

ГОСУДАРСТВЕННОЕ УЧРЕЖДЕНИЕ
ВЫСШЕГО ПРОФЕССИОНАЛЬНОГО ОБРАЗОВАНИЯ
«БЕЛОРУССКО-РОССИЙСКИЙ УНИВЕРСИТЕТ»

Кафедра «Гуманитарные дисциплины»

ДЕЛОВАЯ ПЕРЕПИСКА НА АНГЛИЙСКОМ ЯЗЫКЕ

*Методические рекомендации к практическим занятиям
для студентов направления подготовки
09.03.04 «Программная инженерия»
дневной формы обучения*

**ЗАДАНИЯ ПО РАЗВИТИЮ НАВЫКОВ
УСТНОЙ И ПИСЬМЕННОЙ РЕЧИ
НА АНГЛИЙСКОМ ЯЗЫКЕ**

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Могилев 2018

УДК 804.0
ББК 812.АНГ
А 64

Рекомендовано к изданию
учебно-методическим отделом
Белорусско-Российского университета

Одобрено кафедрой «Гуманитарные дисциплины» «20» марта 2018 г.,
протокол № 9

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Методические рекомендации к практическим занятиям по развитию навыков устной и письменной речи на английском языке предназначены для студентов направления подготовки «Программная инженерия». 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 АНГЛИЙСКОМ ЯЗЫКЕ

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Подписано в печать . Формат 60×84/16. Бумага офсетная. Гарнитура Таймс.
Печать трафаретная. Усл. печ. л. . Уч.-изд. л. . Тираж 36 экз. Заказ № .

Издатель и полиграфическое исполнение:
Государственное учреждение высшего профессионального образования
«Белорусско-Российский университет».

Свидетельство о государственной регистрации издателя,
изготовителя, распространителя печатных изданий

№ 1/156 от 24.01.2014.

Пр. Мира, 43, 212000, Могилев.

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PART 1

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.

2. Study the following phrases

Source of address. Reference to previous contact

Your name and address were given to us by ...	Ваше имя и адрес были предоставлены нам ...
Your company has been recommended to us by ...	Вашу компанию нам рекомендовали ...
In response to your advertisement in ..., I am writing to ask if ...	В ответ на Ваше объявление в ..., я пишу, чтобы спросить, ...
Further to our meeting/telephone conversation last week, I am writing to enquire about ...	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>Following your quotation of June 1st ...</p> <p>Thank you for sending us...</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>В ответ на Ваше коммерческое предложение от 1 июня ...</p> <p>Благодарим Вас за то, что прислали нам ...</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>В продолжение нашей встречи, которая состоялась ... (число) ..., мы пишем ...</p> <p>Что касается нашего предыдущего разговора, я бы хотел ...</p>

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>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>I am the Director of ...</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) ...
For quantities in excess of... we can offer a special discount of...	Если Вы сделаете заказ в количестве, превышающем ..., мы можем предложить специальную скидку ...
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 ...	Мы прилагаем наш ...
Please find enclosed our ...	В приложении высылаем наш ...
You will find enclosed ...	Прилагаем наш ...
Please find enclosed the file you requested ...	Прилагаем файл, который Вы просили ...

Refusal

I am afraid we cannot/are not able to ...	Боюсь, мы не можем ...
This is due to the fact that ...	Это связано с тем, что ...
This is due to the fact that there has been an extremely large demand for these products.	Это связано с тем, что эти продукты пользуются большим спросом.
The reason for this is that the prices are already at the lowest possible level for export to ...	Причина этого в том, что цены находятся уже на минимально возможном уровне для экспорта в ...
We regret to inform you that...	Мы с сожалением сообщаем Вам, что ...



We regret that ...	Мы сожалеем, что ...
We regret any inconvenience caused by ...	Мы сожалеем о любых неудобствах, вызванных ...

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

If you can guarantee the quality of your goods, we would be willing to place a trial order.	Если Вы можете гарантировать качество своих товаров, мы готовы разместить пробный заказ.
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 ...
Many thanks for/Thank you for your order of May, 15, ...	Большое спасибо за/Благодарим за Ваш заказ от 15 мая, ...
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/letter of ... relating to our Order № ...	Спасибо за Ваше электронное письмо/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 № ... 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 № ...	Мы подтверждаем получение Вашего заказа № ...

Delivery

<p>With regards to delivery, the goods should be packed in ... and should be marked ...</p> <p>We must insist on delivery by ...</p> <p>The goods must be delivered within 30 days of receipt of order.</p> <p>We would like to request immediate delivery as ...</p> <p>Please have the goods shipped by ...</p>	<p>Что касается доставки, то товар должен быть упакован в ... и маркирован ...</p> <p>Мы должны настаивать доставить товар (способ доставки) ...</p> <p>Товар должен быть доставлен в течение 30 дней с момента получения заказа.</p> <p>Мы просим доставить товар немедленно, поскольку ...</p> <p>Просим отправить товар (способ доставки) ...</p>
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Confirmation of orders

<p>We are pleased to supply the items requested.</p> <p>We are pleased to confirm that all the goods are in stock and ...</p>	<p>Мы рады предоставить товары, которые Вы запрашиваете.</p> <p>Мы подтверждаем, что все товары находятся на складе и ...</p>
<p>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>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>

Refusal to execute the order

<p>Unfortunately, due to ..., we regret to inform you that we cannot meet your request for ...</p> <p>We regret to have to decline your order as we cannot grant you a ...</p>	<p>К сожалению, из-за ..., мы с сожалением сообщаем Вам, что не можем удовлетворить Ваш запрос на ...</p> <p>Мы сожалеем, что вынуждены отклонить Ваш заказ, поскольку мы не можем предоставить Вам ...</p>
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<p>We are afraid that/We regret that ... we are unable to fulfill your order at present.</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>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>Мы боимся, что/Мы сожалеем, что ... не можем выполнить Ваш заказ в настоящее время.</p> <p>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> <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>Regrettably, we must ask you to cancel the order.</p> <p>We would like to cancel our order № ... Unfortunately, these articles are no longer available.</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>

Counteroffer

<p>We would be able to ...</p> <p>May we suggest ...?</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>Можем ли мы предложить ...?</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>Please confirm that you have received these instructions and that you are able to execute the order.</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>Please send us an e-mail to confirm that ...</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>Просим подтвердить, что Вы получили эти инструкции и можете выполнить заказ.</p> <p>Мы были бы признательны, если бы Вы сообщили нам свое решение/подтвердили эти изменения как можно скорее.</p> <p>Просим Вас прислать нам электронное письмо для подтверждения ...</p>
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Closing phrases

<p>We look forward to your reply. An early reply will be appreciated.</p>	<p>Мы с нетерпением ждем Вашего ответа. 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>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 look forward to receiving further orders from you.</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 с нетерпением ждем положительного ответа вместе с подтверждением того, что заказ будет незамедлительно выполнен.</p> <p>Мы уверяем Вас, что уделим особое внимание Вашему заказу, и с нетерпением ждем Вашего ответа.</p> <p>Мы с нетерпением ожидаем Ваших дальнейших заказов.</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>

Opinion

<p>In our opinion ...</p> <p>In our view ...</p> <p>We are of the opinion that ...</p> <p>We believe that ...</p> <p>Owing to ...</p> <p>Due to ...</p> <p>On account of ...</p> <p>As a result of ...</p> <p>The reason why we ... is (the fact) that ...</p>	<p>По нашему мнению ...</p> <p>На наш взгляд ...</p> <p>Мы придерживаемся мнения, что ...</p> <p>Мы считаем, что ...</p> <p>Из-за ...</p> <p>Из-за ...</p> <p>Из-за ...</p> <p>В результате ...</p> <p>Причина, по которой мы ..., состоит в том, что ...</p>
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Consequences

As a result ...	В результате ...
Consequently ...	Вследствие этого ...
Hence ...	Отсюда ...
Therefore ...	Следовательно ...
This means that ...	Это значит, что ...
In that case ...	В таком случае ...

Contracting

Although ...	Несмотря на то что ...
In contrast to ...	В отличие от ...
However ...	Однако ...
Nevertheless ...	Тем не менее ...
On the other hand ...	С другой стороны ...
In spite of ...	Несмотря на ...
Despite ...	Несмотря ...
Unlike ...	В отличие от ...

Other useful 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 ...
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 ...
In addition ...	К тому же ...
Moreover ...	Более того ...
Furthermore ...	Более того ...



Apart from that ...	Помимо этого ...
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 ...

PART 2

EXERCISES

Enquiries

1. Match the phrases from the two columns and make meaningful sentences.

1. With reference to your advertisement on your website,
2. We would greatly appreciate
3. We look forward
4. We are a newly established chain of department stores,
5. Your prompt reply

- a) to hearing from you.
- b) we are interested in participating in the tender.
- c) and would like to have more information about your company's products.
- d) if you could send us your price list for tablets.
- e) will be greatly appreciated

2. Put the expressions in the correct order.

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

3. 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;

– will be appreciated;

– are interested;

– to doing business with you in the future;

– please inform us.

Dear Sirs,

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

**4. 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**5. 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. |

6. Use the following phrases to complete the letters.**a)**

- | | |
|----------------------------------|---------------------------|
| – do not hesitate to contact us; | – regarding; |
| – Yours faithfully; | – for your e-mail; |
| – to hearing from you; | – 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; | – to your letter of enquiry; |
| – require any further information; | – a list of product and product features. |
| – receiving your order soon; | |

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



7. 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

8. Match the phrases from the two columns and make meaningful sentences.

a)

1. Will you be able
2. Please include details
3. Will you please let us know
4. We would like to know your prices
5. We would be grateful if
6. Kindly send us your

a) for the following items.

- b) to deliver the goods within a specified period of time?
- c) your prices for these products.
- d) concerning your terms of sale
- e) you could send us your best quotation for the following items.
- f) exact delivery dates.

b)

1. We were very happy
2. Please note that
3. Unfortunately we do not offer
4. We thank you for your letter dated May 20
5. All transportation costs
6. We are pleased to inform you that we can
7. The goods will be delivered

- a) are at the buyer's expense.
- b) enquiring about our best quotation.
- c) to receive your e-mail.
- d) discounts for large orders.
- e) offer you a new service.
- f) our prices are EXW Minsk.
- g) within 7 working days from receipt of order.

9. Use the following phrases to complete the letter.

- | | |
|------------------------------|------------------------|
| – to further cooperation; | – acknowledge receipt; |
| – if you can supply us with; | – within |
| – our delivery requirements; | – 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

10. 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 ...

11. 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

12. 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*).

13. 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.



14. 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

Executing the Order

15. 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

16. 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

17. 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

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

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) 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.

a) delivery by truck.

b) at the same price.

c) apply to our distributor in that area.

d) for stocks to be replenished.

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**18. 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.

19. 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

Sales Director

20. 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

21. 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. |

22. Fill in the blanks with the following phrases.

- a)**
- | | |
|--|----------------------------|
| – for any inconvenience | – to meet our requirements |
| – we are pleased | – Yours sincerely |
| – due to | – postpone the other two |
| – given our long-standing relationship | 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 | – for your understanding |
| – would you kindly modify the order | – we would like to apologise |
| | – refer to |

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



23. 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,

24. 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

...

25. Match the phrases from the two columns and make meaningful sentences.

1. Unfortunately, present circumstances do not allow us
2. We were sorry
3. However, we are willing
4. We hope that our proposal
5. We await
6. We refer to your recent letter
7. While it is our wish to satisfy you,
8. We trust that you will find
9. We are pleased to

- a) to send you the consignment in two instalments.
- b) to cancel your order.
- c) further instructions.
- d) be able to honour your request.
- e) to hear of your present difficulties.
- f) our proposal acceptable.
- g) will give you time to resolve your current situation.
- h) we regret that we cannot grant you a favourable reply.
- i) requesting us to modify the quantities indicated in your order.



26. Use the following phrases to complete the letter.

- | | |
|-----------------------------|--------------------------|
| – of the items you require; | – to grant your request; |
| – with the execution; | – we have pleasure; |
| – acknowledge receipt; | – 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

27. 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



Complaints

28. 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 № 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

29. Match the phrases from the two columns and make meaningful sentences.

a)

1. We have received
2. We regret to inform you that
3. We are surprised that we have not yet
4. It would appear that there has been

- a) one of the tablets you sent us was damaged.
- b) a mistake in your accounting department.
- c) received the goods
- d) the shipment covered by your invoice № 119.



b)

1. We ordered according to our requirements,

2. If you are not in a position to deliver immediately,

3. We are writing in connection with 4. We insist that you

a) we will have to cancel our order.

b) execute the order without any further delay.

c) and cannot accept any surplus stock.

d) the above order

c)

1. We were disappointed to find

2. The goods are now

3. We think that the packing used

4. I can only assume your freight forwarder

5. We request that you

a) made an error.

b) was inadequate.

c) two weeks overdue.

d) that the quality of the product does not conform to the standard specified.

e) send us a refund for the defective items.

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

a)

1. On unpacking the goods, ...

2. I was disappointed to find ...

3. Unfortunately, some of the goods ...

4. We have had no news so far ...

5. It would appear that this is due to ...

6. ... we have already paid for this order.

7. ... as our stocks have run very low.

8. ... at your expense.

9. ... at a substantially reduced price.

10. ... we will have to cancel our order.

b) Dear Sir,

We have received the shipment

Unfortunately, we regret ... the samples we examined.

However, we are willing to accept the goods

We await

... ,

M. Bright

c) Dear Mr Brown,

We are writing in connection with

We are surprised ..., in terms with the conditions stated in your reply to our enquiry, delivery was to take place



However, the goods are now

We require the goods immediately, as

If you are not in a position to deliver immediately,

Please,

... ,

Clair White

Replies to Complaints

31. Combine the following phrases to make complete sentences.

a)

1. We have received your letter dated May 5, and apologise

2. We regret to learn from your letter of June, 15 that some of the goods

3. Further to your e-mail we received yesterday, we are sorry to inform you that, due to

4. We were extremely sorry to learn that in the shipment we sent you,

5. In reply to your letter of June 25, thank you

6. We were surprised to learn from the above letter that you have not yet

7. Thank you for your letter of today informing us that the wrong

a) for drawing our attention to the inferior quality of our shipment.

b) received the goods covered by our invoice No. 123.

c) a part of the order was missing.

d) covered by the above order were defective.

e) for the delay in delivery.

f) articles were sent.

g) circumstances beyond our control, we are no longer able to guarantee prompt delivery of your order.

b)

1. We are taking steps so as to prevent

2. We will let you know as soon

3. We have looked into this matter and

4. Our representatives will contact you next week

5. We are currently investigating this matter to discover

a) in order to inspect the faulty articles.

b) the cause of the problem.

c) as we have discovered the cause the problem.

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

2. We remind you that, as stated in our general terms,

3. We regret that we cannot take your complaint into consideration

4. We have found that this occurred

a) as it should have arrived within 20 days of receipt of order.

b) because of a mistake in execution of your order.

c) we do not accept responsibility for loss or damage during transit.

d) your packing instructions carefully.

d)

1. The amount in question

2. We could offer you a 50 % discount on the defective goods,

3. We have instructed our representative to collect

4. We gladly agree to your proposal

a) to keep the goods against a discount of 10 %.

b) if you agree to keep them.

d) will be deducted from your next invoice.

g) the wrongly delivered goods.

e)

1. We feel confident

2. We hope that you will

3. Please accept our apologies

4. We feel confident that such

5. We assure you that we will execute your orders

a) more carefully in the future.

b) a misunderstanding is not likely to happen again.

c) rely on us for your future needs.

d) that we can continue to guarantee excellent quality.

e) for any inconvenience this has caused.

32. 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

33. Complete the following sentences.

1. We were surprised to learn from the above letter that ...
2. We have taken the matter up with our freight forwarder, and ...
3. It is possible that ...
4. This seems to be due to ...
5. We are taking steps to prevent ...
6. ... for the invoice you have already settled.
7. ... for any inconvenience this has caused.
8. ... is not likely to happen again.
9. ... to retain you as a satisfied customer.

Payment

34. Put the sentences in order to make three payment reminders.

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 № 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 № 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 № 12 are still unanswered.

35. Complete the following letter with appropriate phrases.

Dear Sirs,

... our three reminders requesting payment for invoice № 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

Список литературы

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2 Business Communication [Электронный ресурс]. – Режим доступа: https://en.wikipedia.org/wiki/Business_communication. – Дата доступа: 27.03.2018.

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