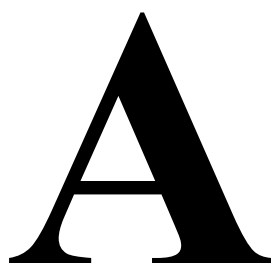


МЕЖГОСУДАРСТВЕННОЕ ОБРАЗОВАТЕЛЬНОЕ УЧРЕЖДЕНИЕ  
ВЫСШЕГО ОБРАЗОВАНИЯ  
«БЕЛОРУССКО-РОССИЙСКИЙ УНИВЕРСИТЕТ»

Кафедра «Гуманитарные дисциплины»

# ДЕЛОВАЯ ПЕРЕПИСКА НА ИНОСТРАННОМ ЯЗЫКЕ (АНГЛИЙСКИЙ ЯЗЫК)

*Методические рекомендации к практическим занятиям  
для студентов направления подготовки  
41.03.01 «Зарубежное регионоведение»  
очной формы обучения*



Могилев 2022

УДК 804.0  
ББК 812.АНГ  
Д64

Рекомендовано к изданию  
учебно-методическим отделом  
Белорусско-Российского университета

Одобрено кафедрой «Гуманитарные дисциплины» «9» марта 2022 г.,  
протокол № 9

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Методические рекомендации направлены на формирование, развитие и совершенствование у студентов умений и навыков делового общения в письменной форме; содержат общие рекомендации по составлению писем на английском языке, стандартные штампы и выражения, а также упражнения, нацеленные на приобретение практических навыков делового письма.

Учебно-методическое издание

ДЕЛОВАЯ ПЕРЕПИСКА НА ИНОСТРАННОМ ЯЗЫКЕ  
(АНГЛИЙСКИЙ ЯЗЫК)

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Подписано в печать . Формат 60×84/16. Бумага офсетная. Гарнитура Таймс.  
Печать трафаретная. Усл. печ. л. . Уч.- изд. л. . Тираж 26 экз. Заказ №

Издатель и полиграфическое исполнение:  
Межгосударственное образовательное учреждение высшего образования  
«Белорусско-Российский университет».  
Свидетельство о государственной регистрации издателя,  
изготовителя, распространителя печатных изданий  
№ 1/156 от 07.03.2019.  
Пр-т Мира, 43, 212022, г. Могилев.

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университет, 2022

## **Тема 1. Правила оформления делового письма**

### **1 Read the texts and answer the following questions.**

- 1 What is business communication?
- 2 What are characteristics of business writing?
- 3 Why is business writing essential for business?
- 4 What is a business letter?
- 5 How does a business letter differ from a personal letter?
- 6 What are the most common types of business letters?
- 7 Why is email so popular?
- 8 What are the major steps in business correspondence?

### **BUSINESS COMMUNICATION**

Business communication is information sharing between people within and outside a company that is performed for the commercial benefit of the country.

One type of communication that is used in the business world is business writing. Business writing is a type of written communication with standard structure, style, grammar and vocabulary. E-mails, letters, reports, press releases, memos, minutes, contracts and agreements are examples of business writing. Written communication is used in cases which require detailed instructions or when something has to be documented.

### **BUSINESS LETTER**

A business letter is a formal means of communication between people or companies. The main purpose of business letters is to exchange information related to business. Business letters are written to inform the reader about something or persuade the reader to do something.

Since the main aim of your letter is to do business, it should be organized in a business-like manner. When writing a business letter, you should always: a) make your letter easy to read and understand; b) state the subject immediately; c) begin a new paragraph for each new idea; d) be sure your ideas are connected in a logical way; e) make it clear to your reader what should be done next.

A letter is a message written on letterhead paper and addressed to someone outside the organisation.

Business letters differ from personal letters because they follow certain rules of composition. The body of the letter is made up of the introduction, middle and conclusion. The introduction opens the letter, establishes rapport and acknowledges any previous correspondence or contact. The middle of the letter contains all details and information. The conclusion outlines any actions and/or information required along with a polite ending.

A business letter may be used to: make initial contact; arrange an appointment or meeting; confirm a verbal agreement; solicit new customers; make an enquiry; place, modify or cancel an order; make a complaint; request payment; acknowledge receipt of goods, information, payment etc.; make an offer; apply for a job; make travel

arrangements etc. So the most common types of business letters are the following: acknowledgement letter; enquiry letter; order letter; complaint letter; apology letter; appreciation letter, etc.

Email has quickly become very popular as it is a quick and reliable means of communication and you have the ability to send attachments and links to documents.

The tone and style of the language used in commercial correspondence are extremely important since they reflect you and your company. Therefore, you should be both concise and polite.

Correspondence between business partners usually follows the pattern below:

One company writes a letter of enquiry asking other companies for a catalogue, product samples etc. The businesses that could be interested in doing business with this company send a reply to the enquiry with the requested information.

The company may write a follow-up letter asking for additional information about the terms of sale, or they may make special requests for discounts, modification of terms etc. Other companies reply by giving more details. If an agreement has been reached and the company is satisfied, they will place an order.

When the order arrives, a reply to confirm receipt is sent, where the time of arrival of the goods and any other necessary information is specified. The company that is going to supply goods prepares an order and then ships the goods. The buyer acknowledges receipt of the order.

The supplier sends an invoice specifying the quantity, the amount and the date due. The buyer makes payment according to the terms agreed upon in the terms of sales. If the buyer is late in paying the amount due, the supplier sends a series of payment reminders, requesting to settle payments.

## **Тема 2. Виды деловых писем**

### **2 Study the following phrases.**

#### *Source of address. Reference to previous contact*

Your name and address were given to us by ... Your company has been recommended to us by ...	Ваше имя и адрес были предоставлены нам ... Вашу компанию нам рекомендовали ...
In response to your advertisement in ..., I am writing to ask if ... Further to our meeting/telephone conversation last week, I am writing to enquire about ...	В ответ на Ваше объявление в ..., я пишу, чтобы спросить, ... В дополнение к нашей встрече/телефонному разговору на прошлой неделе я пишу, чтобы узнать ...
We thank you for sending us ... and we are now writing to enquire about ...	Мы благодарим вас за то, что прислали нам ..., и теперь мы пишем, чтобы узнать ...

<p>During a visit to... I was given... and I am now writing to ask for further information about ...</p> <p>With reference to your offer of December, 15, ...</p> <p>Thank you for sending us ...</p> <p>Further to our meeting at ... on ..., we are writing to.</p> <p>With reference to our previous conversation, I would like to ...</p>	<p>Во время визита ... мне дали ..., и теперь я пишу, чтобы получить дополнительную информацию о ...</p> <p>Ссылаясь на Ваше предложение от 15 декабря, ...</p> <p>Благодарим Вас за то, что прислали нам ...</p> <p>В продолжение нашей встречи, которая состоялась ... (число) ..., мы пишем ...</p> <p>Что касается нашего предыдущего разговора, я бы хотел ...</p>
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### *Reference to enquiry*

<p>Thank you for your letter of ..., enquiring about ...</p> <p>In reply to your enquiry of ... about ..., we ...</p> <p>With reference to your e-mail of ..., regarding ...</p>	<p>Спасибо за Ваше письмо от ..., в котором Вы запрашиваете ...</p> <p>В ответ на ваш запрос ... от ... по поводу ..., мы ...</p> <p>Ссылаясь на Ваше электронное письмо от ... относительно ...</p>
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### *Information about the company's business activity*

<p>We are leading/the largest importers of ...</p> <p>Our company specialises in... and we supply ... across the country.</p> <p>We are a large manufacturing company, based in...</p> <p>I am the Director of...</p>	<p>Мы являемся ведущими/ крупнейшими импортерами ...</p> <p>Наша компания специализируется на ..., и мы поставляем ... по всей стране.</p> <p>Мы являемся крупной производственной компанией, которая расположена в ...</p> <p>Я являюсь директором ...</p>
<p>We have been operating in this market since ...</p> <p>As you know, we have a reputation for ...</p> <p>All our products comply with European standards and have a ... – year guarantee ...</p> <p>... the products you are interested in are all in stock and can be dispatched on confirmation of the order.</p>	<p>Мы работаем на этом рынке с ...</p> <p>Как Вы знаете, у нас репутация ...</p> <p>Все наши продукты соответствуют европейским стандартам и имеют ... – летнюю гарантию ...</p> <p>... товары, которые вас интересуют, есть на складе и могут быть отправлены после подтверждения заказа.</p>

### *Details of request*

Please send us ... We would be grateful if you could ...	Просим прислать нам ... Мы были бы благодарны, если бы вы смогли ...
Would you mind sending us ...? Would you be so kind as to let us know/have ...?	Не могли бы вы прислать нам ...? Пожалуйста, сообщите нам / пришлите нам ...
We are interested in receiving ...	Мы заинтересованы в получении ...

### *Sales terms*

We are pleased to quote as follows: ...	Мы рады предоставить Вам следующее коммерческое предложение: ...
Our prices are quoted... and we accept payment by...	Наши цены указаны (условия) ... и мы принимаем оплату (способ оплаты) ...
We require payment at ... days from receipt of order.	Мы требуем оплаты в течение ... дней с момента получения заказа.
We accept your sales terms.	Мы принимаем Ваши условия продажи.
As specified, we will pay by...	Как указано, мы заплатим (способ оплаты) ...
With reference to..., we would like to request ...	Со ссылкой на ..., мы хотели бы сделать запрос ...
We can guarantee delivery by...	Мы можем гарантировать доставку ...

### *Enclosures*

We enclose our ... Please find enclosed our ... You will find enclosed ...	Мы прилагаем наш ... В приложении высылаем наш ... Прилагаем наш ...
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### *Refusal*

I am afraid we cannot/are not able to ... This is due to the fact that there has been an extremely large demand for these products. The reason for this is that ... We regret to inform you that ...	Боюсь, мы не можем ... Это связано с тем, что эти продукты пользуются большим спросом.  Причина этого в том, что ... Мы с сожалением сообщаем Вам, что ...
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### *Invitation to place an order*

We look forward to receiving your initial order and are confident that ...	Мы с нетерпением ждем Вашего первоначального заказа и уверены, что ...
We hope that our offer will meet your requirements.	Мы надеемся, что наше предложение будет соответствовать Вашим требованиям.
Please do not hesitate to contact us if you require further details.	Пожалуйста, незамедлительно обращайтесь к нам, если Вам нужна дополнительная информация.
We hope that you will consider our proposal/offer and we ...	Мы надеемся, что Вы рассмотрите наше предложение, и мы ...
Please let us know if you ...	Просим сообщить, будете ли Вы ...

### *Details of order*

We are pleased to place an order with your company for ...	Мы рады разместить заказ в Вашей компании на ...
We would like to place an order for...	Мы хотим разместить заказ на ...
With reference to your order of June, 8, we are writing to ...	Ссылаясь на Ваш заказ от 8 июня, мы пишем ...
Thank you for your e-mail ... relating to our Order No. ...	Спасибо за Ваше электронное письмо ... от ..., касающееся нашего заказа № ...
I am writing in response/with reference to your letter of... regarding our order.	Я пишу в ответ/со ссылкой на Ваше письмо от ... относительно нашего заказа.
Thank you for your reply to our order No. ... in which you inform us that ...	Спасибо за Ваш ответ на наш заказ № ..., в котором Вы сообщаете нам, что ...
We are writing to inform you that ...	Мы пишем, чтобы сообщить Вам, что ...
We are pleased to acknowledge receipt of your order No. ...	Мы подтверждаем получение Вашего заказа № ...

### *Delivery*

With regards to delivery, the goods should be packed in... and should be marked ...	Что касается доставки, то товар должен быть упакован в ... и маркирован ...
The goods must be delivered within 30 days of receipt of order.	Товар должен быть доставлен в течение 30 дней с момента получения заказа.

<p>We would like to request immediate delivery as ... Please have the goods shipped by ...</p>	<p>Мы просим доставить товар немедленно, поскольку ... Просим отправить товар (способ доставки) ...</p>
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### ***Confirmation of orders***

<p>We are pleased to supply the items requested. We are pleased to confirm that all the goods are in stock and ... As the new product is slightly more expensive/the demand for ... is increasing rapidly/our sales of ... have been rather poor lately, we would be grateful if you would increase/reduce/modify our order for ... from ... to ... items.</p> <p>Owing to a present slump in trade/the urgent demand for this product, we would like to request that our order be increased/reduced to...</p> <p>We would like to modify our order as follows: ...</p> <p>We can guarantee you delivery before ...</p>	<p>Мы рады предоставить товары, которые Вы запрашиваете. Мы подтверждаем, что все товары находятся на складе и ... Поскольку новый продукт немного дороже/спрос на ... быстро растет / наши продажи (указать товар) ... в последнее время находятся на достаточно низком уровне, мы были бы благодарны, если бы Вы увеличили/уменьшили/изменили наш заказ на (наименование товара) ... с ... на ... единиц.</p> <p>Из-за нынешнего спада в торговле/повышенного спроса на этот продукт просим Вас увеличить/уменьшить наш заказ до ...</p> <p>Мы хотели бы изменить наш заказ следующим образом: ...</p> <p>Мы можем гарантировать Вам доставку до (указать дату) ...</p>
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### ***Refusal to execute the order***

<p>Unfortunately, due to ..., we regret to inform you that we cannot meet your request for ... We regret to have to decline your order as we cannot grant you a ...</p> <p>As you are unable deliver the goods within the time specified/we are unable to accept your proposal, we regret to inform you that we have to cancel this order.</p>	<p>К сожалению, из-за ..., мы с сожалением сообщаем Вам, что не можем удовлетворить Ваш запрос на ... Мы сожалеем, что вынуждены отклонить Ваш заказ, поскольку мы не можем предоставить Вам ... Поскольку Вы не можете доставить товар в указанное время/мы не можем принять Ваше предложение, мы с сожалением сообщаем Вам, что вынуждены отменить этот заказ.</p>
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<p>Unfortunately, (due to unforeseen circumstances), we have to cancel this order. This is because of a slump in demand for this product/our market cannot stand such high prices.</p> <p>Regrettably, we must ask you to cancel the order.</p> <p>We would like to cancel our order No. ...</p> <p>Unfortunately, these articles are no longer available.</p>	<p>К сожалению, (из-за непредвиденных обстоятельств), мы вынуждены отменить этот заказ. Это вызвано снижением спроса на этот продукт/наш рынок не выдерживает таких высоких цен.</p> <p>К сожалению, мы должны просить Вас отменить заказ.</p> <p>Мы хотим отменить наш заказ № ...</p> <p>К сожалению, данный товар отсутствует.</p>
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### *Counteroffer*

<p>We would be able to...</p> <p>We will contact you again as soon as we have...</p> <p>As we feel that..., we invite you to reconsider your decision.</p>	<p>Мы могли бы ...</p> <p>Мы свяжемся с Вами снова, как только у нас будет ...</p> <p>Поскольку мы понимаем, что ..., мы просим Вас пересмотреть свое решение.</p>
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### *Request for confirmation*

<p>Please, confirm receipt of our order.</p> <p>We would be grateful if you could let us know your decision as soon as possible, to enable us to process the order without further delay.</p> <p>Please let us know if you are willing to accept ...</p> <p>We would be grateful if you could let us know your decision/confirm these changes/this modification as soon as possible.</p>	<p>Просим подтвердить получение нашего заказа.</p> <p>Мы были бы признательны, если бы Вы сообщили нам свое решение как можно скорее, чтобы мы могли обработать заказ незамедлительно.</p> <p>Просим сообщить нам, можете ли Вы принять ...</p> <p>Мы были бы признательны, если бы вы сообщили нам свое решение/подтвердили эти изменения как можно скорее.</p>
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### *Closing phrases*

<p>We look forward to your reply.</p> <p>An early reply will be appreciated.</p>	<p>Мы с нетерпением ждем Вашего ответа.</p> <p>Мы ждем быстрого ответа.</p>
<p>We look forward to a favourable reply together with confirmation that the order will be promptly executed.</p>	<p>Мы с нетерпением ждем положительного ответа вместе с подтверждением того, что заказ будет незамедлительно выполнен.</p>

<p>We can assure you that our usual care and attention will be given to your order and we look forward to hearing from you again.</p> <p>We apologise for any inconvenience caused and hope that ...</p> <p>We are still interested in doing business with you in the future and look forward to receiving your next catalogue and price-list.</p> <p>We hope that this letter will form the start of a mutually advantageous business relationship.</p> <p>An early reply would be appreciated so as to enable us to ...</p> <p>We would be very pleased to do business with your company.</p> <p>We would be very happy to have an opportunity to work with your company.</p>	<p>Мы уверяем Вас, что уделим особое внимание Вашему заказу, и с нетерпением ждем Вашего ответа.</p> <p>Приносим извинения за возможные неудобства и надеемся, что ...</p> <p>Мы по-прежнему заинтересованы в сотрудничестве с Вами в будущем и с нетерпением ждем получения Вашего следующего каталога и прайс-листа.</p> <p>Мы надеемся, что это письмо станет началом взаимовыгодных деловых отношений.</p> <p>Мы ждем быстрого ответа, чтобы мы могли ...</p> <p>Мы были бы очень рады сотрудничать с Вашей компанией.</p> <p>Мы будем очень рады иметь возможность работать с Вашей компанией.</p>
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### *3 Письмо-запрос*

#### *Enquiries*

### **3 Match the phrases from the two columns and make meaningful sentences.**

<p>1 With reference to your advertisement on your website,</p> <p>2 We would greatly appreciate</p> <p>3 We look forward</p> <p>4 We are a newly established chain of department stores,</p> <p>5 Your prompt reply</p>	<p>a) to hearing from you.</p> <p>b) we are interested in participating in the tender.</p> <p>c) and would like to have more information about your company's products.</p> <p>d) if you could send us your price list for tablets.</p> <p>e) will be greatly appreciated</p>
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### **4 Put the expressions in the correct order.**

- Yours faithfully,
- your most current catalogue and price list
- We look forward
- We would be very grateful if you could send us
- Dear Sirs,
- to doing business with you in the near future.
- concerning your test and measurement equipment.

**5 Use the following phrases to complete the letters below.**

**a)**

- detailed information concerning;      – we would greatly appreciate;
- price list;                                      – a prompt reply.
- will be appreciated;

Dear Mr Brown,

... if you could send us ... your recent line of test and measurement equipment and ....

Your early reply ...

Yours sincerely,

Mike Bright

Sales Manager

**b)**

- with reference to;                              – to doing business with you in the future;
- will be appreciated;                              – please inform us.
- are interested;

Dear Mr Brown,

... your advertisement on *www.opser.com*, we ... in receiving more information concerning your optimization services.

... if you have any representatives in our country.

We hope for ... and look forward ... .

Yours faithfully,

M. Bright

Sales Manager

**6 Complete these letters by filling in the blanks with an appropriate expression.**

**a) ...,**

With ... your advert on *www.mech.com*, we are interested in receiving ... concerning your machinery.

We would be grateful ... your most recent price list.

We look forward to ....

Yours faithfully,

M. Bright

**b)**

Dear Sir or Madam,

Your company ... to us by...

We are a ..., and are interested ... more information concerning ....

Please send us ....

... doing business with you ....

... ,

M. Bright

### *Replies to Enquiries*

#### **7 Match the phrases and make meaningful sentences.**

1 Thank you very much for	a) we are sending a catalogue with detailed information.
2 In reply to your letter of enquiry concerning our line of products,	b) do not hesitate to contact us for further information.
3 We are pleased to send further details	c) you will find our prices attractive.
4 We would like to	d) concerning our line of products.
5 We hope	e) your enquiry.
6 Please	f) draw your attention to the unique design of our product.

#### **8 Use the following phrases to complete the letters.**

**a)**

- do not hesitate to contact us;
- Yours faithfully;
- to hearing from you;
- regarding;
- for your e-mail;
- are pleased to enclose.

Dear Sir/Madam,

We thank you ... of December 10, requesting information ... our line of products.

We ... our current catalogue and price list. Please ... for any further queries.

We are looking forward ... .

... ,

M. Bright

**b)**

- Sincerely;
- require any further information;
- receiving your order soon;
- to your letter of enquiry;
- a list of product and product features.

Dear Ms Burger,

In reply ... concerning our line of products, we are sending a catalogue with ....

Please let us know if you ....

We look forward to ....

... ,

M. Bright

**9 Fill in the blanks with appropriate phrases.**

1. Thank you for your letter of ... regarding ....
2. We look forward ....
3. We are pleased to send ... our line of products.
4. We are pleased to enclose ....
5. We ... to a successful working relationship.
7. We look forward ... from you soon.
8. Please ... if you need any additional information.
9. Do not hesitate to ....
10. We ... of your e-mail and thank you very much for ....

***Requesting detailed information*****10 Match the phrases from the two columns and make meaningful sentences.****a)**

1 Will you be able	a) for the following items.
2 Please include details	b) to deliver the goods within a specified period of time?
3 Will you please let us know	c) your prices for these products.
4 We would like to know your prices	d) concerning your terms of sale
5 We would be grateful if	e) you could send us your best quotation for the following items.
6 Kindly send us your	f) exact delivery dates.

**b)**

1 We were very happy	a) are at the buyer's expense.
2 Please note that	b) enquiring about our best quotation.
3 Unfortunately we do not offer	c) to receive your e-mail.
4 We thank you for your letter dated May 20	d) discounts for large orders.
5 All transportation costs	e) offer you a new service.
6 We are pleased to inform you that we can	f) our prices are EXW Minsk.
7 The goods will be delivered	g) within 7 working days from receipt of order.

**11 Use the following phrases to complete the letter.**

- to further cooperation;
- if you can supply us with;
- our delivery requirements;
- acknowledge receipt;
- within;
- your best terms;

Dear Mr Brown,

We ... of your catalogue for which we thank you. We would like to know ... some items ... 7 working days. Please, find the attached file for your reference.

We would be grateful if you could send us .... We hope that you can meet ... and look forward ... with you.

Sincerely,  
Mike Bright

### *Favourable and Unfavourable Replies*

#### **12 Which of the following phrases can be used for:**

- a) a favourable reply?
- b) an unfavourable reply?
- c) an alternate solution?

We suggest you ...

We are willing to ...

We are pleased to ...

Much to our regret ...

We are pleased to inform you ...

Unfortunately, ...

What we can offer is ...

We are sorry to ...

We are delighted to ...

We can allow you ...

We very much regret. ..

We have pleasure ...

#### **13 Use the phrases below to fill in the blanks in the letters.**

**a)**

- upon receipt of order;
- concerning;
- we require;
- current supplier;
- thank you;

- delivery requirements;
- timely delivery;
- be willing to change;
- regular customers.

Dear Mr White,

... for your reply to our enquiry ... computer components.

We are dissatisfied with our ... who is unable to provide ... .

... frequent and regular deliveries.

Would you ... your delivery terms to 7 working days ... ?

We hope you can meet our ... and look forward to becoming one of your ... .

Sincerely,

M. Brown

Sales Director

**b)**

- we regret to inform you that;
- as we would like to do business with you;

- although;
- look forward to your reply;
- what we could do.

Dear Mr Miller,

Thank you for your letter dated March 20. We appreciate your interest in our products.

... it is our desire to meet your demands, ... we do not offer any discounts for large orders of a single item.

However, ... on a regular basis, ... is allow you to make payment in three monthly instalments.

We hope that these conditions will suit you and ... .

Sincerely,

M. Bright

Sales Director

**14 Complete the following sentences.**

- 1 We would like to know ... (*request a discount for large orders*).
- 2 Would you be willing ... (*request changing delivery terms*)?
- 3 (*acknowledge receipt of the e-mail*) ... for which we thank you.
- 4 However, as we are going to buy a large quantity of spare parts, would you ... (*request discount*)?
- 5 (*express thanks for reply to your e-mail*) ... concerning terms of payment.
- 6 Would it be possible ... (*request delivery within 7 working days*).

**15 Put the parts of the letter in the correct order according to 1–9.**

- 1 refer to previous contacts
- 2 express satisfaction
- 3 specify order
- 4 state delivery requirements
- 5 give packing instructions
- 6 give transport instructions
- 7 specify terms of payment
- 8 urge care in fulfilling order
- 9 request confirmation

- a) The goods must be delivered within five working days.
- b) Therefore, please supply us with 20 monitors and 20 motherboards.
- c) With reference to our phone conversation this morning,
- d) I am pleased to inform you that we find your prices very competitive.
- e) Payment will be made upon receipt of your invoice.
- f) Please see that the goods are packed in boxes according to enclosed instructions.
- g) We hope to receive your confirmation promptly.
- h) Kindly have the goods sent through our regular freight forwarder.
- i) Please ensure that this order is fulfilled according to our instructions.

**16 Use the following phrases to complete the letter.**

- we feel sure that;
- delivery must be made within;

- of your invoice;
- further to our telephone conversation;
- to place an order for;
- your early reply;
- further cooperation with you.

Dear Mr Miller,

..., we thank you for allowing us an extra 4% discount for early payment. ... your computers will become popular with our customers.

We would therefore like ... 50 computers. The terms we agreed on with your representative are as follows:

... 30 days after payment. The payment must be made within 20 days from receipt ... . We hope that this order will be dealt with promptly and carefully. ... will be appreciated. We look forward to ... .

Yours sincerely,  
M. Bright

### **17 Translate the following phrases into English.**

1 Просим Вас письменно подтвердить получение данного уведомления.

2 Спасибо за то, что Вы сочли возможным откликнуться на наше сообщение от ...

3 Прилагаем к этому письму два экземпляра проекта договора о поставках.

4 Просим Вас ознакомиться с содержанием наших предложений и по возможности сразу сообщить нам о своих намерениях в отношении развития взаимовыгодного сотрудничества.

5 Вы можете получить от нашего представителя всю интересующую Вас дополнительную и справочную информацию.

6 Искренне надеюсь, что Вы найдете в проекте договора ответы на все интересующие Вас вопросы. При необходимости прошу Вас обращаться ко мне по электронной почте.

7 Уважаемый (уважаемая) ...!

Рад(а) получить Ваше сообщение относительно ...

Просил(а) бы Вас

выслать мне каталог;

выслать мне проект договора;

выслать мне образец;

выслать мне прайс-лист;

сообщить мне цену;

сообщить мне срок поставки;

сообщить мне программу поездки;

сообщить мне программу мероприятия;

встретиться со мной в любое удобное для Вас время

предварительно обсудить этот вопрос;

произвести оплату к ...;

осуществить поставку до ...;



погасить задолженность к ...;  
 устранить неисправность до ...  
 С уважением,

#### **4 Письмо-заказ**

##### ***Executing the Order***

#### **18 Complete the letters with the following expressions.**

**a)**

- |                                  |                                   |
|----------------------------------|-----------------------------------|
| – we assure you that your order; | – is covered against all risks;   |
| – the amount of our invoice;     | – according to your instructions; |
| – further orders from you;       | – further to your e-mail;         |
| – you requested;                 | – to accept your order.           |

Dear Sir,

... of April 20, we are pleased ... .

We can supply the items ... .

We assure you that the goods will be packed ... and dispatched by truck. We will see that your order ... .

Please arrange for a bank transfer covering ... .

... will be given our utmost attention, and look forward to receiving ... in the future.

Yours faithfully,

M. Brown

**b)**

- |                        |                          |
|------------------------|--------------------------|
| – is to be settled;    | – thank you for;         |
| – we remind you;       | – our prices reasonable. |
| – checking our stocks; |                          |

Dear Mr Johnson,

... the above order.

We are pleased that you find ... .

We are currently ... and will confirm your order before next week. ... that our invoice ... by irrevocable L/C.

Sincerely yours,

J. White

#### **19 Complete the following letters with appropriate phrases.**

**a)**

Dear Mr Johnson,

We ... your order No. A123.

We are glad to hear that ... with the performance of our machines. We are currently checking that the spare parts you requested are still available, and ... .

We remind you that ... .  
 We look forward to ...  
 Yours sincerely,  
 J. White

**b)**

Dear Mr Brown,  
 Thank you ... No. B987. We are glad that ... .  
 We are pleased to ... and can supply you with the articles from the stock.  
 We assure you that the goods will be packed ... . . . by bank transfer.  
 ... to further ... .  
 Yours sincerely,  
 C. Johnson

### *Inability to Execute the Order*

**20 Match the phrases from the two columns and make meaningful sentences.**

**a)**

1 Unfortunately, we are 2 We are sorry to 3 Much to our regret, we 4 We regret to inform 5 We regret	a) inform you that the agreed delivery time cannot be respected. b) must inform you that we cannot fill your order according to your requests. c) you that we are not in a position to accept your order. d) that we are unable to forward the goods you ordered. e) obliged to change our conditions of sale.
--	--

**b)**

1 The product is currently not in stock 2 We are experiencing financial difficulties, 3 Because of insufficient demand, the product 4 Because of bad weather conditions 5 Given the financial crisis in the region	a) is no longer available in the model you requested. b) but it is available for ordering. c) and cannot accept orders that are not pre-paid. d) we are forced to delay deliveries. e) we have stopped doing business with that company.
--	--

c)

1 If you are willing to accept a later delivery, 2 We therefore suggest waiting 3 We can offer a similar model 4 We would suggest	a) delivery by truck. b) at the same price. c) apply to our distributor in that area. d) for stocks to be replenished.
--	---

d)

1 Please let us know if 2 We apologise for 3 Should you decide to accept our new conditions, 4 We will contact you as soon 5 Please let us know	a) we assure you that we will execute your order with the utmost care. b) the item we have suggested as a substitution satisfies you. c) if you are going to confirm your order. d) the inconvenience and hope to be able to serve you in the future. e) as the product is back in stock.
---	---

### *Cause and Effect*

#### **21 Match the *cause* with the corresponding *effect*.**

##### *CAUSES*

- 1 there has been an unexpected demand for that product;
- 2 the unforeseen increase in export fees;
- 3 we have many commitments to meet at the moment;
- 4 the freight forwarders strike;
- 5 our stock are low;
- 6 open orders in our Sales Department;
- 7 recent changes in trade regulations
- 8 high import tariffs;
- 9 force majeure circumstances;
- 10 our supplier has gone out of business.

##### *EFFECTS*

- a) we cannot grant the usual discount;
- b) it is completely sold out;
- c) we require an additional 10 days to process your order;
- d) shipping expenses are no longer included;
- e) we require payment at sight;
- f) we no longer export outside Europe;
- g) we cannot meet your delivery deadline;
- h) that item has been discontinued;

- i) we cannot forward the quantities you requested;
- j) our prices must be updated.

## 22 Complete the letters with the following expressions.

a)

- |                   |                                   |
|-------------------|-----------------------------------|
| – therefore;      | – thank you for;                  |
| – we regret;      | –with the quantities you require; |
| – within 60 days; | – look forward to your reply;     |
| – we hope;        | – unexpected demand;              |
| – our stocks;     | – for the renewed interest.       |

Dear Mr Brown,

We ... your order No. A132, which we received this morning. We are grateful ... you have shown in our line of tablets.

... to inform you that we cannot supply you ... . Due to ... for the Model A, ... are extremely low at the moment.

We suggest ... that you accept half the quantity requested immediately. The second half should be available ... .

... this will not be too great an inconvenience to you, and ... .

Your sincerely,

M. Bright

Sales Director

b)

- |   |                           |
|---|---------------------------|
| – however;                              | – any inconvenience;      |
| – satisfied with the performance;       | – fill the above order;   |
| – as of May 5;                          | – your order No.C76;      |
| – if you find this proposal reasonable; | – recent VAT increase;    |
|   | – grant you the discount. |

Dear Mr White,

Thank you for your letter of May 15 with ... .

We are pleased that you continue to be ... of our computers.

We regret to advise you that, due to the ... we have been obliged to raise our prices by the same amount ... .

..., since you have been a loyal customer for so many years, we are willing to ... at our former prices, but cannot ... you usually receive.

Please let us know ... .

We apologise for ... this may cause.

Sincerely yours,

M Bright

**23 Find suitable phrases to complete the following letters.**

a) Dear Mr Brown,

... for our tablets.

... for the interest you show in our products.

Unfortunately, ... that we cannot offer you the set at the prices ... . Both labour and material costs have risen significantly, forcing us to increase our prices.

Enclosed are the new prices for ... . We hope that you will still find them reasonable. We ... at 60 days for this particular order.

Please let us know ... your order at the new prices. We look forward ... .

Yours sincerely,

M. Bright

b) Dear Mr Brown,

... which we received ... .

Much to our regret, ... . Owing to an unexpected amount of orders, ... .

However, production has been stepped up and we expect to have the items back in stock ... .

... for the inconvenience, and we assure you that ... as soon as the situation is resolved.

Yours sincerely,

M. Bright

***Modifications or Cancellations of Orders*****24 Match the phrases and make meaningful sentences.**

1 We would like to apologise	a) modify our order as follows ...
2 If you have not yet processed our order,	b) if you could change our order.
3 We would be very much obliged	c) that you can agree to this.
4 We regret that we	d) for the inconvenience this may cause.
5 We hope	e) in a position to grant us this request.
6 We hope that you are	f) must cancel our order.
7 We hope that you will	g) to modify our order, if possible.
8 We thank you for your	h) please delay shipment until further notice.
9 We would like	i) understanding in this matter.

**25 Fill in the blanks with the following phrases.**

a)

– for any inconvenience;

– we are pleased;

– due to;

– given our long-standing

relationship;

– to meet our requirements;

– yours sincerely;

– postpone the other two shipments;

– on.

Dear Mr Brown,

... May 10th we placed Order No. 114 with your company for 100 fittings to be delivered in three monthly installments.

... to inform you that the first shipment has arrived safely.

However, ... an unexpected drop in demand for this item, we find that our present stock is sufficient ... for the next 60 days. Therefore, we would be grateful if you could ... until further notice.

I hope that ... , you can agree to this, and I am extremely sorry ... it may cause.

...

M. Bright

**b)**

- |                                      |                               |
|--------------------------------------|-------------------------------|
| – dated;                             | – we would like to apologise; |
| – would you kindly modify the order; | – refer to.                   |
| – for your understanding;            |                               |

Dear Sir,

We ... our Order No. 79, ... May 15.

Unfortunately, due to an error in inventory, the above order is incorrect. Therefore, ... as per our new order enclosed.

... for the inconvenience this may cause, and thank you ... .

**26 Finish the following sentences appropriately.**

1. Because there has been an unexpected drop in demand for this item since our last order, ... .
2. We are currently experiencing some economic difficulties and cannot meet our commitments. Therefore, ... .
3. Due to force majeure circumstances, ... .
4. As our present stock is sufficient to meet our requirements for the next 30 days ... .
5. Given that our clients have changed their requirements ... .
6. Due to an error in our inventory, ... .

**27 Find appropriate phrases to complete the letters below.**

**a)**

Dear Madam,

On May 15, ... for 30 pumps. However, ... we find that our present stock is sufficient for the time being. Therefore, ... instead of 30.

We hope you ... and apologise for ... .

Yours ... ,

**b)**

Dear Mr Collins,

... our Order No. C57, dated ... , for ... . Unfortunately ... we would like to modify our order. Please send us ... instead of ... . We ... and ... .

...

**28 Match the phrases from the two columns and make meaningful sentences.**

1 Unfortunately, present circumstances do not allow us	a) to send you the consignment in two instalments.
2 We were sorry	b) to cancel your order.
3 However, we are willing	c) further instructions.
4 We hope that our proposal	d) be able to honour your request.
5 We await	e) to hear of your present difficulties.
6 We refer to your recent letter	f) our proposal acceptable.
7 While it is our wish to satisfy you,	g) will give you time to resolve your current situation.
8 We trust that you will find	h) we regret that we cannot grant you a favourable reply.
9 We are pleased to	i) requesting us to modify the quantities indicated in your order.

**29 Use the following phrases to complete the letter.**

- of the items you require;
- with the execution;
- acknowledge receipt;
- to grant your request;
- we have pleasure;
- asking us to modify.

Dear Ms Brown,

We ... of your letter of May 15, ... your order.

... to inform you that we can .. We have a large stock ... on hand and can have them ready for immediate delivery.

We trust you will be fully satisfied ... of your order.

Sincerely yours,

M. Bright

**30 Complete the following sentences and letters with appropriate phrases.**

**a)**

1. ... to honour your request.
2. ... because the goods you ordered were made specially to meet your requirements.
3. ... since the goods have already been handed over to the carrier.
4. ... given that we are currently experiencing economic difficulties ourselves.
5. However, we are willing to ...

**b)**

Dear Mr Brown,

... your letter of ... , asking us to ... .

We are pleased to ... , and we can ... .

We hope ..., and look forward to ... .

Yours ... ,  
 M. Bright  
 Sales Manager

**c)**

Dear Mrs Norton,

We refer to ..., requesting us to ... . We were sorry ... .

Unfortunately, ... . Your order ... . However, ... to offer you a 5 % discount on the total amount of your order.

We hope that this will help you resolve your current situation, and ... .

Yours ... ,  
 M. Bright

### ***5 Письмо-жалоба***

#### ***Complaints***

**31 Put the following sentences in order to write letters of complaint.**

**a)**

Dear Sirs,

1 The automatic feeding mechanism on both printers jams easily.

2 We await your instructions by return.

3 This is a major inconvenience since we ordered this printer for its specific feed feature.

4 It is our opinion that there is a defect in manufacturing.

5 Unfortunately, we have tested the printers and are disappointed by their performance.

6 We are not willing to keep the printers and would be grateful if you could let us know what to do with them.

7 We have received the shipment covered by your invoice No. 1435.

Yours faithfully,

M. Dickson

**b)**

Dear Mr Bright,

1 This is an inconvenience since we do not usually stock this item.

2 Therefore we are returning the goods for replacement.

3 Apparently, there has been a mistake in your shipping department.

4 We are referring to the goods covered by your Invoice No. 134 which we received today.

5 We are in urgent need of these items, and would be grateful if you could send them as soon as possible.

6 We regret to inform you that you have sent us 100 wired computer mice instead of the wireless ones which we ordered.



7 We look forward to receiving a prompt reply.  
Sincerely,  
Mary Crown

**32 Match the phrases from the two columns and make meaningful sentences.**

**a)**

1 We have received	a) one of the tablets you sent us was damaged.
2 We regret to inform you that	b) a mistake in your accounting department.
3 We are surprised that we have not yet	c) received the goods
4 It would appear that there has been	d) the shipment covered by your invoice No. 119

**b)**

1 We ordered according to our requirements,	a) we will have to cancel our order.
2 If you are not in a position to deliver immediately,	b) execute the order without any further delay.
3 We are writing in connection with	c) and cannot accept any surplus stock.
4 We insist that you	d) the above order

**c)**

1 We were disappointed to find	a) made an error.
2 The goods are now	b) was inadequate.
3 We think that the packing used	c) two weeks overdue.
4 I can only assume your freight forwarder	d) that the quality of the product does not conform to the standard specified.
5 We request that you	e) send us a refund for the defective items.

***Replies to Complaints***

**33 Combine the following phrases to make complete sentences.**

**a)**

1 We have received your letter dated May 5, and apologise	a) for drawing our attention to the inferior quality of our shipment.
2 We regret to learn from your letter of June, 15 that some of the goods	b) received the goods covered by our invoice No. 123.
3 Further to your e-mail we received yesterday, we are sorry to inform you that, due to	c) a part of the order was missing.
4 We were extremely sorry to learn that in the shipment we sent you,	d) covered by the above order were defective.
5 In reply to your letter of June 25, thank you	e) for the delay in delivery.
	f) articles were sent.

6 We were surprised to learn from the above letter that you have not yet	g) circumstances beyond our control, we are no longer able to guarantee prompt delivery of your order.
7 Thank you for your letter of today informing us that the wrong	

**b)**

1 We are taking steps so as to prevent	a) in order to inspect the faulty articles.
2 We will let you know as soon	b) the cause of the problem.
3 We have looked into this matter and	c) as we have discovered the cause the
4 Our representatives will contact you next week	problem.
5 We are currently investigating this matter to discover	d) such problems in the future.
	e) have discovered that there appears to be an error in marking.

**c)**

1 It is possible that our forwarding agents did not follow	a) as it should have arrived within 20 days of receipt of order.
2 We remind you that, as stated in our general terms,	b) because of a mistake in execution of your order. c) we do not accept responsibility for
3 We regret that we cannot take your complaint into consideration	loss or damage during transit.
4 We have found that this occurred	d) your packing instructions carefully.

**d)**

1 The amount in question	a) to keep the goods against a discount of 10%.
2 We could offer you a 50% discount on the defective goods,	b) if you agree to keep them.
3 We have instructed our representative to collect	d) will be deducted from your next invoice.
4 We gladly agree to your proposal	g) the wrongly delivered goods.

**e)**

1 We feel confident	a) more carefully in the future.
2 We hope that you will	b) a misunderstanding is not likely to happen again.
3 Please accept our apologies	c) rely on us for your future needs.
4 We feel confident that such	d) that we can continue to guarantee excellent quality.
5 We assure you that we will execute your orders	e) for any inconvenience this has caused.

**34 Put the following replies in order.****a)**

Dear Mr Wilkins,

1 Please accept our apologies for the delay.

2 We trust that you will continue to rely on us for your future needs.

3 There appears to have been a mistake in marking.

4 We have taken the matter up with our freight forwarder and discovered that one of the boxes from your shipment was delivered to another customer in the same area.

5 We were extremely sorry to learn that in the shipment we sent you recently, a part of the order was missing.

6 We have already arranged for the missing articles to be sent to you.

Sincerely yours,

Mike Bright

**b)**

Dear Sir,

1 Our representative will contact you next week in order to inspect the faulty products.

2 We were surprised to learn from your e-mail of December, 3 that some of the products covered by the above order were defective.

3 We assure you that we are anxious to retain you as a satisfied customer.

4 However, we regret that we cannot take your complaint into consideration as it should have arrived within 30 days of receipt of order.

5 We suggest you sell the articles at a discount.

Yours faithfully,

Paul Brown

**35 Translate the following phrases into English.**

1 Мы надеемся, что данный эпизод не омрачит перспективы нашего сотрудничества. Мы исходим из того, что имевший место факт является единственным в своем роде за многие месяцы нашего делового партнерства

2 Принимая во внимание особые обстоятельства, мы можем предложить Вашему предприятию осуществить допоставку продукции на следующих условиях.

3 Мы искренне надеемся, что непредвиденный перерыв в наших контактах не повлияет на состояние делового партнерства между нашими организациями. Мы хотели бы получить от Вашей компании соответствующие гарантии, свидетельствующие о готовности выполнить данный заказ на предлагаемых условиях.

4 Я искренне огорчен случившимся и надеюсь, что данное событие не повлечет неблагоприятных последствий для нашего сотрудничества. В соответствии с ранее достигнутой договоренностью предлагаем Вам осуществить поставку на следующих условиях.

5 Поскольку подобный случай ранее уже имел место в практике наших взаимоотношений, мы с сожалением должны известить Вас о намерении

не продлевать с вашей компанией соглашение о поставках продукции на следующий год.

6 В случае уклонения от принятия мер по урегулированию вопросов, отраженных в рекламации, мы будем вынуждены пересмотреть условия сотрудничества. К нашему сожалению мы также будем вынуждены отозвать нашего представителя для вручения ему инструкций относительно порядка урегулирования данного вопроса.

7 Приносим Вам свои искренние извинения в связи с ненадлежащим исполнением обязательств по договору. Уверяем Вас, что задержки в поставке комплектующих изделий носили временный характер и произошли по причинам, не зависящим от деятельности нашей компании. Мы также хотели бы заверить Вас в том, что приложим необходимые усилия к тому, чтобы исключить повторение подобных случаев. Мы очень надеемся, что имевший место случай не отразится на перспективах нашего делового сотрудничества.

### ***6 Обсуждение условий оплаты***

#### ***Payment***

**36. Put the sentences in order to make three payment reminders, use the appropriate closings.**

**a)**

Dear Sir,

1 We should be glad if you could arrange for remittance at your earliest convenience.

2 We feel sure that our invoice has escaped your notice. We are therefore enclosing a duplicate.

3 If you have already sent remittance for the amount in question, please disregard this reminder.

4 May we draw your attention to our invoice No. 112 for 3,500 Euro which is still outstanding.

**b)**

Dear Mr Brown,

1 We are at a loss to understand your motives for not settling this account, as you have always been prompt with your payments in the past.

2 We hope to hear from you by return.

3 With reference to our reminder of May 13 requesting payment for invoice No. 122 now two months outstanding, we are surprised to note that the amount due of 10,500 Euro has not yet been settled.

4 Therefore we must insist on your arranging a bank transfer for the sum in question before the end of the month.

c)

Dear Mrs Bright,

1 Therefore, we are forced to inform you that if we do not receive notification of payment within 3 days, we shall be obliged to take legal action.

2 We trust you will understand that we cannot wait any longer.

3 We regret to note that our two previous reminders concerning settlement of your outstanding account No. 12 are still unanswered.

### 37 Complete the following letter with appropriate phrases.

Dear Sirs,

... our three reminders requesting payment for invoice No. 234, now 3 month overdue, we have had no reply from you.

We must insist therefore on receiving ... seven days. Otherwise ... obliged to take ...

Yours faithfully,

J. Jackson

### 7 Этикетные письма

### 38 Study the following phrases.

I'd like to express my gratitude to you for ...	Я хотел бы поблагодарить Вас за ...
We would like to thank you for ...	Мы хотели бы поблагодарить Вас за ...
I am most grateful to you for ...	Я очень благодарен Вам за ...
We would like to express our thanks for ...	Мы хотели бы выразить благодарность за ...
Thanking you once more for ...	Еще раз благодарю Вас за ...
We would like to take this opportunity to extend our best wishes to you for ...	Мы хотели бы воспользоваться этой возможностью, чтобы выразить Вам наилучшие пожелания ...
We would like to wish you ...	Мы хотели бы пожелать Вам ...
We would like to congratulate you on ...	Мы хотели бы поздравить Вас с ...
We would be honoured if you ...	Для нас было бы честью, если бы вы ...
We cordially invite you to ...	Мы сердечно приглашаем вас на ...
Your presence would be appreciated at ...	Мы будем очень рады видеть вас ...
With regard to ...	В отношении ...
As far as ... is concerned	Что касается ...
Regarding ...	Что касается ...
With respect to ...	Что касается ...

Taking into account the fact that ...	Принимая во внимание тот факт, что ...
Considering ...	Учитывая ...
In view of ...	С учетом ...
We would like to add that ...	Мы хотели бы добавить, что ...
We would like to draw your attention to (the fact that) ...	Мы хотели бы обратить Ваше внимание на то, что ...
We would like to emphasise that ...	Мы хотели бы подчеркнуть, что ...
Please note that ...	Обратите внимание, что ...
Please accept our sincere condolences.	Примите наши искренние соболезнования.

### 39 Translate the following phrases into English.

1 Благодарим за успешное сотрудничество и надеемся на продолжительное и плодотворное партнерство в будущем!

2 За время сотрудничества Ваша компания подтвердила свой высокий профессиональный статус и компетентность в решении поставленных задач. Все работы выполняются вовремя, в строго оговоренные сроки и с надлежащим качеством. Сотрудники компании грамотно справляются со своими обязанностями. Мы удовлетворены сотрудничеством с Вашей компанией и готовы рекомендовать Вас как надежного и ответственного партнера.

3 В следующем месяце Ваша компания будет отмечать 20-летний юбилей. Наше сотрудничество продолжается с 2018 года. На протяжении этого срока Ваша компания показала свой профессионализм и зарекомендовала себя как надежный и ответственный деловой партнер. Все работы выполняются вовремя, строго в оговоренные сроки и с надлежащим качеством. Мы признательны Вам за Ваш вклад в наш общий успех и хотим поздравить Вас с 20-летней годовщиной.

4 Прошу Вас принять по случаю главного праздника года наши самые наилучшие пожелания.

5 От имени руководства нашей компании и от себя лично сердечно поздравляю Вас и Ваших коллег с Новым годом. В связи с этим хотим передать наши пожелания благополучия и процветания Вам и Вашим сотрудникам.

6 Примите мои искренние поздравления и самые добрые пожелания в связи с Вашим назначением на должность руководителя отдела. Надеюсь, что новое назначение откроет для Вас новые направления и горизонты научной деятельности, а также новые пути к еще более значительным профессиональным достижениям. Будьте здоровы и счастливы.

7 Выражаю Вам от имени нашей организации искреннюю благодарность в связи с поступившими в наш адрес поздравлениями по случаю 20-летия со дня основания. Мы искренне надеемся, что сложившиеся между нашими организациями прочные взаимовыгодные деловые отношения получат свое дальнейшее развитие.

8 От имени руководства нашей компании имею честь пригласить Вас на фуршет по случаю окончания приема делегаций деловых кругов приграничных

регионов. Дополнительную информацию о порядке проведения фуршета можно получить на сайте нашей компании.

9 Мы будем рады видеть Вашу компанию в числе участников международной выставки-ярмарки.

10 Благодарю Вас за приглашение. Подтверждаю свое участие в международной выставке-ярмарке, организуемой Вашей компанией.

11 Благодарю Вас за Ваше письмо от 25 августа. Считаю необходимым обсудить детали предлагаемой Вами сделки в ходе личной встречи. Приглашаю Вас на бизнес-ланч – с 12 до 13 часов – в один из трех предстоящих дней. Право выбора места его проведения оставляю за Вами.

12 Мы разделяем Ваше огорчение и в этот нелегкий час намерены настоящим письмом засвидетельствовать Вам нашу поддержку. Искренне надеемся, что уже скоро имевшие место неприятности уступят место более радостным событиям. Позвольте в этой связи подтвердить наше намерение сохранять и всячески развивать деловое сотрудничество с Вашей компанией.

13 С большим удовлетворением сообщаем Вам, что 10 декабря состоится открытие нового филиала нашей компании. Приглашаем Вас принять участие в церемонии открытия. Все подробности в прилагаемом приглашении.

14 Благодарю Вас за оказанный мне и сопровождающей меня представительной делегации теплый прием. Мы чрезвычайно довольны этими переговорами и уезжаем с чувством глубокого удовлетворения от проделанной нами в дни визита работы по укреплению экономических и культурных связей между нашими регионами.

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