. Meanwhile it's great having you on our team. We are running strong and in the right direction.

Sincerely,

Fig. 27. Request for hospitality

A British company, which wants to expand its sales to Scandinavian countries, asks a Norwegian business associate to provide help and hospitality during a visit to Norway by the company's sales manager. Notice that the letter does not open with the request, but with a reminder of the companies' association.

Dear Mr Deksen

Thank you for your last consignment. You will receive our next order in a few weeks.

I am writing to ask if you could offer assistance to our Overseas Sales Manager, Mr Michael Hobbs, who will be visiting Oslo from 1 to 17 May?

You may remember that when you were here a few months ago I mentioned that we intended to expand our export sales. We are now looking at market potential in Scandinavia, and Michael Hobbs's trip is part of this research. It would help us a great deal if you could introduce him to wholesalers and retailers who may be able to advise him about the types of product that we would need to offer in your market. He would also be interested in finding out more about marketing methods and importing procedures.

I understand that you are very busy, but I would much appreciate any assistance you can offer and will, of course, reciprocate as and when the opportunity arises.

Yours sincerely

Frank Welford

Frank Welford

Managing Director

Fig. 28. Letter of thanks

Dear Mr Deksen

Thank you very much for assisting Michael Hobbs while he was in Oslo. I know he has already written to you expressing his gratitude, but I would like to add a word of appreciation myself. The introductions you made for him and information he gained will be extremely useful in our Scandinavian export programme.

If we can return the favour on some future occasion, please let me know.

Yours sincerely

Frank Welford

Frank Welford

Managing Director

CONGRATULATIONS

We enjoy sharing our enthusiasm and delight with friends who have won awards or have been recognized for outstanding work. This special accomplishment is an occasion for a letter of congratulations. If you are writing to a business acquaintance or associate, a letter of congratulations can do much to stimulate cooperation between the two of you or to strengthen an existing good relationship. Goodwill should be nurtured at every opportunity.

Many occasions are appropriate for a letter of congratulation: winning a skating championship, receiving a superior rating in a music contest, earning an appointment to an office, doing the best selling job last month, or receiving a job promotion.

Write a letter of congratulation as soon as possible after the event.

Along with your enthusiasm, sincerity must come through to the reader. Use expressions that would be natural in a conversation with the reader; the tone of the letter, however, will depend on your relationship with the reader.

Make the congratulatory letter brief; from three to six sentences is sufficient.

How to Do It

- 1) State the occasion for the congratulation in the first sentence.
- 2) Make a comment that links the person and the occasion.
- 3) Write or imply your expectation of continued success.

Fig. 29. Congratulation on an appointment

Dear Mr Corney

I would like to offer my congratulations on your election as Chairman of our Trade Association.

No one has done more to deserve the honour, or has worked harder to promote our interests. You can count on my full support, and that of my colleagues, during your term of office.

I wish you every success for the future.

Yours sincerely

Mike Benson

Mike Benson

Chief executive Officer

SYMPATHY AND CONDOLENCE

The first essential of a letter of sympathy is a feeling of respect for the reader. The letter should be written from the heart, and should be warm, human, and kind.

The second essential is brevity.

The third part of a letter of sympathy is an offer to help. This does not fit into all situations, but if the intent is sincere and follow-up certain, an offer to help at the end of the letter is a real comfort, especially at the time of the death of a loved one.

The use of the word *death*, along with *died* and *killed* in a letter of condolence is objectionable to some people, because these words seem unnecessarily strong. The word *deceased* is also used as a substitute for *dead*, but is hardly an improvement. The decision to use it or not will be based upon the writer's understanding of how the reader will react.

When the cause of death seems so traumatic the writer is uncomfortable stating it, a simple sentence such as, 'May we express our sympathy,' or 'We are truly sorry,' will reveal the writer's feelings. The cause need not be mentioned.

How to Do It

- 1) Mention the person about whom the sympathy is being expressed.
- 2) State your relationship with this person: for example, *our friend at work, my acquaintance of many years, or all of us here.*
- 3) Make a complimentary statement: for example, *he was loved by all, he was a warm friend, she was always cheerful, she was helpful, or we spent many pleasant hours together.*
- 4) If appropriate, offer to help the reader.

Sentences expressing sympathy

- 1) We hope our caring will make your sorrow easier to bear.
- 2) We hope that time will ease the sorrow of your recent loss.
- 3) May our sympathy help to comfort you.
- 4) May you find comfort in knowing that we care.
- 5) Our thoughts are with you in this time of sorrow.
- 6) We wish to express our deepest sympathy.
- 7) It may help to know that our thoughts are with you.
- 8) May the sympathy of those who care make the sorrow of your heart less difficult to bear.
- 9) Some things are hard to understand.
- 10) No one is ever ready for death.
- 11) Our sympathy and love go out to you, Mrs. (Mr.) Smith.
- 12) We shall miss her (his) smiling presence.

Sentences thanking for an expression of sympathy

- 1) Without you I wouldn't have known where to turn for the endless number of decisions one must make in a time of grief.
- 2) Jon always thought of you as a real friend, and that you proved to be during my period of grief.
- 3) I just couldn't have managed without your help.
- 4) Thank you for your kind words and your understanding heart.
- 5) Your words of encouragement stayed with me during my bereavement.
- 6) Thank you for your understanding sympathy.

- 7) We wish to thank you for your kind thoughts.
- 8) The kind messages sent by friends have been a great comfort to us.
- 9) We appreciate your thoughts of us and your sympathetic note.
- 10) We appreciate your kindness in writing to us at this time.
- 11) We gratefully acknowledge your kind expression of sympathy.
- 12) We appreciated your sympathy in our bereavement.
- 13) We thank you for your kindness and sympathy.

Fig. 30. Message of condolence

Dear Mr Watanabe

I was saddened to hear about the death of your partner, Mr Hiroshi Tanaka, and would like to offer my condolences. He was a fine person and a well-liked man who will be greatly missed by all who knew him.

Please pass my sincerest sympathies to his family.

Yours sincerely

Bernard Fell

Bernard Fell

HOTEL RESERVATIONS

Making travel arrangements and booking accommodation is often done by telephone or through an agent. However, it is a good idea to confirm any telephone enquiry or booking in writing so that each party is clear about what is required or expected from the other.

When writing to enquire about accommodation it is important to include in your letter all the relevant details, as well as describing any specific requirements you may have. Similarly, if you are confirming a telephone booking in writing, all the details you have discussed and agreed with the hotel or guesthouse should be included in your letter of confirmation. The same applies when you are booking a package holiday – send a letter together with the booking form describing any special requirements you may have and ask that the tour operator confirm in writing that the holiday will conform to all your requirements.

When enquiring about or confirming accommodation include the following details:

- 1) the number of rooms and beds; be specific about details such as en suite shower and the sea view, or facilities for the disabled;
- 2) the period of time; give departure and arrival times where possible and days and dates;
- 3) say whether it is to be bed and breakfast, half board or full board;
- 4) ask about the price or confirm the price agreed;
- 5) ask that your booking be confirmed in writing.

The Internet is playing an increasingly important role in providing travel information. Net users can browse travel guides and assess what is available in most parts of the world without having to wade through brochures or make repeated visits to their travel agent. In many cases it is possible to arrange your itinerary, book flights and accommodation, and arrange car rental online.

A secretary or a travel agent may have to book hotel rooms and airline or railway tickets. Other bookings may include conferences, car hire in other countries, and various social activities which require booking, such as the theatre and concerts. Arranging appointments for visitors to see executives in the secretary's own company is a form of booking. Arranging appointments for executives from the secretary's company to meet their colleagues in the UK is another form.

Fig. 31. Making reservation

Walford Engineering Plc
21 Toot Road, London E. C. 6

Willis Hotel
6 Dollis Avenue
London W. 3

Your ref:
Our ref: MH / JF

12 July 20____

Dear Sirs

Two senior directors of the Nitsun Company of Japan will be visiting our London headquarters next week.

Could you please reserve two single rooms with showers from the 10th of July to the 12th of July, inclusive? The directors will require continental breakfast served in their rooms and particularly want them to be on the top floor overlooking the Park. We expect them to arrive at the hotel at about 6.00 p.m.

We look forward to your confirmation by return.

Yours faithfully
Mary Hammond
MARY HAMMOND
Personal Assistant

So, in most cases, a secretary of a large company will telephone. More often it is the travel agent who phones, and sometimes the communication is between travel agents in different countries.

In the letter and the telephone call the secretary tells the receptionist or booking clerk that the company normally uses the hotel. If someone has stayed at a hotel before, it is always a good idea to mention this (provided the guest has been well-behaved, of course!) A hotel will give preference to regular guests whenever possible.

Fig. 32. Confirming a reservation

Willis Hotel	6 Dollis Avenue, London W3 Tel: 01-378 2166
Ms M Hammond Walford Engineering PLC 21 Toot Road London E. C. 6	Your ref: MH / CF Our ref: JK / CL
Dear Ms Hammond	4 July 20____
Thank you for your letter of 2 July.	
We are pleased to confirm that we have reserved two single rooms with showers from 10 to 12 July, inclusive. The rooms have an excellent view over the park but are, unfortunately, on the second floor, as all our top floor rooms are fully booked for the whole of July.	
We look forward to welcoming your guests at about 6 p.m. on 10 July and can assure you that we will do everything possible to make their stay in London enjoyable.	
Yours sincerely	
<i>John King</i>	
JOHN KING	
Manager	

Fig. 33. Asking your employer for holiday entitlement

	Telephone Sales Dept Ground Floor 15 February 20____
Mr A Norris Human Resources Manager	
Dear Mr Norris	
I would like to take one week of my holiday entitlement from 27th April to 1st May, two weeks in August (17th to 28th inclusive) and the remaining two weeks from 21st December to 1st January inclusive.	
I hope this is suitable.	
Yours sincerely	
<i>Mary Gillanders</i>	
Mary Gillanders	

Fig. 34. Hotel reservation form

Hotel <name> has following accommodation possibilities:

- double room category A (\$...), category B (\$...)
- single room category A (\$...), category B (\$...)

Prices are for accommodation with breakfast (service and tax included).

As the number of single rooms is very limited, sharing a room by two persons may be necessary.

Dead line for reservation _____

I order a room from _____ to _____

number of nights _____

double room category A _____

double room category B _____

single room category A _____

single room category B _____

Age _____ (when sharing a room with someone about my age is preferred)

Name _____

I will arrive by private car (yes, no) _____

If booking cannot be made at the requested price, please reserve in the next available (higher, lower) category.

Date _____

Signature _____

TRAVEL ARRANGEMENTS

A secretary must make most travel arrangements well in advance, especially for bookings during peak seasons. Most arrangements can be made through a travel agent but direct booking through the airline may be the quickest method, however.

AIRLINE TICKETS

It may be necessary for a secretary or a travel agent to book a connecting flight through the reservations clerk of a British airline, or through the airlines of other English-speaking countries. There may be special passport and immigration procedures to enquire about. A visa may be necessary for some destinations. For others a vaccination certificate may be compulsory or desirable.

A secretary should always ask about the air terminal the aircraft departs from, the checking-in time, the boarding time, the take-off time, and the time of arrival (or

estimated time of arrival: E.T.A. for short). Sometimes it is necessary to check the maximum weight allowance.

It is usually possible to reserve a particular seat on an aircraft if you book in advance. The ticket can be 'first class' or 'economy' (code sign Y).

It is unusual to write for an airline ticket, but if the booking is made well in advance, a letter can be useful as reference for filing, or for a secretary's diary.

Fig. 35. Air travel reservation

Dear Mr Wood

This is to confirm our phone conversation this morning.

Please would you make two Business Class reservations, London – Kobe return, in the names of Mr P.R. Dale and Ms B. Newsome. Outward flight DA164, departing Heathrow at 10.05 on Wednesday 12 June, return flight DA165, departing Kobe at 20.30 on Tuesday 18 June.

Please send the tickets for my attention and charge to our account.

Yours sincerely

Beth Cowan

Beth Cowan

RAILWAYS

A secretary may want to book a seat on a train. It may not be necessary to do this, but a secretary must be sure. A telephone call to a travel agent or the Railway Station can provide information about departure and arrival times, the station and the platform the train leaves from.

Fig. 36. Train travel

Dear Ms Meek

To confirm the arrangements we discussed this morning, would you please book a return ticket, with couchette, in the name of Ms Jean Miles for London – Paris – Zagreb, depart Thursday 18 July, and returning Zagreb – Paris – London, depart Saturday 3 August?

The reservation should be in a non-smoking compartment.

Please send your invoice to Jane Lewis in our France Department.

Yours sincerely

S. Mehta

S. Mehta (Mr)

MAKING ARRANGEMENTS FOR CAR HIRE

A visiting executive, a travelling salesman, or a representative, may like to have the freedom of having a car to travel around in. It is possible to reserve a self-drive car by completing a reservation form and forwarding a booking fee. It is usually possible to collect a self-drive car at an airport, sea port or railway terminus. A letter arranging self-drive car hire might be sent to a travel agent, or to the car-hire firm.

Fig. 37. A letter arranging self-drive car hire

Dear Sirs

We would like you to quote rates for the hire of a car in Group C of your brochure. We want to hire a car for two weeks from the 2nd October to the 17th, inclusive. This period is in your 'low' season, according to your brochure.

We would like to arrange full comprehensive insurance, and would like to have the car available at Heathrow Airport at 10.30 a.m. on the 2nd of October.

Please include in your quotation all charges and special rates, and state whether we qualify for unlimited mileage, as this is not clear from your brochure.

Yours faithfully

Fig. 38. Reserving a berth on a ship

Dear Sirs

Two single, first-class cabins are required for two of our directors, who will be in London next month and travelling on to New York.

The reservations are to be on the *Franconia* or the *Queen Elizabeth II* whichever vessel is sailing about the middle of the month.

If this accommodation is not available on either ship, please let us know what alternative you can offer.

A cable reply will be appreciated.

Yours sincerely

Fig. 39. Booking for social events; entertainment

Dear Sirs

We would like to book two stalls seats for the evening performance of *MACBETH* at the Empire theatre on the 28th September.

As soon as you confirm the booking, we will arrange payment in the usual way. Please cable if this performance is fully booked.

Yours faithfully

EXERCISES

UNIT 1

REQUESTING AND DEMANDING PAYMENT

1. Reminding (polite and formal)

We would like to remind you that our terms are 30 days.

Politely remind your customers of the following:

- 1) their January account hasn't been settled;
- 2) your terms are 60 days from receipt of statement;
- 3) that their last two accounts have not been settled yet;
- 4) the specifications have already been arranged;
- 5) full payment must be made within 30 days of receipt of the goods;
- 6) the shipping documents must be sent before 12 June;
- 7) non-inflammable polythene wrapping for the voltmeters must be used;
- 8) our customers require full packing details;
- 9) the cargo is to be insured warehouse to warehouse;
- 10) a detailed statement of prices f.o.b. London is required.

2. Expressing conditions (for disregarding reminders)

If you have already settled the account please disregard this reminder.

Express the following conditions for disregarding reminders (letters):

- 1) sent the cheque during the last week;
- 2) settled the account in the last six days;
- 3) sent the information during the last week;
- 4) sent the cheque in the last few days;
- 5) settled the account since this reminder was written;
- 6) sent the documents by air mail;
- 7) shipped the merchandise;
- 8) replaced the damaged goods;
- 9) collected the goods from our warehouse;
- 10) corrected the details printed on the Bill of Lading.

3. Stating that something has not been done (polite and allowing for error)

According to our records we have not yet received payment.

Politely state that the following things have not been done / happened:

- 1) received your cheque;
- 2) received confirmation that the Export Licence has been obtained;
- 3) received your payment for the last five orders;
- 4) received your credit note for £150;

- 5) the balance not cleared;
- 6) replied to our complaint about your merchandise;
- 7) replied to our reminders;
- 8) remitted payment in proper time;
- 9) contracted for a loan in good time;
- 10) signed a request for an I.M.O.

4. Threatening legal action

Unless you settle the account by 5 May we shall be forced / compelled to place the matter in the hands of our solicitors / lawyers.

Threaten legal action unless the following things are done:

- 1) the account is settled within 7 days;
- 2) the goods are returned within 27 days;
- 3) we receive your cheque for £925 by 21 January;
- 4) the machines are replaced within 28 days;
- 5) the payment is remitted by 25 March;
- 6) you surrender the documents within 5 days;
- 7) you dispatch the goods this week;
- 8) you reimburse for all expenses;
- 9) replacements for the goods in Case No. 4 are dispatched in 3 days;
- 10) you pay the damages.

Exercise 1. Below you will see parts of two letters. They are replies to letters requesting payment. Put the correct word or phrase in each blank. Choose from the following list. Use each item once only.

accounts and filing systems
bank statement
circular letter
cleared

clearing accounts
credited
debited
full settlement

instructed
make enquiries
payment
statement

a) Reply to the first request (Fig. 1)

Dear Richard

I was surprised to receive your letter of 20 November in which you said you had not received (1) ... for invoice No. H931.

I (2) ... my bank, The Welsh Co-operative Bank, Swansea, to credit your account in Barnley's Bank, Cardiff, with the £919.63 on 2nd November.

As my (3) ... showed the money had been (4) ... to my account, I assumed that it had been (5) ... to your account as well. It is possible that your bank has not

advised you yet. Could you please check this with Barnley's, and if there are any problems let me know, so that I can (6) ... here?

Yours sincerely

b) Reply to the second request (Fig. 2)

Dear Sr Costello

First let me apologize for not having (1) ... our June statement or replying to your letter of 10 August. However, I am surprised that you did not receive our (2) ... informing all our suppliers that we were moving from Milan to Turin. I have checked our post book, and found that a letter was sent to you on June 30.

As you will see from the copy enclosed, we warned suppliers that there might be some delay in (3) ... and replying to correspondence as the move would involve employing new staff who needed time to get used to our (4) ...

You will be pleased to hear that we have now settled into our new offices and will have a fully trained staff by the end of next month. Meanwhile, I am enclosing a cheque for €20,000 on account, and will send a (5) ... of your June (6) ... within the next few days.

Could you please note our new address for future reference?

Yours sincerely

Exercise 2. Read the following letter requesting payment, and choose the best words from the options in brackets.

Our Ref: HS 351

The Managing Director
Velo Sport AG
Karlstr. 15
O-5230 Sömerda

Account No. VS 301632

UK Cycles Ltd
*Borough House
Borough Road
Cleveland TS1 3BA*

28 April 20____

Dear Mr Jansen

We wrote to you on 25 March concerning the above (*account / cheque / bill*) for £2,700.00 which has now been outstanding (*for / since / about*) three months.

When we agreed to offer you credit facilities we pointed out that it was essential to (*pay up / clear / handle*) accounts (*in / at / on*) the exact date, particularly as we

generally do not (*allow / give / offer*) credit terms.

As you realize, delayed payments can create problems for us (*by / to / with*) our own suppliers, therefore we would appreciate it if you could either let us know why the (*account / credit / payment*) has not been cleared, or let us have a remittance (*within / for / during*) the next ten days.

We hope this receives your immediate attention.

Yours sincerely,

Helen Stuart

Helen Stuart (Mrs)

Accountant

Exercise 3. Write a letter from Karl Janssen, Managing Director of Velo Sport, to Mrs Stuart.

- Thank her for her letters, and quote the dates.
- Explain that a fire at your Head Office has destroyed a lot of your computer data and has disrupted all correspondence with suppliers and customers. You need some time to get back to your normal routine.
- Request a further thirty days to settle.

Exercise 4. Match each sentence written in formal English (i.e. the appropriate language for letter-writing), to its nearest informal equivalent.

1. We expect to receive a remittance from you in seven days.
 - a) We want you to get in touch with us in a week.
 - b) We would like you to pay your debt in the next week.
 - c) We want you to send our account details next week.
2. We should like another month to settle.
 - a) We can't pay until next month.
 - b) We need more time to get used to our new office.
 - c) We will send you the bill in a month's time.
3. Please find enclosed your statement for the month of March.
 - a) We are sending details of all the transactions we made in March.
 - b) We are informing you about what you owe us for March.
 - c) We are sending the money we owe you for March.
4. The sum of £215.60 has been credited to your account.
 - a) You will be expected to pay £215.60 from your account.
 - b) We believe that you now have a total of £215.60 in your account.
 - c) A payment of £215.60 has gone into your account.
5. I apologize for not clearing the balance earlier.
 - a) Sorry I didn't pay you earlier.

- b) Sorry for not closing my account earlier.
 - c) Sorry for the delay in replying to you.
6. Settlement of your February account is overdue.
- a) You paid us too much in February.
 - b) We can't offer you a loan to pay your February account.
 - c) You haven't paid us yet for February.
7. We ask you to bear with us.
- a) Please be patient.
 - b) We need your custom.
 - c) We would like you to pay us.

Exercise 5. Make changes to the following letter so that it sounds more formal.

Thanks for sending us £550 the other week, but don't forget you still owe us \$2.000, which we want you to pay before the end of April. If you're having problems finding the money, why don't you give us a ring? We could arrange a different way for you to pay us.

Exercise 6. Complete the following letters with the correct prepositions.

a) Request for more time. D. van Basten write to their suppliers to warn them that payment will be delayed.

Dear Herr Schubert

I am sorry that we were not able to clear your November statement (1) ... €5,850 and December invoice, No. 7713, (2) ... \$1,289. We had intended to pay the statement as usual, but a large cash shipment (3) ... one (4) ... our customers (5) ... Australia was part (6) ... the cargo destroyed (7) ... the fire (8) ... *the Tippa* when she docked (9) ... Bombay (10) ... late November.

Our insurance company have promised us compensation (11) ... the next few weeks. Once we have received this, the account will be paid (12) ... full.

We feel confident that you will appreciate the situation and hope you can bear (13) ... us (14) ... the matter is settled.

Yours sincerely

b) Request for an extension. In this letter the customer asks for his bill of exchange to be extended for another sixty days.

Dear Mr Bishkin

I regret to inform you that I will not be able to meet my bill, No. BH 7714, (1) ... \$ 35,498.00 due (2) ... 6 June.

My government has put an embargo (3) ... all machine exports (4) ... Zurimba, and consequently we have found ourselves (5) ... temporary difficulties as we had three major cash consignments (6) ... that country. However, I am (7) ... present discussing sales (8) ... these consignments (9) ... two large Brazilian importers, and am certain that they will take the goods.

Could you allow me a further 60 days to clear my account, and draw a new bill (10) ... me, with interest (11) ..., say, 6% added (12) ... the extension (13) ... time.

I would be most grateful if you could help me (14) ... this matter.

Yours sincerely

Exercise 7. Complete this second reminder from Timeright Watches plc to L Leblanc (63 rue des Arbres, Dieppe, France) concerning the non-payment of the account sent on 31 July. (Amount: \$4275; first reminder sent 1 September.)

Timeright Watches Plc
Time House
Fell Road
Manchester M6 8LK

Tel: (061) 836142
Telex: 66 33 21

L Leblanc
(1)
.....
.....
(3)

Your ref:
Our ref: MJ/DL
(2)

(4)

On (5) According to our records (6)
.....

Please give this matter (7)

Yours (8)

H Hewman

H HEWMAN
Chief Accountant

Enc: 1

Exercise 8. Use the following notes to compose three letters requesting payment.

a) The first request.

We / enclose / copy / statement / dated 1 April / £8825.04. We / remind / terms / 30 days. We / pleased / you / arrange / early settlement. If you / settled the account / last few days / disregard / letter.

b) The second request.

10 May / we / remind / you / April account / £8825.04 / not settled. According / our records / we / not received payment. I / enclose / copy / statement. Give / matter / immediate attention / let / have / remittance / by return.

d) The third request.

We / sent / two reminders / April account / £8825.04 / not received / remittance or explanation / account / not settled. We / regret / inform / you / settle the account / 10 August / we / forced / place the matter / the hands of our solicitor.

Exercise 9. Translate the following letters requesting payment into English.

a) The first request.

Шановні панове!

Наш кредитний відділ повідомив мене, що Ваш рахунок прострочено. Оскільки ви є одним найшановніших наших клієнтів, ми хочемо запропонувати Вам можливу допомогу. Ми знаємо, що причиною балансових заборгованостей за рахунками здебільшого є канцелярські помилки. Тому, якщо вам необхідний додатковий час для впорядкування Вашого балансу, просимо зв'язатися з нами. Вам буде надано додатково 20 днів для погашення балансової заборгованості за Вашим рахунком.

Ми додаємо копію нашого рахунку-фактури від 5.02.11 на суму \$5.320. Однак, якщо ви вже відправили переказ, просимо ігнорувати це нагадування.

Дякуємо за співпрацю.

З повагою

b) The second request.

Шановні панове!

Наші фірми співпрацюють довгий час. Тому ми не можемо зрозуміти, чому Ви не відреагували на наш лист від 5.05.11, у якому ми нагадали Вам, що Ваш рахунок за лютий на \$5.320 все ще не оплачено.

Ми були б вдячні, якби Ви здійснили оплату в найближчий час. Однак, якщо ви маєте якісь труднощі, що перешкоджають оплаті за вказаним

рахунком, просимо повідомити нас про присини.

Просимо Вас терміново приділити увагу цьому питанню, оскільки ми б дуже хотіли зберігти доброзичливі стосунки, що існують між нами протягом стількох років.

Сподіваємося невдовзі отримати від Вас відповідь.

З повагою

c) The third request.

Шановні панове!

Усі наші намагання розв'язати проблему в дружній спосіб зазнали невдачі. Ми неодноразово повідомляли Вас, що Ви так і не погасили балансову заборгованість за Вашим рахунком у розмірі \$5.320.

Хоча ми й засмучені необхідністю вживання таких заходів, ми не маємо іншого виходу, крім того, щоб терміново розпочати судовий процес. Ваш рахунок передано нашому юристу.

З повагою

UNIT 2

FORMS OF CREDIT

1. Stating intention

We intend to increase our regular orders with you.

State your intention to do the following:

- 1) move your offices to the city center;
- 2) reduce your monthly orders by 35%;
- 3) offer a 20% discount to all new customers;
- 4) increase you export markets;
- 5) export some of your business machines to the USA;
- 6) increase your supplies of stationary;
- 7) develop your trade with North America;
- 8) send your agent to inspect the goods;
- 9) extend your market to include Northern Europe;
- 10) place the matter in the hands of your lawyers.

2. Giving opinions

We consider that / In our opinion the credit limit you propose is appropriate.

Give opinions on the following topics:

- 1) price quoted / far too high;
- 2) proposed delay in delivery / not acceptable;
- 3) insurance cover / totally inadequate;
- 4) financial position / very strong;
- 5) credit limit proposed / appropriate;
- 6) quality / unacceptably low;
- 7) delivery terms / acceptable;
- 8) discount granted / quite small;
- 9) financial reliability / doubtful;
- 10) credit facilities offered / acceptable.

3. Agreeing to / granting a request

We are willing to agree to / We are prepared to grant the credit arrangements.

Agree to the following requests:

- 1) for a two months' extension of credit;
- 2) for an additional discount of two per cent;
- 3) for an additional charge of £250;
- 4) for a three-week delay in dispatching the goods;
- 5) for monthly terms payment against statement within 60 days;
- 6) for the proposed trading terms;

- 7) for a credit limit of up to £2,000;
- 8) for a 2-year guarantee on all your products;
- 9) for a cash discount of 3 per cent;
- 10) for a transaction.

4. Refusing a credit

We are (unfortunately) unable to agree to your request for ... (credit).

Refuse the following requests:

- 1) Could you increase our credit limit to £3,000?
- 2) Could you give us an additional discount of 2%?
- 3) Could you bring forward the delivery date to 20 March?
- 4) Could you grant us monthly terms?

Exercise 1. Read this letter requesting credit, and fill in the blanks with the correct verb taken from the list below.

began

had been established

has passed

have been cleared

have been trading

may be approached

place

would be settled

D. L. Cromer Ltd
 Central Trading Estate
 Staines
 Middlesex TW19 4UP
 12 May 20____

The Sales Manager
 Antonio Medina S.L.
 C/Sagasta 1156
 Barcelona 08317

Dear Mr Medina,

We (1) ... with you for the past year and during that time our accounts (2) ... by letter of credit. However, when we (3) ... our association with you, you mentioned that once a business relationship (4) ... our accounts (5) ... by 60-day bill of exchange, documents against acceptance. We feel that sufficient time (6) ... to allow this arrangement to be effected.

Please let us know before we (7) ... our next order, if these new payment terms are acceptable.

I enclose details of two referees, who (8) ... should you require trade references, and look forward to hearing from you.

Yours sincerely

David Arnold

David Arnold

Accountant

Encl.

Exercise 2. In the following sentences, the word in italics is not very appropriate for formal correspondence. Choose a more suitable alternative from the list.

acceptable **competitive** **confidential** **elapsed** **inform**
overdue **promptly** **request** **settle** **sufficient**

1. Thank you for forwarding the documents so *quickly*.
2. We feel that *enough* time has *passed* for you *to pay*.
3. I am writing to *ask for* open account facilities.
4. We remind you that this information is highly *secret*.
5. Your quarterly settlement is three weeks *late*.
6. We are pleased *to tell* you that the credit facilities you asked for are *fine*.
7. Our prices are very *low*.

Exercise 3. Complete the following request for a credit with the correct prepositions.

BASIL BUSH LTD

81 Kingsway, Swindon SN1 6YT

Accounts Department
Eric Olsen Ltd
17 Olaf Street
Malmo
Sweden

Your Ref:
Our Ref: AB /YH

10 December 20____

Dear Sirs

We have now been purchasing goods (1) ... you (2) ... nearly 18 months. (3) ... the coming year we intend to increase our regular orders and will probably double the volume (4) ... our business (5) ... you.

Our present method (6) ... payment is (7) ... letter of credit. However, (8) ... the proposed increase (9) ... business this will become inconvenient, therefore we would like you to supply us (10) ... monthly terms, payment (11) ... statement (12) ... 30 days.

As references we can offer Waterson & Roberts Ltd (13) ... 7 Bridge Street, Bolton, (14) ... whom we have traded (15) ... six years, and our bankers, Lloyds (Swindon Branch).

We look forward (16) ... receiving your early reply.

Yours faithfully

A Bush

Managing Director

Exercise 4. Complete this letter from a customer asking for monthly terms and offering two references. He has been importing goods from M Browning Ltd for two years and expects to treble his volume of business in the coming year.

H. EDUARDO, *da Alegna Street,*
Lisbon, Portugal

M Browning Ltd
22 Oak Lane
Maidstone
Kent KL6 1HD

Your ref:
Our ref: HE / mn

19 February 20____

Dear (1)

We (2) goods from you (3) In the coming year we intend to (4) and will probably treble (5)

Currently we are paying by Irrevocable Letter of Credit. However, as we are proposing to (6) our business we (7)

As (8) and (9)

We (10)

Yours (11)

H Eduardo

H EDUARDO

Managing Director

Exercise 5. Use the following notes to compose a letter granting credit.

Dear Mr Bush

Thank you / letter / 10 June / requesting monthly credit terms payment / statement / 30 days.

We / willing / agree / these credit arrangements / can start immediately. The credit limit / any one time / \$5,000.

We look forward / supplying / orders / coming year.

Yours sincerely

Exercise 6. Use the following notes to compose a letter refusing credit facilities.

Dear Mr Bush

Thank you / letter / 10 December / requesting monthly trading terms.

We / pleased / learn / you intend to increase the volume / your business with us / but / we / unfortunately / unable / agree / your request for credit. We / review the matter / six months' time. Until then / ask you / continue the present method of payment.

Yours sincerely

Exercise 7. Translate the following letters requesting credit facilities into English.

Шановні панове!

Ми є Вашими діловими партнерами вже більше трьох років і завжди своєчасно сплачуємо рахунки.

Тепер ми проводимо розрахунки аккредитивом. Тому ми звертаємося до Вас із проханням надати нам відкритих термінів платежу, а саме тримісячного періоду оплати після подання щоквартального витягу з рахунка.

Ми вважаємо, що можемо розраховувати на отримання короткотермінового кредиту, зокрема у зв'язку з тим, що ми маємо намір ближчим часом розмістити у Вашій фірмі велике замовлення.

Розраховуємо на Вашу позитивну відповідь.

З повагою

UNIT 3

ASKING ABOUT CREDIT RATING

1. Letters of introduction, testimonials, and references usually begin with sentences like these:

I have known Paul Snow for five years.
We have traded with A. L. Ciano for ten years.

Answer the questions below:

- 1) Do you know J. A. Nelson? (Yes / two years)
- 2) Do you do business with Arletti Motoparts? (Yes / a long time)
- 3) Do you trade with Hans Pollmann? (Yes / ten years)
- 4) Do you record your bad debts with other companies? (Yes / six months)
- 5) Do you sell your products to A. R. Racine? (Yes / three months)
- 6) Do you correspond with John Mackintosh? (Yes / more than a year)
- 7) Do you demand bank references? (Yes / five years)
- 8) Do you buy from Wilson's? (Yes / three years)
- 9) Do you send references through your bank? (Yes / five years)
- 10) Do you know G. A. Gonzalez? (Yes / many years)

2. When you mention the first time you knew or did something, you use the word 'since'.

I have known Paul Snow for five years.
I have known Paul Snow since we were at school / 1974 etc.

Write sentences in this way for the following:

- 1) Do you trade with ICI? (Yes / 1996)
- 2) Do you correspond with Luisa Jensen? (Yes / the beginning of last year)
- 3) Do you do business with Arletti Moioarts? (Yes / last year)
- 4) Do you know Peter Robinson? (Yes / we worked together at International Cars)
- 5) Do you demand bank references? (Yes / we had a lot of bad debts recently)
- 6) Do you buy your materials from Nettleton's? (Yes / 1990)
- 7) Do you know A. B. Bussan? (Yes / last year)
- 8) Do you demand quarterly payments? (Yes / 1995)
- 9) Do you work with Johnson's Ltd? (Yes/1993)
- 10) Do you know Mohammed Rozali? (Yes/1996)

3. Notice how you write about people you knew in the past, or things you did in the past. If you say:

We traded with A. L. Ciano two years ago.

this means that you do not trade with them now.
Make sentences in the past, using the word 'ago'.

- 1) Do you send personal references? (No / two years)
- 2) Do you work for the Personnel Department? (No / five years)
- 3) Does he work for the Personnel Department? (No / six years)
- 4) Do they trade with Arletti? (No / ten years)
- 5) Does she buy from Johnson's? (No / three years)
- 6) Does he demand bank references? (No / a year)
- 7) Does he correspond with Nettleton's? (No / four years)
- 8) Do they do business with Ciano? (No / six months)
- 9) Do they buy from ICI? (No / seven years)
- 10) Does he work for you? (No / two years)

5. Notice the sentence you use when you make a strong recommendation:

I have no hesitation in recommending Paul Snow for the job.

Recommend someone or something in this way.

- 1) Alain Goddard / job as Sales Representative;
- 2) him / post advertised in the 'Guardian';
- 3) Harold Robinson / any position which requires initiative;
- 4) her / job as secretary;
- 5) Ingrid Dieters / job as telex operator;
- 6) John Mitchell / position as financial assistant;
- 7) Giulia Antonioni / job as bilingual secretary;
- 8) him / position in your Production Department;
- 9) Michael Hathaway / agency service in Manchester;
- 10) Jan Andersen / job as translator.

6. Asking for a reference. Notice how you ask a business or a bank for a reference:

We would like you to enquire into Ciano's credit status on our behalf.

Ask someone to enquire on your behalf for these:

- 1) Arletti Motoparts' record;
- 2) Nettleton's financial standing;
- 3) PNG's credit status;
- 4) A.G. Rosi's record on punctual payment;
- 5) Johnson's suitability as suppliers.

7. Requesting an opinion

We should be extremely grateful if you would give us your opinion of ... (their financial reliability).

Request an opinion on the following:

- 1) the respectability and standing of the above-named company;
- 2) the samples we sent you;
- 3) the company's financial reliability;

- 4) the company's credit standing;
- 5) the applicant's experience;
- 6) the applicant's professional qualities;
- 7) the company's trade policy;
- 8) the company's business prospects;
- 9) prospects of your market expansion;
- 10) prospects of raising the credit limit of the above-mentioned company.

8. Guaranteeing confidentiality

Any (information) ... that you provide will, of course, be treated as strictly confidential / in strictest confidence.

Guarantee confidentiality for the following:

- | | |
|-----------------------|--------------------------|
| 1) details; | 6) personal information; |
| 2) documents; | 7) commercial papers; |
| 3) plans; | 8) business data; |
| 4) papers; | 9) business letters; |
| 5) financial details; | 10) securities. |

9. Response to a first request: writing to ask for a reference on behalf of another individual or company.

We have been asked by Johnson's to enquire into the credit status of Ciano's.

Write sentences similar to the above for these:

- 1) Andretti Motoparts asked us. We want to know about the possibility of prompt payment.
- 2) AMI asked us. We want to know the financial standing of Smith's.
- 3) Hans Jensen asked us. We want to know about the credit status of Nettleton's.
- 4) John Martin asked us. We want to know about Standard
- 5) Alain Goddard asked us. We want to know about the credit position of Johnson's Pharmaceuticals.

10. Notice the use of the word 'whether':

We would like to know whether Johnson's can pay promptly or not.

Write sentences similar to the above for these:

- 1) Is M. R. Peterson's credit status good or not? We would like to know.
- 2) Does I.N.G. Ltd. have a good reputation or not? We would like to know.
- 3) Can you give him a reference or not? We would like to know.
- 4) Do they have a good financial standing or not? We would like to know.
- 5) Can you give us any information about this or not? We would like to know.

11. Notice how you describe your experience of an individual or a company:

We have found them to be reliable and prompt.

Make sentences similar to the above for these:

- 1) They are trustworthy. That is our experience of them.
- 2) They are reliable, but unpunctual. That is our experience of them.
- 3) They are competent. That is our experience of them.
- 4) They are progressive and reliable. That is our experience of them.
- 5) Their credit position is satisfactory. That is our experience of them.
- 6) They are energetic and responsible. That is our experience of them.
- 7) He is intelligent. That is our experience of him.
- 8) The company's financial position is sound. That is our experience of them.
- 9) They are reliable, although they sometimes incur bad debts. That is our experience of them.
- 10) The company is unreliable and unpunctual. That is our experience of them.

Exercise 1. Use the words below to complete these letters from a referee.

balances	in arrears	of (limited etc.) value
by law	in confidence	of good character
confidence	in contact with	on average
credit-worthiness	in relation to	statements
customer	information	up-to-date
due	limit	

a)

British Suppliers PLC

Hoxteth House, Wrights Way, Glasgow G12 800

The Sales Manager
Antonio Media S.L.
C/Sagasta 1156
Barcelona 08317

27 May 20____

Dear Mrs Gómez

I refer to your letter of May 18 concerning the (1) ... of D. L. Cromer Ltd.

The company has been a (2) ... of ours for a number of years, and although their credit (3) ... has not reached the level you mentioned, we have found that they always cleared their (4) ... on the (5) ... dates, settling them on quarterly (6) ...

We trust you will treat this (7) ... in the strictest (8) ...

Yours sincerely,
G. MacFee

Credit Controller

b) Write the letter from Patricia Gomez to Mr Arnold, informing him that the references are favourable and offering him the credit facilities he requested.

Dear Sirs

We have been (1) ... our bank by telex. They have provided us with (2) ... information, as our knowledge is a few months old.

We have found Roberts Chemicals to be reliable, although they have been (3) ... on three occasions in the past two years. The amount they owed us was, (4) ... £1,500. They owed us quite a substantial amount for one month, but they repaid it quickly. However, the amount they owed was large (5) ... their turnover. The Director of Roberts is a man (6) ... whom we have known for many years.

We consider it better to post a reference to you, as a letter of introduction would be (7) ... since we could not criticize any bearer in it. Since the details of this letter must be accurate (8) ... we must ask you to receive this information (9) ... We give the information in good faith, but we can accept no responsibility.

Yours faithfully

Exercise 2. Complete the following letters requesting and giving reference with the correct prepositions.

a)

Dear Mr MacFee

We are writing (1) ... you (2) ... the recommendation (3) ... Mr David Arnold, the accountant (4) ... D.L. Cromer Ltd, (5) ... Staines, Middlesex. He advised us to contact you as a referee, concerning credit facilities, which his company has asked us (6) ...

Could you confirm that the company settles (7) ... due dates, and is sound enough to meet credits (8) ... (9) ... to £5,000 (10) ... transactions. We would be grateful (11) ... a reply (12) ... your earliest possible convenience.

Yours sincerely

b)

Dear Mr Mainz

I am replying (1) ... your inquiry (2) ... 20 December 20____ (3) ... which you asked (4) ... J. H. Heath Ltd (5) ... Hanly, England.

We contacted them yesterday and they confirmed that they wanted us to act as their referees, and I am pleased to be able to do so.

The firm has an excellent reputation (6) ... England (7) ... both service and the way they conduct their business (8) ... their associates (9) ... the trade. We have traded (10) ... the company (11) ... monthly terms (12) ... three years and they have always settled their accounts promptly. We consider that the credit limit you propose is appropriate.

We hope that this information will be (13) ... assistance (14) ... you.

Yours sincerely

Exercise 3. Complete this letter from Waylink PLC giving a credit reference for John Walsh Ltd, 217 Houndean Way, Manchester MN7 2CY. You've done business with them on monthly terms for four years and they've always settled accounts on time. You feel a credit limit of £3,000 is appropriate.

WAYLINK PLC

212 East Lane, Southend, Essex, SM6 2BL

L Pirelli
162 Via S. Maria Antica
Pisa
Italy

Your ref: MP / sb
Our ref: MW / dp

17 July 20____

Dear (1)

Thank you for your letter of 10 July (2) John Walsh Ltd.

We have traded with the company (3)

We consider (4)

We hope that (5)

Yours (6)

M Wells

M WELLS

Accounts Director

Exercise 4. Complete the letter below. M L Lewis have asked for a credit reference for S Miguel (of Libson). Say he has frequently been late with payments and advise against credit.

Fuller Foods plc.

21 Highway Estate, Lancaster LA6 2LH

M L Lewis Ltd
16 Carlton Way
Exeter

Your ref: HE/fc
Our ref: MB/cf

Devon LM6 4DH

16 July 20____

Dear (1)

Thank you for your letter of 10 July asking (2)

We have done business with Mr Miguel on monthly terms for two years but (3)

..... We advise (4)

The information (5)

Yours sincerely

M Bradbury

M BRADBURY

Director Accounts

Exercise 5. Write a letter from M L Lewis Ltd (address in the letter above) to Mr S Miguel (63 Rua de Belem, Libson, Portugal). Refuse his request for monthly terms but say you are prepared to review the position after twelve months. Currently he pays by Letter of Credit.

Exercise 6. Write a letter asking for a reference, using the following words and phrases:

Dear Sirs

A.J. Rankin Calculators Ltd.

Your name / given / us / as a referee / the above firm. We understand / they / traded / you / many years. We / obliged / you / inform us / their financial standing. We / like / know / they / reliable and punctual / their payments. Our trade / them / for £25,000.

Your reply / treated / strictest confidence.

We enclose / international reply coupon / your answering letter.

Yours sincerely

Exercise 7. Write a reply, giving a reference.

Dear Sirs

A.J. Rankin Calculators Ltd.

(Private and Confidential)

A.J. Rankin / traded / us / more than seven years. We / found / them / reliable and punctual / payment. We / no hesitation / recommending A.J. Rankin. We / see / their / businesses / expand / the beginning. They / capable / paying / debts of £25, 000.

We offer this / information / confidence and good faith. We / accept / no responsibility / Rankin.

Yours sincerely

Exercise 8. Take your partners letter and write to one of the references he has given. Ask whether they feel £10,000 is a reasonable credit limit. Say that you are particularly concerned about whether your partner's company settle their accounts promptly.

UNIT 4

MEMOS

Exercise 1. Due to a malfunctioning word processor, the following three memos have been mixed up. Their subjects are:

- 1) Introduction of shiftwork
- 2) Annual audit
- 3) Pension scheme

Rearrange the paragraphs from the three memos.

<p style="text-align: center;">HALLIWELL & FISHER PLC 518 MARYLEBONE ROAD</p> <hr/> <p style="text-align: center;">MEMO</p> <p>To: All Staff From: Personnel Officer Date: 10 January 20____ Subject: Introduction of _____</p> <p>_____</p> <p>a _____ b _____ c _____ d _____ e _____ f _____</p>	<p style="text-align: center;">NATIONAL STORES PLC 518 MARYLEBONE ROAD LONDON W1B 3MC</p> <hr/> <p style="text-align: center;">MEMO</p> <p>To: All Staff From: Personnel Officer Date: 11 June 20____ Subject: Pension scheme</p> <p>a _____ b _____ c _____ d _____ e _____ f _____</p>
<p style="text-align: center;">NATIONAL STORES PLC 518 MARYLEBONE ROAD LONDON 3MC</p> <hr/> <p style="text-align: center;">MEMO</p> <p>To: All Staff From: Personnel Officer Date: 15 February 20____ Subject: Annual audit</p> <p>a _____ b _____ c _____ d _____ e _____ f _____</p>	

1. Please see your supervisor or department manager to find out which shift you will be working on for the first month. Another memo will be circulated next week, explaining a bonus scheme which will be introduced as part of the new arrangement.
2. The pension scheme will only affect those members of staff who were employed on or before 1 January 20____. Employees who joined after that date will be

included in the scheme as soon as they have completed six months' full-time employment.

3. The annual audit will begin on 1 March 20____.
4. The shiftwork system will affect all employees in this branch of Halliwell & Fischer and will be introduced on a two-shift basis: 06.00 to 14.00 hours, and 14.00 to 20.00 hours. Your department manager will inform you.
5. A contributory pension scheme is to be introduced as from 1 July 20____.
6. The auditors will require offices, which means that some members of staff will be temporarily transferred to other offices in the building.
7. Deduction of contributions to the scheme will start in the month ending 28 July 20____.
8. All production staff, supervisors, and factory managers will be involved.
9. The booklet should explain the scheme clearly, but if there is anything you do not understand, or if you are already in a pension scheme that might be affected by this plan, please inform your department manager as soon as possible.
10. If there are any problems you would like to discuss before the auditors arrive, please contact your department manager.
11. Members of staff who join the pension scheme will contribute 6% of their gross monthly salary. The contributions will go towards a retirement benefit plan which at 60 will offer a pension of 70% of gross salary.
12. The annual audit will begin on 1 March and should take about three weeks.
13. Please see either your supervisor or department manager for further information on what materials the auditors will want to see.
14. A shiftwork system is to be introduced next month.
15. If you have any problems with your shift allocation please contact your supervisor or department manager.
16. The audit will affect all branches of the company. Staff will be expected to explain the loss of any equipment or damage to it.
17. The scheme will take effect from 1 February 20____.
18. Everyone included in the scheme will receive a booklet, PP301, giving details of how the pension plan will work and what benefits they / their beneficiaries will receive. Two copies of a contract will also be enclosed. You should sign both copies, and return one to your department manager before 21 June 20____. Please keep the other for your own records.

Exercise 2. Read the following memo and choose the best words from the options in brackets.

NATIONAL STORES PLC

518 MARYLEBONE ROAD
LONDON W1B 3MC

To: All Staff
From: Personnel Officer
Date: 15 February 20 ____
Subject: Staff discounts

We intend to introduce a staff discount (*project / scheme / proposal*) on February 15 for everyone working for the company.

The discount will be fifteen per cent (*minus / less / off*) the retail price of any (*objects / pieces / items*) in the store.

When purchases are (*made / done / bought*), staff must (*keep / guard / save*) receipts of anything they have bought until after exit security (*checks / controls / searches*) have been made. It would also be (*essential / important / advisable*) for staff to keep receipts for three months after purchase to (*demonstrate / test / prove*) when and where the item was bought.

If you have any (*questions / misunderstandings / enquiries*) see your manager or supervisor who will be able to help you.

Exercise 3. Below you will see a memo on redundancies. Put the correct word or phrase in each blank. Choose from the following list. Use each item once only.

affected
consolidation
early retirement
following

run at a loss
stagnation
voluntary redundancy
with regret

workforce

Prince of Wales Road
Sheffield
S9 4EX

L. Franksen plc

Memo

To All employees
From The Chief Executive
Date 15 July 20____
Subject Cutting output and redundancies

(1) ... the meetings last week I am writing to confirm that, (2) ... , we have to announce a 10% reduction in the (3) The reason is that rising production costs and a fall in demand for our products have caused the company to (4) ... for the past three years. The fall in demand is a result of continuing (5) ... in the industrial sector.

We are now, therefore, in a period of (6) ... , during which time we hope that the necessary reduction can be achieved by (7) ... and (8)

Those employees (9) ... will meet individually with their managers over the next two weeks.

Exercise 4. Fill in the missing prepositions in the memo below. This memo is to inform of a takeover of a company.

Bedix Calculators Ltd

BEDIX

To All branches
From J.L.Bedix, Chairman
Date 21 October 20____
Subject Control of Bedix Calculators by Prendall Industries

You are probably aware (1) ... reports (2) ... yesterday's press that Bedix Calculators has been taken (3) ... (4) ... Prendall Industries and is now part (5) ... the Prendall Group.

Details (6) ... the takeover and how it will affect employees will be sent (7) ... everyone (8) ... the end (9) ... the week. However, this memo is being circulated to reassure you (10) ... the following:

1. There will be no redundancies as a result (11) ... the takeover, although there will be some reorganization.
2. Reorganization will take place (12) ... the next year. Prendall intend to expand Bedix Calculators' production (13) ... order (14) ... make us a major electronic component supplier (15) ... their own industries.
3. Salaries and other terms and conditions (16) ... employment will not be affected.
4. Management positions will not be affected, although external consultants will be looking (17) ... our methods (18) ... production (19) ... a view (20) ... improving efficiency.
5. Bedix Calculators will retain its own name and identity, and fulfill all contracts and obligations it was committed (21) ... prior (22) ... the takeover.

Further information will be made available (23) ... supervisors and union representatives (24) ... due course.

Exercise 5. The Accountant in a department store wants to write a memo to staff about procedures for payments by cheque, and wants to remind them what steps they should take to prevent fraud. Read the following list of comments, and decide which points should be mentioned in the memo.

- 1) Staff should carefully match signatures on cheque cards with signatures on cheques.
- 2) The value of bad cheques presented over the past year amounts to £30,000.
- 3) Salespeople should not make all the customers feel like criminals.
- 4) A number of customers pay for goods in cash.
- 5) Cheque cards have expiry dates and limits written on them which need to be examined carefully.
- 6) Supervisors should be contacted if salespeople are unsure about a payment.
- 7) Customers' reactions should be noted for nervousness.
- 8) Cheques should be examined to see that they have been completed properly.
- 9) The banks also lose a great deal of money through cheque fraud.
- 10) The problem of bad cheques cannot be eliminated, but it can be reduced.

Write the memo and cover the following points:

- 1) Say what the problem is.
- 2) Explain what procedures staff should follow.
- 3) Explain what additional precautions can be taken.
- 4) Say what staff should do if they are still in doubt about a cheque.

Exercise 6. Translate the memo below from Russian into English.

Кому:	Усім співробітникам
Дата:	10 травня 20____
Від:	Генерального менеджера
Кас.:	Конфіденційності
Внутр. тел.:	3241

З сумом змушений відзначити, що нещодавно дізнався про декілька випадків порушення конфіденційності. Кожному співробітнику довірена інформація, що необхідна для виконання цього обов'язків, й обговорювати її з іншими людьми як всередині компанії, так і за її межами, немає необхідності. Так, реалізацію деяких наших проектів було поставлено під загрозу зриву через необережні дискусії серед співробітників. Це серйозна проблема і для її вирішення в майбутньому буде вжито суворих заходів.

Джон Паркер

Генеральний директор

Exercise 7. Translate the memo below from Russian into English.

Кому: Усім співробітникам
Дата: 25 вересня 20____
Від: Тоні Браун
Відділ: З набору персонала
Внутр. тел.: 5564

Загальні збори

Повідомляємо, що о 10.00 ранку 5 жовтня 20____ року в конференц-залі на сьомому поверсі відбудуться загальні збори. На зборах виступить Пол Педінгтон, наш генеральний директор, який прибув до нас з коротким візитом. Більш детальну інформацію буде доведено до Вашого відома на наступному тижні. Співробітників, які не зможуть бути присутні на зборах, просимо повідомити про це до 4 жовтня.

Тоні Браун

Секретар

UNIT 5

DIFFERENT KINDS OF MEETINGS

Exercise 1. Complete this paragraph using suitable words and phrases.

Before the Chairperson (1) a meeting he / she should circulate an (2) so that everyone knows what items are to be discussed. At the beginning of the meeting the (3) of the previous meeting are confirmed. Then, those present discuss each (4) on the (5) and try to reach a (6) view. If an issue is important a vote may be taken; those absent may have given (7) to someone present and can therefore vote by (8) In the event of a deadlock the Chairperson may record a (9) so that a decision is made.

Exercise 2. Translate the following document into your native language.

POWER OF ATTORNEY

for _____
 or any one they may appoint in their stead to act on my / our behalf in everything concerning _____

And I / we acknowledge and ratify any act done by the said Appointee in respect of _____

Dated this _____ day of _____ 20____

Exercise 3. Put the quotes (a-s) in the right order according to the report of the meeting (1-19).

1	Sophie <i>welcomed</i> the participants.	a	Let me finish.
2	She <i>checked to see</i> who was present.	b	This meeting is scheduled to finish at ...
3	She <i>opened</i> the meeting.	c	Could I just say something?
4	She <i>stated</i> the main objective of the meeting.	d	Let's go on to the next item.
5	She <i>reminded</i> everyone of how long the meeting was supposed to last.	e	Let me just go over the main points.
6	She <i>asked</i> Toby if he would make notes during the meeting.	f	It's an absolutely great idea. I couldn't agree more.
7	She <i>invited</i> Sebastian to <i>introduce</i> the main issues.	g	Is everyone here?
8	Naomi strongly <i>supported</i> Sebastian.	h	We're running short of time.

9	Rebecca <i>made</i> an alternative suggestion.	i	I think we're in danger of getting sidetracked.
10	Jacob tried to <i>interrupt</i> .	j	Could you lead on this one?
11	But Rebecca wouldn't let him.	k	If I understand you correctly, you're saying that ...
12	Sophie tried to <i>speed up</i> the meeting.	l	That's all for today.
13	She obviously felt the discussion was getting away from the main point.	m	Could you take the minutes?
14	Sophie invited Jamie to <i>contribute</i> .	n	Yes, but I've got another idea.
15	Felix asked Jamie for clarification.	o	Thanks to everyone for coming. I hope you didn't have too much trouble getting here.
16	Sophie <i>summarized</i> the discussion.	p	OK, let's make a start.
17	Then she <i>moved</i> the meeting <i>on to</i> the next point.	q	What do you think?
18	Finally, she <i>thanked</i> everyone for coming.	r	The reason we're all here today is to ...
19	And she <i>closed</i> the meeting.	s	I'm grateful to you all for your time.

Exercise 4. Fill in the blanks with suitable verbs. Use each word once only.

Minutes of the meeting held at the Head Office of Architech Consult on 7 / 2 / 02.

Present

Apologies: Peter Thornborough

Richard Harris (Chairman)

Amanda Bell (Chief Designer)

Donald McGregor (Human Relations)

Jonathon Coe (Accountant)

Wendy Adam (Designer)

Subject

Abidjan design project

The minutes of the last meeting were confirmed.

1. RH (1) the meeting and (2) the importance of reaching a decision on the project.

Each person in attendance was invited to (3) his / her position concerning the feasibility of the work in Abidjan.

2. AB (the initiator of the project) (4) it would be a major contract and (5) that it should be accepted for the following reasons:

- the company would be able to expand into new areas;
- it would enhance the company's reputation;

- it would broaden the expertise of the company's specialists;
- it would open up new international markets.

3. JC (6) that the project was viable for the following reasons:

- the bankers were favourable and ready to provide finance;
- raw materials were cheap and plentiful;
- local labour was inexpensive;
- the level of risk was within acceptable limits.

He (7) that estimates from local sub-contractors indicated that profit margins would be high.

4. DM (8) that there would be difficulties in controlling the project from a distance. Staff would have to spend considerable time abroad supervising progress on site. He also (9) the problems they had encountered with a similar venture in Togo.

5. WA (10) her reasons for opposing the scheme. In her view it had not been thought through sufficiently by the client. She (11) that further research was needed before going ahead.

6. RH (12) the meeting and (13) that he would make the final decision himself after due consideration of the issues.

Exercise 5. These are the minutes of a meeting. Some parts have been left out. Choosing from the words below, complete the minutes.

Action	chairman	Present
Any Other Business	Date of next meeting	Proposer
Apologies	Members	Secunder
chaired	Minutes of the last meeting	subcommittee

(1): Mr Jones (chairman) Ms Perkins Ms Carson
Mr Smith Ms Trueman (secretary)

(2): Ms Green and Mr Brown were unable to attend and sent their apologies

(3): No business remained from the last meeting.

Membership of the Committee

It was agreed that the Production Manager should be invited to become a member of this Committee.

Proposer: Ms Perkins

(4): Mr Smith

Carried unanimously

20____: Development of European markets

A (5) is to be set up to consider ways in which the company can meet the challenge. (6) should be

drawn from the Sales, Publicity and Marketing departments;
Mr Jones will be the (7) of this.

Other developments

After some discussion, it was agreed that Ms Perkins should look into the possibilities of moving some manufacturing operations to Kenya.

(8): Mr Jones
Seconder: Ms Carson
Carried unanimously

Next year's promotional budget

The heads of the Design, Promotion, Sales and Marketing Departments are to form a committee to work on this. The committee will be (9) by Mr Jones and he will notify the people concerned.

(10): Mr Jones

(11): Since there was nothing further, the meeting was adjourned.

(12): The next meeting will be held on 6th March.

Exercise 6. This is the transcript of a meeting held to discuss the possible purchase of a piece of land on which to build a warehouse. Write suitable minutes for circulation to all concerned.

MR TODD Well, thank you ladies and gentlemen for being able to attend this meeting at such short notice. Unfortunately, Alison Moore couldn't make it because she's still in Taiwan. I'm sure we all appreciate that we need to come to an agreement on this matter as soon as possible. Perhaps you could start, Charles, by reminding us of the options open to us.

MR GREEN Yes, we've investigated four sites in all and the position now is that we've narrowed down the number of suitable sites to two, one near Burnsley, the other near Whitly. The others were either too small or too expensive. Both the Burnsley and the Whitly sites are very similar in surface area though the price of the Whitly site is considerably lower.

MR MARSH Well, that is probably because the Whitly site is not so advantageous as far as communications are concerned. In my opinion, access to rail and road routes is too restricted to make it a viable choice.

MRS GRANT I'm sorry but I think the Burnsley site is out of the question. I've actually visited the place myself and the amount of work that would be needed before construction would make it even more expensive. It needs levelling and compacting, it's not enclosed and the surface is unstable.

MR GREEN Are you sure? I thought it could be resurfaced quite easily.

MRS GRANT Not according to the advice I've been given. And there's another thing. There are plans to build a motorway extension to Whitly within the next five

years so in fact there won't be a problem in terms of road transport. Quite the opposite.

MR MARSH Except that it's much farther north. And that would mean extra transportation costs.

MR TODD Well look, I think the next thing is for us to commission a proper survey of the sites and particularly check Sheila's impressions of the Burnsley site. Then the next stage will be to contact a number of contractors and get tenders from them ...

Exercise 7. Cresoil, a large Middle East oil company, has a number of pipelines running throughout the Erbi area, where the government are currently developing a network of roads. Frequent meetings have to be held between representatives of Cresoil, and representatives of the design consultants and construction contractors to discuss problems that arise from the work. Below is the script of one of these meetings which was held at the headquarters of Cresoil. Write suitable minutes for circulation to all concerned.

Present at the meeting were:

Gareth Evans (GE), from Cresoil's Local Liaison Department.

Les Knight (LK), from Emway Incorporated, the design consultants.

Martin Duff (MD), a representative from the construction firm, Bovitt Ltd.

Martin Duff and Les Knight are examining some papers at a table when Gareth Evans comes in and apologises for being late.

GE: Well, I'm glad you could both come. I'm sorry this meeting had to be held at such short notice, but several things have come up that we need to discuss. You both have a copy of agenda. Any objections to the minutes of our last meeting?

MD/LK: No.

GE: Good. So, let's pass straight to the first item, which is the temporary bridge that Emway have proposed to place over the pipelines in Zone C. You should have maps of the area in front of you.

MD/LK: (*looking at maps*) Yes.

GE: Well, in the proposal that we received it's not clear whether there would be any fill under the bridge or just empty space.

LK: There will be empty space.

GE: Oh well, I'm afraid that Cresoil won't accept that type of design. The risk to the pipelines is too great. I suggest that you get on to our Maintenance Department. They'll give you design specifications and tell you exactly what is and what isn't acceptable.

LK: Who exactly should I contact? Phil Edmunds?

GE: No. Get hold of Geoff Davies, he's dealing with it. He's Head of Field maintenance, and his extension number is 340 if you want to phone him.

LK: (makes notes of this) OK.

GE: Now, the next thing is this problem of the lines where Bovitt have been using heavy machinery – two lines in Zone B it is. If you remember, we did ask at our last meeting that you should excavate those lines manually, under our supervision, to check for damage. But as far as I'm aware nothing has so far been done about it.

MD: No, well, you'll really have to write to us officially if you want that done.

GE: In effect we have – the request was minuted in the last meeting and a copy was sent to you, which makes it an official request. Look, those lines have got to come up – you moved that machinery over them and it could have done no end of damage. They've got to be investigated soon.

MD: Yes, all right, we'll get on to it immediately and I'll let you know later today about dates and times.

GE: Good. The next thing then is the drainage ditches in Zone A.

LK: Yes, I've got the plans here. As you can see we're proposing to build two ditches. The first will only be temporary – until we get the main one into operation. Now you can see the routes marked on the map. The temporary ditch runs from here to here – really it just joins up with the two existing drainage systems in the area. But when the new ditch is complete it will replace both those two and the temporary link. Is that clear?

GE: Yes, except that there is nothing on this plan to show how this will affect our lines. Do you have a map which shows those as well, and the distances from the drainage system?

LK: Those are being prepared at the moment and we'll be able to let you have them next week.

GE: Good, and then we'll let you know what action we require to protect the lines. One thing though – in the past year, your company has frequently delayed submitting these drawings and has then asked for approval at very short notice. I hope that won't happen this time – it makes it extremely difficult for us.

LK: Well I'm afraid it's often impossible to submit the drawings a great deal in advance, but there shouldn't be any problems in this particular case.

GE: Good. There is just one thing I'd like to mention about your drawings. We often get quite a lot of drawings on the same project which are never dated or labelled. This makes it very difficult for us to sort out which drawing shows the latest status of the project – what amendments have been made and so on. Do you think that you could arrange for this to be done in future?

LK: Yes, that shouldn't be a problem.

GE: OK then, that's everything on the agenda. Is there any other business that either of you wish to mention?

UNIT 6

MISCELLANEOUS CORRESPONDENCE

INVITATIONS AND REPLIES

1. Inviting

a) Formal

(The Directors) request the company of (Mr Williams) on the occasion of (the twenty-fifth anniversary) at (the Ashohi) on (10 November) at (8.30 p.m.).

b) Less Formal

We are organising (a dinner to mark the twenty-fifth anniversary of our company) and would (very much) like you to attend.

Write sentences as directed.

Invite Mr H Hudson formally or less formally (as indicated) to the following:

1. Reception – Opening of a new factory – Wilton Hotel – 7.00 p.m. – 10 July – Nop Engineering (Formal)
2. Dinner – 10th anniversary of a company (Informal)
3. Dinner – 50th anniversary of P Gover Ltd – Glendower Hotel – 8.00 p.m. – 11 September (Formal)
4. Reception – Visit of Director of Summa Plastics Inc. (Informal)
5. Dinner – 25th anniversary of Walter Hill plc – Malthouse Club – 7.30 p.m. – 15 October (Formal)
6. Luncheon – 20th anniversary of the Playbox Corporation (Informal)

2. Refusing an invitation

a) Formal

(Mr Williams thanks ...) but regrets that he cannot / is unable to attend due to (a prior engagement).

b) Less Formal

Unfortunately I have already agreed (to speak at a conference in Oslo) and will therefore be unable to attend (your dinner).

Refuse invitations to a dinner for the reasons given below. Use formal / informal language as directed:

- | Person | Reason | |
|-------------|---|------------|
| 1. Mr Jones | meeting in Paris | (Informal) |
| 2. Mr Jones | attending a meeting in Manchester at 7.30p.m. | (Formal) |

- | | | |
|-----------------|--|------------|
| 3. MsWatkins | on a business trip to Brazil | (Informal) |
| 4. Miss Slater | attending a meeting in Madrid | (Formal) |
| 5. Mr Robertson | giving a presentation in London to a group
from Japan | (Informal) |

3. Accepting an invitation

a) Formal

(Mr Williams thanks (the Directors) for (their) kind invitation to ... (their ...) and will be delighted / pleased to attend.

b) Less Formal

I would be delighted to attend (your party on ...)

Accept the following invitations (formally or less formally, as indicated) received by Mr Rook:

- | | |
|--|---------------|
| 1. Dinner – Cumberland Hotel – from Directors of International Clocks Inc. | (Formal) |
| 2. Reception – 21 July – Paris Club | (Less formal) |
| 3. Luncheon – Taj Hotel – the Directors of The Metal Company | (Formal) |
| 4. Dinner – Ambassador Hotel – 3 June | (Less formal) |
| 5. Dinner – Globe Restaurant – Mr C Turk | (Formal) |

Exercise 1. Complete the letter to Dr Stimic by choosing the right word (**a-d**) for each of the gaps (**1-10**).

- | | | | | |
|----|--------------------|------------------|---------------|------------------|
| 1 | a) keyhole | b) keynote | c) turnkey | d) keyboard |
| 2 | a) conference | b) exhibition | c) trade fair | d) party |
| 3 | a) seminar | b) workshop | c) session | d) paper |
| 4 | a) Tests | b) Tendencies | c) Trends | d) Subjects |
| 5 | a) plenary session | b) whole session | c) big talk | d) split session |
| 6 | a) crowd | b) spectators | c) onlookers | d) audience |
| 7 | a) commission | b) royalty | c) fee | d) pay |
| 8 | a) aids | b) equipment | c) material | d) helps |
| 9 | a) pavilion | b) shop | c) stand | d) floor |
| 10 | a) market | b) fair | c) forum | d) exhibition |

Dear Dr Stimic

We would like you to be the (1) ... speaker at our next international management (2) We would like you to give a forty minute (3) ... on the subject of (4) ... in International Management in the Nineties. This will be the subject of the (5) ... which will open this annual five-day event. The (6) ... will be composed largely of senior managers and management consultants. We should like to propose a (7) ... of \$1.000 for your talk plus expenses.

If you are happy to accept, I should be grateful if you would let me know what (8) ... you will need for your talk. In addition, I am pleased to be able to offer your company, Stimic Consultants, a discounted rate for a (9) ... in the conference (10) ...

I hope you will be able to accept our invitation and I look forward to hearing from you soon.

Yours sincerely



Jerrv A. Poborsky

Secretary General

Association of International Executives

Exercise 2. Complete a formal invitation below by choosing the right word for each of the gaps.

informal

on the occasion

R.S.V.P.

request the company

The Directors of the
Thai Motor Corporation

(1) ... of Mr C. Williams

(2) ... of the twenty-fifth anniversary
of the foundation of the company at the Ashohi
Club, Bangkok on Monday, 10 November 20____ at
8.00 p.m. for dinner at 8.30 p.m.

(Dress – (3) ...)

(4) ... Man Tu, Thai Motor Corporation,
11 Thong Road, Bangkok, Thailand.

Exercise 3. Write a very formal reply to the above invitation accepting it.

Exercise 4. Read the following invitation from the German Chamber of Commerce and the reply to it, and then choose the best words from the options in brackets.

a) Dear Mr Boldt,

We (*wish / want / would like*) to invite you to our annual dinner on 15 February and (*wonder / ask / demand*) if you would consider being one of our guests (*announcers / speakers / talkers*).

The theme we are promoting this year is the Single European Currency, and we would (*admire / like / appreciate*) a contribution from your field of manufacturing how this would (*afflict / affect / alter*) you and your colleagues' enterprises. Please (*let / leave / make*) us know as soon as possible if you are able to (*arrive / attend / assist*).

(*Inside / Enclosed / Within*) you will find a formal invitation (*to / of / for*) yourself and a guest.

Yours sincerely,

Peter Hoffman

Peter Hoffman

Chairman

b) Dear Mr Hoffman,

Thank you for your letter and invitation of 13 January (*requesting / asking / inviting*) Mr Boldt to your annual dinner.

He will be (*content / overjoyed / pleased*) to attend and speak about the effects that parity of currency will have on the costs of (*crude / raw / first*) materials of our industry. He (*expects / awaits / forecasts*) the talk to last about half an hour.

I will send you a transcript next week, and Mr Boldt would (*enjoy / greet / welcome*) any comments or suggestions you care to (*have / propose / make*).

He looks forward to seeing you on February 15 at the (*event / occasion / function*).

Yours sincerely,

Barbara Schroeder

Barbara Schroeder (Mrs)

p.p. Gunther Boldt

Chairman

Exercise 5. Complete the following invitation. Mr Friend is being invited to a banquet to celebrate the 50th anniversary of the Indonesian Import Company. It is to be held at the International Club of Jakarta at 8.15 p.m. (for 9.00 p.m.) on 10 September. Dress will be formal.

INDONESIAN IMPORT COMPANY

182 Serang Road, Jakarta, Indonesia

Mr A Friend
Woolcat Ltd
17 Beech Road
Woodstock
Oxfordshire, England

Your ref:
Our ref: HT / hm

21 July 20____

Dear Mr Friend

We are organising (1) to celebrate (2) and we would (3)
The dinner will be held (4) at (5) Dress (6)

If you require hotel accomodation in Jakarta please (7)

We very much hope you will be able to attend our dinne and (8)

Yours sincerely

HTU

H TU

Managing Director

HOSPITALITY AND THANK-YOU LETTERS

Exercise 6. Complete a thank-you letter below by choosing the right word for each of the gaps.

accurate	easy	high	positive
competitive	future	large	right
critical	guaranteed	mixed	valued
			verbal

Dear Marcelle

I am writing to you to thank you for another year of fruitful co-operation between our two companies You are one of our most (1) _____ customers and we always try to give you as (2) _____ a level of service as possible at an extremely (3) _____ price. We are sure that this is the (4) _____ approach.

This is why we want you to be one of the first to know about our plans to improve our (5) _____ prospects through expansion. We have already invested a (6) _____ sum of money in up-to-date distribution facilities and negotiations for further financing are now entering a (7) _____ stage. The result of all this will be (8) _____ ordering more (9) _____ figures on the status of your orders, and (10) _____ satisfaction for all.

Of course there has been a (11) _____ reaction from some of our newer customers but I am sure that you will be patient with us during the period of transition.

These changes will make a (12) _____ contribution to our continuing partnership and I can assure you that we shall continue to operate by (13) _____ agreement on telephoned orders in the future as we have in the past.

Please contact me if you need more information.

With best regards

Alfredo McKay

Alfredo McKay

Customer Relations Manager

Exercise 7. Complete these letters of appreciation by choosing the right word from the list.

appreciate
extremely helpful

privilege
regards

return the favour
sharing

a) Dear Tim,
It was certainly a (1) _____ to be with you and your friends at the excellent Service Club dinner last night. Tom Powers had a message to give and he gave it superbly.
Thanks ever so much for inviting me!
Sincerely,

b) Dear Mr. Smith:
Just a 'thank you' for being a customer this past year!
We want you to know we (2) _____ the business you have given us, and we hope to continue serving you during the coming year.
With (3) _____ from Hamilton's Heavy Hardware!
Sincerely,

c) Dear Mr. Ronald:
Thank you for attending our meeting last Thursday and for (4) _____ your suggestions based on your long years of experience. Being new, our group found your suggestions and recommendations (5) _____ .

We hope we can (6) _____ by doing something for your group. Please call when we can assist in any way.

Sincerely,

Exercise 8. Translate into English.

a) Шановні панове,
Повідомляємо Вас, що В. Міллер, технічний директор нашої компанії, прибуде до Лондона 2 червня 20____ р., і ми були б вдячні, якби Ви організували для нього відвідування заводу й зустріч з клієнтами під час його візиту.
В. Міллер прибуде рейсом 1342 з Москви о 13:30, і ми також просили б Вас зустріти його в аеропорту и зарезервувати одномісний номер з усіма зручностями в готелі «Савой» на термін 4 дні до 6 червня 20____ р.
Просимо повідомити, що Вам вдалося зробити для прийому цієї особи.
З повагою

b) Шановний пане Сергєєв!
Дякуємо Вам за Вашого листа від 26 жовтня 20____ р., у якому Ви повідомляєте, що В. Міллер прибуде до Лондона 2 червня 20____ р. з метою огляду заводу й зустрічі з клієнтами. Ми зустрінемо В. Міллер в аеропорту о 13:30 2 червня 20____ р. й доставимо його в готель «Савой», де ми забронювали номер на 4 дні до 6 червня 20____ р.
З повагою

c) Шановний пане Іванов!
Тепер, коли мій колега п. В. Міллер і я повернулися до Харкова, ми ще раз хочемо подякувати Вам за ті кроки, які Ви люб'язно зробили з організації ділових зустрічей для нас. Сподіваємося, що під час нашого наступного візиту до Лондона ми зустрінемося з Вами знову.
З повагою

CONGRATULATIONS

Exercise 9. Complete these letters of congratulation by choosing the right word from the list.

accomplishments
congratulate
congratulations

diligent work
earned tribute
hearty

nationwide recognition
rewarding years
steady progress

a) Dear Donald,
(1) _____ on your twentieth anniversary with Fibre Containers.
Your (2) _____ is a result of your many (3) _____, but the one that stands out is your success in getting cooperation from co-workers as well as subordinates.
We would find it difficult, Don, to get along without you. Best wishes for many more (4) _____ with us.
Sincerely,

b) Dear Mr. Miles:
Let me (5) _____ you on winning the Hartford Award! Your leadership in our Industry has long been known to many of us, and I am happy to see you receive the (6) _____ you have earned by your years of (7) _____ .
Best regards,

c) Dear Mr. Ramsey:
My (8) _____ congratulations to you on your election to the presidency of the Western Management Association! Your election is (9) _____ from your colleagues, and is recognition of the outstanding work you have done for the Association and for your profession.
The Association chose the right man in my opinion. Best wishes for success in your new position.
Sincerely,

Exercise 10. Translate into English.

a) Шановний пане Браун!
Сьогодні ми відзначаємо 10-річний ювілей Вашої діяльності у якості керівника заснованої Вами фірми.
Протягом цих років, завдяки Вашим здібностям й продуманим рішенням, що базуються на Вашому великому досвіді, Ваша фірма зайняла вагомі позиції на ринку товарів.
Ми хочемо передати Вам наші вітання, а також побажати подальших успіхів і міцного здоров'я.
Щиро Ваш,
І.І.Іванов
директор фірми
«ІнтеллСервіс»

b) Дорогий Патрику!

Ваши коллеги выражают Вам искреннюю признательность за долгие годы отличной работы и желают долгих лет счастья и здоровья после ухода на пенсию.

Вашим многочисленным друзьям и коллегам будет Вас не хватать. Тем не менее, мы рады, что теперь у Вас будет возможность осуществить давно задуманные планы. Надеемся, что Вы будете держать нас в курсе своих дел.

Мы очень высоко ценили Вас и всегда будем рады Вам.

Искренне Ваш

Саймон Год

Директор

SYMPATHY AND CONDOLENCE

Exercise 11. Complete these letters of condolence by choosing the right word from the list.

grieved
high esteem
quick return

saddened
share
shock

sincere sympathy
time of trouble
well-wishers

a) Dear Al,

Word of your illness just reached me, and I want to wish you a (1) _____ to health.

Your many friends will be sorry to learn that you will be in the hospital for a few weeks. I am sure it helps to know that you have a large group of (2) _____

When you return home I'll be over to see you. In the meantime, please ask Mrs. Jacobs what I can do for her here. I'll be glad to help in any way possible.

I hope the next few weeks will pass quickly and you'll be home again soon.

Sincerely,

b)

Dear Mrs. Appleton,

All of us here at Sear's Lumber are (3) _____ by the death of your president, Andrew Jennings. You have our most (4) _____

Mr. Jennings was a real community leader and served as an example to all of us. His work with the Boy Scouts will long be remembered.

Sincerely,

c) Dear Mrs. Sanders,
We were both (5) _____ to hear of your loss. Mr. Sanders was the one person we could always go to in (6) _____, however slight. He was so warm and wise and understanding.
If there is anything at all we can do to help you, please let us know.
Sincerely,

d) Gentlemen:
I am sure the death of Alien Rogers is almost as great a (7) _____ to the entire accounting profession as it is to the members of your organization.
Few men have been held in as (8) _____ as he was for many years. No man deserved it more.
As a member of our profession, I (9) _____ with others this tragic loss.
Sincerely,

Exercise 12. Translate into English.

a) Дорогая Клио!
Глубоко скорблю о скоропостижной кончине твоего мужа. Прими, пожалуйста, мои самые искренние соболезнования. Скорбим вместе с тобой об этой тяжёлой утрате. Если я смогу помочь чем-либо, пожалуйста, дай мне знать.
С глубоким сочувствием,
Марго

b) Уважаемые дамы и господа!
С глубоким сожалением мы узнали о кончине члена Вашего правления м-ра Мюррея. Мы выражаем Вам наше глубокое сожаление в связи с этой большой утратой.
С уважением

c) Дорогая Клио,
Я очень огорчилась, узнав, что ты лежала в больнице. Думаю, что сейчас ты уже выздоровела. Надеюсь, что ты быстро восстановишь свои силы.
Твоя Марго

HOTEL RESERVATIONS

1) Remember how you write and talk about *including* things like dates, taxes and other charges.

I would like to book a room from the 1st to the 12th of March *inclusive*.

When you write and talk about dates use the word *inclusive*. 'The 1st to the 12th of March *inclusive*' means that you want to stay on the night of the 1st and the 12th so you will be charged for these days. It is necessary to be careful, therefore.

Make sentences to book these:

- 1) A hotel room from the 2nd of October to the 20th. You want to stay in the hotel on the nights of the 2nd and the 20th.
- 2) A hotel room from the 1st to the 8th March. You are arriving on the 1st and leaving on the morning of the 9th.
- 3) You want to hire a car from the 3rd to the 17th of November. You want to use the car on both these dates.
- 4) A hotel room from the 22nd June to the 3rd July. You are arriving on the 22nd of June and leaving on the morning of the 4th July.
- 5) You want to hire a car from the 2nd to the 6th August.

2. Remember how you *exclude* things:

The charge is £16 per night *excluding* / *exclusive of* V.A.T. and service charges.

Reply to someone who asks for the cost of the following:

- 1) A hotel room (£16 per night, but *not* breakfast)
- 2) A hotel room (£54 per week, but *not* meals)
- 3) Hiring a car (£68 per week, but *not* comprehensive insurance)
- 4) Renting a conference room (£25 per day, but *not* service charges)
- 5) Hiring a car at the airport (£65 per week, but *not* delivery charges)
- 6) Dinner (£1.50, but *not* V.A.T.)
- 7) Hiring a car (£10.50 per day, but *not* petrol charges)
- 8) Sending tickets by post (£8.50, but *not* postage)
- 9) Arranging a tour of a factory (£2, but *not* transport to the factory)
- 10) Meals in a restaurant (Usually £10 each, but *not* tips)

3. Ask questions to find out what the cost of something *includes*. For example, a booking clerk has told you that the charge for a room is £18.50 per night. You want to know if there is an extra charge for breakfast. So you ask this question:

Does the (£18.50 charge) *include* breakfast?

Ask similar questions:

- 1) Someone in Reception has told you that the cost of a room is £15 per night. You want to know if there are extra service charges.

- 2) A booking clerk has told you that the room you have reserved is quite large. You want to know if it has a bathroom as well.
- 3) A travel agent has told you that the charge for hiring a car with a car rental company is £67.50 per week. You want to know if V.A.T. is in the £67.50 or if it is extra.
- 4) A travel agent has told you that the cost of the latest AA (Automobile Association) handbook is £8.50, and he is sending it to you. You want to know if £8.50 covers the cost of postage as well.
- 5) A receptionist has told you that the charge for your hotel room is £18 per night. You want to know if part of the £18 is for meals.
- 6) A travel agent has told you that the fare from London to Edinburgh is £36.50 return. You want to know if there is an extra charge for transport from the hotel to the station.
- 7) A car rental firm tells you that the charge per week for hiring a car is £72.50. You want to know if insurance is an extra charge or not.
- 8) A booking clerk has told you that a hotel room costs £16 per night. You want to know if room service is provided for this cost.
- 9) A travel agent has told you that the charge for a hotel room is £68 per week. You want to know if the special rate for bookings of more than three weeks has been deducted or not.
- 10) A hotel booking clerk has told you that meals normally cost about £7.50 in the evening. You want to know if tips and service charges are extra.

4. Inclusions and exclusions in the same sentence.

The charge *includes* V.A.T., but *excludes* tips.

Make similar sentences for these:

- 1) The cost is £8.50. For this cost, you don't have to pay for postage, but you do have to pay for insurance.
- 2) The charge is £16 per night. For this you don't have to pay for breakfast, but you do have to pay for other meals.
- 3) The charge is £72.50 per week. For this you don't have to pay for insurance, but you do not get the special rate for bookings of more than three weeks.
- 4) The suite of rooms is quite adequate. There is a bedroom and a bathroom, but no facilities for business meetings.
- 5) The charge is £25. For this you get regular service, but not the 24-hour room service.
- 6) The charge is £17.50 per night. You have to pay extra service charges, but not V.A.T.

5. Expressing reason (for not providing exact requirements)

(The rooms are) unfortunately (on the second floor) *as* (all our top floor rooms are fully booked for the whole of July).

Give reasons for supplying the following facilities which were not the exact ones asked for:

Facility provided	Reason
1) single rooms	all double rooms fully booked
2) room on the first floor	no bedrooms on the ground floor
3) room only available from 1 April	we are closed from December to March
4) car must be parked in the street	no garage space available
5) room overlooks the industrial estate	all rooms with a sea view fully booked

6. Expressing strong probability

We *expect them to arrive* at the hotel at about 6 p.m.
 They *will probably arrive* at about 6 p.m.
 They *should arrive* at about 6 p.m.

Express the strong probability of the following happening:

1) consignment	arrive on 21 June
2) goods	despatched early next week
3) cost	be approximately £817
4) representative	depart 10 July
5) production	begin next month

Exercise 13. Below you will see parts of two letters concerned with booking hotel rooms for a company. Put the correct word or phrase in each blank. Choose from the following list. Use each item once only.

available	meet	reasonable rates	suitable
brochure	pleasure	require	training
full board	provide	requirements	sessions
hesitate	quotation	single	urge
			without delay

- a) We intend to hold (1) _____ for our sales representatives at the end of May next year and are looking for a hotel which provides (2) _____ facilities. Our (3) _____ are as follows:
- 1 room for lectures capable of seating approximately 50 people
 - 5 smaller rooms for seminars capable of seating 10-12 people
 - 50-60 (4) _____ rooms with bath
- If you can (5) _____ these facilities, we would be pleased to receive your (6) _____ for 3 nights (7) _____ starting with dinner on Tuesday and finishing with lunch on Friday. We look forward to hearing from you.

b) Thank you for your letter of 6th September, inquiring about our conference facilities.

I have enclosed our (8) _____ and price list. As you will see, we should be able to (9) _____ your requirements at what we consider to be very (10) _____.

At the moment our rooms are still (11) _____ for the end of May, but I would (12) _____ you to make your reservation (13) _____ as this is a popular time of the year with many companies.

If you (14) _____ any further information, please do not (15) _____ to contact me.

I hope that we shall have the (16) _____ of welcoming you to our hotel.

Exercise 14. Read the following letter and then choose the best words from the options in brackets.

Dear Sir

I would like to (*book / place an order for / reserve*) a single room with bath from the 21st of September to the 2nd of October (*including / inclusive / included*), for Alain Mancone, our Export Sales Manager. As you know, our executives normally stay at the Eastchester when in London.

We would like you to (*grant / provide / give*) a single room with telephone extension. This is essential. We would like a room (*overlooking / coming out / coming off*) the park, if possible

Mr Mancone will need some reception (*accommodation / conveniences / facilities*), as he will have many business meetings. He would like you to reserve a room for business meetings for the (*length / duration / continuance*) of his stay.

Mr Mancone will arrive on the morning of the 21st September, and is intending to leave in the late afternoon on the 2nd October.

We would like you to (*prove / verify / confirm*) this (*booking / reservation / placing an order*) by return. Please let us know the full (*fee / cost / price*), (*inclusive / including / included*) V.A.T. and service ⁰(*expenditures / expenses / charges*).

We look forward to hearing from you.

Yours faithfully,

LA du Pré

LA du Pré

Exercise 15. Read the reply from the hotel and fill in the gaps with the correct prepositions.

Dear Miss du Pré

Thank you (1) _____ your letter (2) _____ the 22nd August.

We have reserved a room (3) _____ Mr Alain Mancone (4) _____ the period (5) _____ the 21st September (6) _____ the 2nd October, inclusive. The room overlooks the park, and has a telephone extension. The telephone can be connected (7) _____ outside lines, so Mr Mancone can use the telephone to make and receive calls. A reception room will be available daily.

The cost (8) _____ single rooms (9) _____ bath is £16 per night, excluding V.A.T. There will also be a service charge (10) _____ 15 per cent. This price includes breakfast which can be served (11) _____ the guest's room, if desired.

We look forward (12) _____ seeing Mr Mancone.

Yours faithfully,

P.A. Shaw

P.A. Shaw

Exercise 16. Complete the letter from the National Electronics Company of Portugal requesting a reservation at the Willis Hotel for the Managing Director, his wife and the Finance Director. One single and one double room with shower, if possible on the top floor, are needed for the nights of 17 and 18 October. The Managing Director and his party are likely to arrive at about 4.30 p.m. on 17 October.

NATIONAL ELECTRONICS COMPANY OF PORTUGAL

17 Rua do Ouro, Oporto

Willis Hotel
6 Dollis Avenue
London W. 3

Your ref:
Our ref: MR / CF

1 September 20_____

Dear Sirs

Our Managing Director, (1)

Could you please reserve (2) If possible (3) They expect (4)

We look forward (5)

Yours faithfully

M Rodrigues

M RODRIGUES

Personal Assistant to the Managing Director

Exercise 17. Translate the following letters into English.

a)

Уважаемые господа!

Я хотел бы забронировать номер с двухспальной кроватью на трое суток 23, 24 и 25 мая.

Я планирую прибыть 23 мая после обеда уехать рано утром 26 мая. Я был бы признателен, если бы Вы могли отправить подтверждение о получении письма и наличии мест.

С нетерпением жду скорого ответа.

С уважением

Джон Браун

b)

Уважаемая миссис Уайт!

Кас.: Бронирования

Благодарю Вас за Ваше письмо от 24 июня.

Прошу забронировать двухкомнатный номер для меня, моего супруга и двух наших детей в возрасте 4 и 8 лет на 15, 16 и 17 июля (ночлег и завтрак на 3 суток). Насколько я понимаю, стоимость номера и завтрака составляет 45 долларов в сутки плюс НДС.

Я прилагаю чек на сумму 100 долларов в качестве невозвращаемого задатка в случае отказа от брони.

Вероятно, мы прибудем во второй половине дня 15 июля (ближе к вечеру). С нетерпением жду встречи с Вами.

Искренне Ваша

Джо Брайт

c)

Уважаемые господа!

Мой коллега, который недавно у Вас останавливался, порекомендовал нам Вашу гостиницу.

Я была бы Вам признательна, если бы мне сообщили о стоимости трех ночей и завтрака в Вашей гостинице для двух взрослых и двух детей (4 и 8 лет), а также цену полного пансиона. Мы планируем прибыть 15 июля.

Надеюсь на Ваш скорый ответ.

С уважением

Джо Брайт

TRAVEL ARRANGEMENTS

Exercise 18. Put the correct word or phrase in each blank in the letter below. Choose from the following list. Use each item once only.

alternatives

cancellations

carrier

fully booked

local time

Dear Sirs

We regret to inform you that Flight BA 9372 is (1) _____, and there are at present no (2) _____.

We can suggest (3) _____ where there are seats available. The 16.15 flight by (4) _____ Pan American Airways (Flight No. Pa 763) has seats available. There is a TWA service available at 18.45, (Flight No. TW 2377), also. This arrives in New York at 21.35 (5) _____.

There are flights available in the morning, but we presume you would prefer an afternoon flight.

Yours faithfully

Exercise 19. Fill in the gaps with the correct prepositions.

a) Dear Sirs

We would like you to book a seat (1) _____ Flight BA 9372, departing (2) _____ Heathrow Airport, London, (3) _____ 17.30 (4) _____ the 2nd of October, and arriving (5) _____ New York Kennedy Airport (6) _____ 20.05 local time.

The ticket is (7) _____ LONDON (8) _____ NEW YORK only, and the class is Economy. The passenger is Mancone, A. Please confirm the booking as soon as payment is made.

Payment will be (9) _____ cheque.

Yours faithfully

b) Dear Sir

Thank you (1) _____ your letter (2) _____ the 10th September.

We enclose a reservation form which you can complete. You should post it as soon as possible, together (3) _____ a booking deposit (4) _____ £10.

We also enclose an up-to-date brochure. As you can see, there are extra models available (5) _____ group C.

(6) _____ a period (7) _____ two weeks you qualify (8) _____ unlimited mileage, but not (9) _____ any special rates. Full comprehensive insurance cover will cost an extra £2.00 per day, but the charge per week is £12.50. So (10) _____ a period (11) _____ two weeks the extra charge is £25.00.

(12) _____ receipt (13) _____ the reservation form and deposit, we shall make arrangements (14) _____ the car to be available (15) _____ Heathrow Airport (16) _____ 10.30 a.m., 2nd (17) _____ October.

Yours faithfully

- c). Dear Sirs
- We can confirm that two seats, F21 and F22, have been booked (1)_____ the evening prformance (2)_____ MACBETH (3)_____ the Empire Theatre (4)_____ the 28th September.
- (5)_____ receipt (6)_____ payment we shall arrange (7)_____ the tickets to be issued. They will be kept (8)_____ the box office. We shall be pleased to inform the Empire box office (9)_____ the names as soon as you let us know.
- Yours faithfully

Exercise 20. Translate the following letters into English.

- a) Уважаемый сэр!
Кас.: Обслуживания ужина
- Мы ищем ресторан, который мог бы предоставить услуги по обслуживанию ужина, который организуем для нашего персонала вечером 8.
- Я была бы Вам признательна, если бы Вы сообщили, можете ли Вы организовать ужин на 30 персон. Было бы очень хорошо, если бы нам отправили специальное комплексное меню, которое Вы предлагаете в таких случаях, а также сообщили стоимость ужина на человека и условия перечисления аванса.
- С уважением
Джулия О'Брайен
Офис-менеджер

- b) Уважаемый мистер Паркер!
Кас.: Бронирования
- Благодарим Вас за своевременный ответ на запрос касательно ужина для наших сотрудников.
- Просим забронировать столики на 30 человек на ужин 8 марта. Мы выберем блюда из комплексного меню, приложенного к Вашему письму от 27 февраля по цене 10 долларов 45 центов на человека, включая обслуживание и НДС.
- Как было условлено, я прилагаю аванс в сумме 200 долларов. Насколько я понимаю, эта сумма не будет возвращена, если аннулировать заказ менее, чем 10 дней. Доплата будет произведена в конце ужина.
- Мы планируем быть примерно в 7.30 вечера. С нетерпением ждем встречи с Вами.
- Искренне Ваша
Джулия О'Брайен
Офис-менеджер

Уважаемый сэр!

с) Питер Блейк, управляющий директор нашей компании, прибывает с деловым визитом в Лондон, а затем летит в Париж и Осло. Я была бы Вам признательна, если бы Вы забронировали для него один билет на самолет из Великобритании в Париж на 15 марта, а оттуда в Осло на 18 марта. Осуществить перевод оплаты и комиссионных за бронирование билета мы уполномочили наш банк.

Заранее благодарна и буду признательна за немедленное подтверждение моего заказа.

Искренне Ваша

Мэри Смит

Личный секретарь

ESSENTIAL VOCABULARY

UNIT 1

1. account *n.* (*bring an account up to date; outstanding / overdue account*)
2. balance *n.* (*balance in one's favor / of payments; outstanding balance; settle / clear a balance*)
3. bear *v.* (*with*)
4. credit *n.* (*amount of credit; credit history / limit / standing / status*)
5. due *adj.* (*on due date*)
6. embargo *n.* (*enforce / impose / place / put an embargo on*)
7. loan *n.* (*contract for a loan*)
8. overdue *adj.* (*overdue payment*)
9. past due *adj.*
10. record *n.*
11. recover *v.* (*recover the amount*)
12. reminder *n.* (*disregard the reminder*)
13. remit *v.* (*remit payment*)
14. remittance *n.* (*send a remittance*)
15. repayment *n.* (*for repayment*)
16. settlement *n.* (*settlement against statement; achieve a settlement; amicable / full / monthly / peaceful / quarterly settlement*)
17. shipment *n.* (*cash shipment*)
18. statement *n.* (*monthly / quarterly statement; statement of financial condition*)
19. warehouse to warehouse

UNIT 2

1. credit *n.* (*advance / grant credit; credit arrangements / extension / period / rating / record / references / terms; open line of credit*)
2. creditworthiness *n.*
3. creditworthy *adj.*
4. default *v.*
5. department *n.* (*collection department*)
6. establish *v.* (*establish credit / one's reputation with*)
7. insurance *n.* (*insurance cover*)
8. payment *n.* (*payment against statement; monthly / quarterly payment*)
9. reference *n.* (*provide with reference*)
10. reliability *n.* (*financial reliability*)
11. reputable *adj.*
12. respectability *n.*
13. settle *v.* (*settle accounts by monthly (quarterly) statement / on monthly (quarterly) trading terms*)
14. standing *n.*
15. terms *n.* (*trading terms; supply on monthly / quarterly terms*)
16. volume *n.* (*volume of business*)
17. warrant *v.*

UNIT 3

1. arrears *n.* (*be in arrears*)
2. bankruptcy *n.* (*bankruptcy proceedings*)
3. breach *n.* (*breach of confidence*)
4. break *v.* (*break a contract*)
5. character *n.* (*of good character*)
6. depositor *n.*
7. figures *n.* (*sales figures*)
8. law *n.* (*by law*)
9. reciprocate *v.*
10. referee *n.*
11. reference *n.*
12. responsibility *n.* (*accept responsibility for*)
13. sound *adj.*

UNIT 5

1. abstention *n.*
2. action *n.*
3. adjournment *n.*
4. agenda *n.*
5. allot *v.* (*allot time*)
6. AOB *abbr.* (*any other business*)
7. apologies *n. pl.*
8. attendee *n.* (*syn. person in attendance*)
9. attorney *n.* (*power of attorney*)
10. chairperson *n.*
11. circulate *v.*
12. consensus *n.*
13. deadlock *n.*
14. draw *v.* (*up*)
15. facilitator *n.*
16. invitee *n.*
17. meeting *n.* (*adjourn / attend / call / cancel / convene / hold / interrupt / postpone a meeting; general / one-to-one meeting*)
18. minutes *n. pl.* (*take / write up minutes*)
19. motion *n.* (*discuss / second / table a motion*)
20. note taker *n.*
21. observer *n.*
22. order *n.* (*call to order*)
23. presenter *n.*
24. proposer *n.*
25. proxy *n.*
26. ratify *v.*
27. roll call *n.*
28. seconder *n.*
29. timekeeper *n.*
30. vote *n., v.* (*put to / take a vote; casting / proxy vote*)

UNIT 6

1. alternative *n.*
2. book *v.*
3. booking *n.* (*booking fee; direct booking*)
4. cabin *n.*
5. cancellation *n.*
6. class *n.* (*business / economy / first / second class*)
7. comprehensive insurance
8. conform *v.* (*to*)
9. connecting flight
10. couchette *n.*
11. en suite *adj.*
12. entitlement *n.* (*holiday entitlement*)
13. extension *n.*
14. full board *n.*
15. half board *n.*
16. inclusive *adj.*
17. itinerary *n.*
18. reservation *n.* (*reservation form / clerk*)
19. reserve *v.*
20. room *n.* (*double / single / twin room*)
21. season *n.* (*low / peak season*)
22. suite *n.*
23. terminus *n.*
24. ticket *n.* (*single / return ticket*)
25. unlimited mileage
26. vaccination certificate

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