

Федеральное агентство по образованию
Государственное образовательное учреждение
высшего профессионального образования
Владимирский государственный университет
Кафедра иностранных языков

Деловая корреспонденция на английском языке

Методическая разработка по английскому языку

Составитель
И.В. ЧИЖОВА

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Рецензент
Старший преподаватель кафедры иностранных языков
Владимирского государственного университета
Т.И. Матяр

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В программе обучения иностранным языкам в неязыковом вузе при обучении письму одним из основных акцентов является формирование умений вести деловую и личную переписку. Данная разработка знакомит с особенностями и стилями деловой корреспонденции на английском языке, даёт представление о различных видах писем и формирует практические навыки их написания.

Рекомендуется для изучения деловой переписки студентам всех специальностей университета, при обучении на получение дополнительной квалификации «Переводчик в сфере профессиональной коммуникации», а также для широкого круга лиц, интересующихся английским языком.

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Unit 1

ENGLISH BUSINESS LETTER FORMAT



Letter-writing is an essential part of business. In spite of telephone, telex and telegraphic communication the writing of letters continues; in fact most telephoned and telegraphed communications have to be confirmed in writing. The letter is often evidence of an arrangement or a contract, and must therefore be written with care; even the shortest and most usual of letters may have this importance.

I. Letter layout.

Currently there are several ways of setting out a business letter in Britain, and policy in this respect differs from company to company. The form in which a business letter appears has not been standardised in the United Kingdom to the extent it has in the U.S.A. and most European countries, and many British firms still indent the first line of each paragraph, and use more punctuation in the inside name and address and in the date. Nevertheless there is a growing tendency in Britain, due largely to foreign influences and the widespread use of computers, to use block paragraphing – in other words, to begin every line at the left-hand margin – and to dispense with unnecessary punctuation in the date and the name and address of the person or organisation written to. It is still considered necessary to put a full stop after abbreviations **Co.** (Company), **Ltd.** (Limited) and **St.** (Street). However, it is becoming more and more common to type **Mr** and **Mrs** – i.e. without a stop – and this practice may well be extended to other abbreviations in the near future.

II. Business letter as a rule consists of the following parts:

1. **Heading** including the company's name and address, its telephone numbers and telegraphic addresses, the type of business it is engaged in, its telex code and in many cases the names of the directors.
2. **The reference** consisting of the initials of the person who signs the letter and those of the typist. Sometimes other initials or figures are added, according to whatever may suit the filing system of the firm.

3. *The date.*
4. *The inside address* – the name and address of the firm the letter is written to.
5. *The salutation.*
6. *The body of a letter.*
7. *The complimentary close.*
8. *The signature.*

III. Letter style. Compare the two letters below and answer the questions:

1. What parts do both letters consist of?
2. Are there any punctuation marks in the addresses?
3. What differences are there between the two letters?

INTERCITY BANK PLC

58 Jalan Thamrin
Jakarta
Indonesia
Tel: 376018
Fax: 376020

Prapatan Office supplies
7 Jalan Prapatan
Jakarta
January 2006

Dear Sirs

We are expanding our offices in Jakarta and we will need extra desks, lights, chairs and filing cabinets.

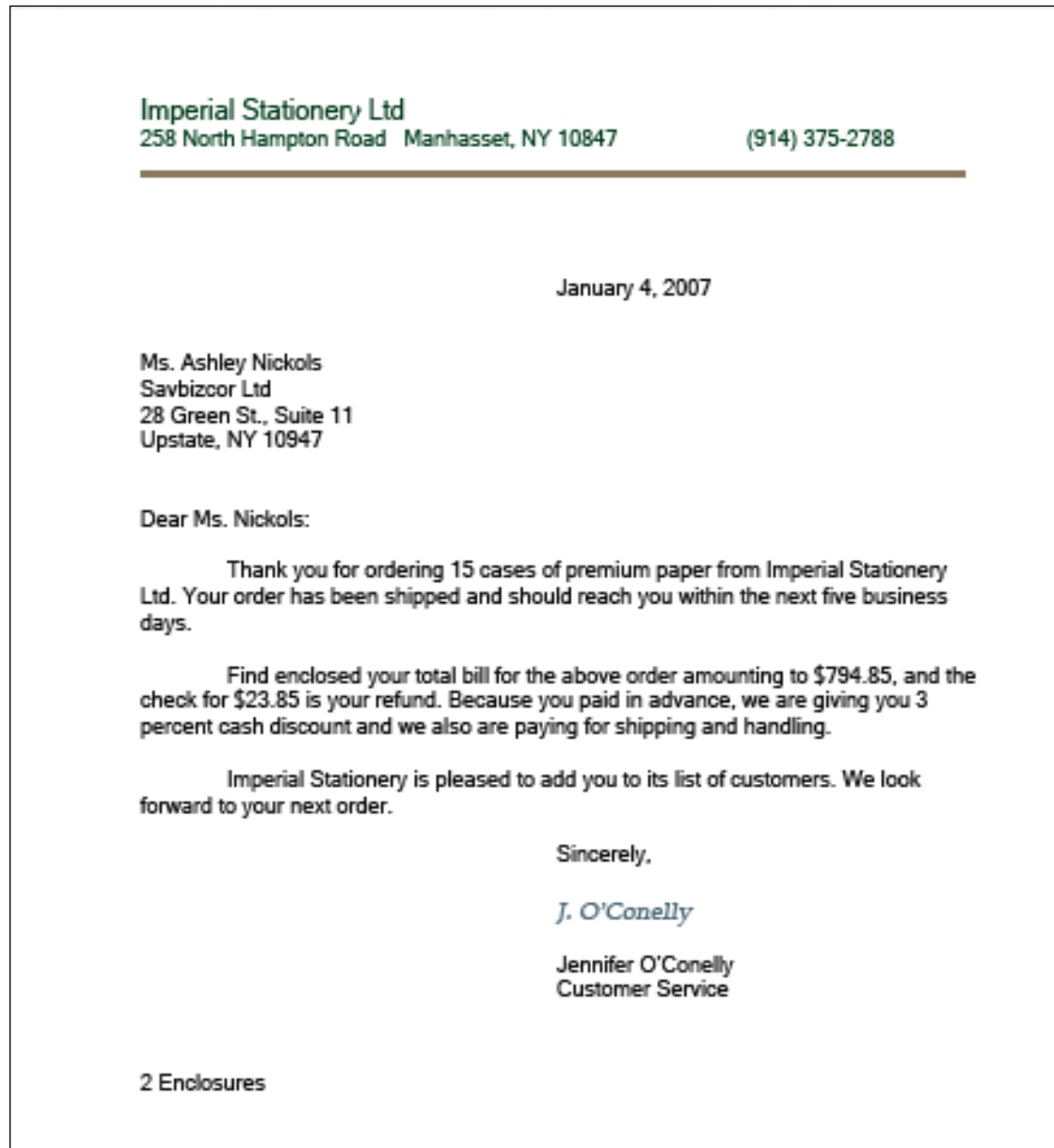
Please send us your catalogue with your prices, sizes and colours of these items.

Yours faithfully
Peter Long
Peter Long
Manager

The block-style letter

- *block style*, in which all the lines begin at the left-hand margin;

- **modified block style**, in which the dateline, the heading, the complimentary close, and the sender's name and title at the end begin in the center of the page



The indented-style letter

Indented (also called **modified block with paragraph indentations**), in which each first line of a new paragraph, is indented five spaces and the sender's address and date are placed on the upper right-hand side of the page. **Block-style** is generally used in the USA, **indented style** in Europe and other countries although there is growing tendency to use the **block-style**.

1. The letter parts layout:

- The letter heading with the name and address of the letter writer
- The name and address of the addressee (the person you are writing to) are at the top on the left.
- The date is on the right
- There is no punctuation in the address or after the salutation "Dear..." or the complimentary close "Yours faithfully/sincerely"
- The paragraphs start at the margin and there are line spaces between them.
- The writer's name and the title are under the signature.


INTERCITY BANK PLC	
	58 Jalan Thamrin Jakarta Indonesia Tel: 376018 Fax:376020
Mr. S. Basuki Jakarta Furnishings 7 Jalan Arjuna Jakarta	22 January 2006
Dear Mr. Basuki	
<u>Office furniture</u>	
We are expanding our offices in Jakarta and we will need extra desks, lights, chairs and filing cabinets.	
Please send us your catalogue with your prices, sizes and colours for these items.	
	Yours sincerely <i>Susan Woods</i> Susan Woods pp. Mr. Peter Long Manager

Note: pp means "in the place of"

1.1. The letter heading gives all the necessary information about the company.

Look at the letter headings below and tell about the companies

- the name of the company
- the type of the company
- their addresses, telephone numbers, etc.
- the names of the directors
- any other useful information. (The last two letter headings belong to partnerships)

Telegrams: BRONK LONDON Registered Number 725716	 H. BROWN & W. PINK LIMITED <i>Home & Overseas Merchants</i>	Telephone: 01 486 0517 (2 lines)
DIRECTORS: H. BROWN W. PINK		18 HILL ST. LONDON W1M 5RN

GREY, BLACK & WHITE	
SOLICITORS	Telephone: 01 388 5599
<hr/> <hr/>	
T.M. White G.R. Jones	265 High Holborn London WC1H 8BA

THISTLETHWAITE & CO. Chartered Accountants	596 Broad Street London EC4 3DD
B. Black, F.C.A. A. White, F.C.A. J. Grey, A.C.A.	
Telephone: 01 829 9595	

1.2. The date.

Be careful with the date! In Britain, they write the day first, but in the United States they write the month first, this means than 12. 06. 2006 is the twelfth of

June in Britain but in the United States it is the sixth of December. So, write the date like this: 12 June 2006.

And then everybody will know what you mean. Remember to use a capital letter for the month. You don't have to write "th", "rd", "nd" or "st" after the day.

How would you write these dates in a letter?

- | | | |
|--------------------|--------------------|--------------------|
| 1) Jan. 16th, 2009 | 3) 6/1 1/2004(UK) | 5) 21.1.2003 |
| 2) 23rd March 2002 | 4) 09-07-2002(USA) | 6) 04.08.2004(USA) |

1.3. The salutation.

There are some ways to open a letter

- | | | |
|-----------------|---|---------------------------------------|
| Dear Sirs | – | to a company |
| Dear Sir | – | to a man if you don't know his name |
| Dear Madam | – | to a woman if you don't know her name |
| Dear Mr. Smith | – | to a man |
| Dear Mrs Smith | – | to a married woman |
| Dear Miss Smith | – | to an unmarried woman |
| Dear Ms Smith | – | to a married or unmarried woman |
| Dear John | – | to a friend or someone you know well |

Note: The way you close a letter depends on how you open it.

1.3.1 The salutation and the complimentary close.

<i>Name and address</i>	<i>Salutation</i>	<i>Complimentary close</i>
Southern Airways Ltd. 250 Oxford Street London W1 7TM	Dear Sirs	Yours faithfully (Yours truly)
The Marketing Manager Software Ltd. Richmond Surrey SFY3DF	Dear Sir	Yours faithfully (Yours truly)
Ms J.Faulkner British Films Ltd. 3 Wardour St. London W1 5JN	Dear Ms Faulkner	Yours sincerely

1.3.2. Match the salutation and the right complimentary close.

- | | |
|----------------------|--|
| 1. Dear Mrs. Wilson | a) Best wishes |
| 2. Dear Madam | b) Peter |
| 3. Dear Ms Henderson | c) Peter |
| 4. Dear Susanna | d) Yours faithfully
RICHARD SANDERS
Richard Sanders |
| 5. Dear Mr. Carlson | e) Yours sincerely
SA JALAHMA
S. Al. Jalahma |
| 6. Dear David | |
| 7. Dear Sirs | |

1.3.3. Match the addressee and the right salutation and complimentary close.

	Dear...	Yours ...
1. The Manager Fuchi Bank Tokyo		
2. Trufit Shoe Co 841 Pacific St Los Angeles		
3. Mrs. H Cheng 5 Hatton Road Hong Kong		
4. John Smith Manager Bells Supermarket 76 Oxford Road Bath BA 2 5HD		

1.3.4. Practice in writing business letters.

There are some mistakes in the letter below. Can you find them? Write out the letter correctly, in "block style", arranging all its parts correctly

Island World Holidays	181 North Street
	London W1M
Miss Margareta Lindell,	Tel 8-976-9096-12
Slottsberget 26,	
Göteborg 41803,	
Sweden.	
Dear Sir,	
Thank you for your letter of the nineteenth of may 2003.I have pleasure in sending you our brochure With details of all our holidays.	
I look forward to hearing from you.	
2003, may 22nd	Best wishes
	Sales manager
	Fred Nelson
	Fred Nelson

1.4. Subject heading.

The letter to Jakarta Furnishings (page 4) has the subject heading “Office furniture”. This says what the letter is about. It will help Mr. Basuki give the letter to the right person. Often, when we put a subject heading we then use the words “above” or “above mentioned” etc.

Dear Mr. Chang
<u>Order No 234</u>
The above-mentioned order of books has now arrived. Please can you come and collect it as soon as possible
Yours sincerely
Michael Paine
Mr. Michael Paine
Manager

Referencing a subject when you write a business letter can be done in different ways. One way is to use the form “*RE,*” such as “*RE: Order №234*”. “*RE*” means “*относительно; ссылаясь на; касательно*”. This quickly highlights the subject and allows you to get right to it, but now this is seldom used. Without this, you can put it in the way mentioned above or your letter’s opening sentence must indicate what the letter is all about: *I’m writing to you about your Order № 234*”

1.4.1. Letter practice.

Complete letters 1 – 4. There are two things missing in each one.

Letter 1.

<i>Western Computers</i>	
<i>Invoice#258</i>	<i>3.3.2003</i>
<i>Computer</i>	<i>950.50</i>
<i>Monitor</i>	<i>300.25</i>
<i>Word processing disk</i>	<i>206.00</i>
<i>Total \$1,456.75</i>	

Dear Miss Spencer

 I am writing about the above invoice for \$1,450.75. I would like to remind you that it is now three months since we delivered the goods
 Please could we have your payment as soon as possible

Brain East
 Brain East
 Accountant

Letter 2.

<i>Mercedes 600 SL</i>
<i>one of the first</i>
<i>luxury cars</i>
<i>Technical data</i>

Dear Ms. Morales
Mercedes 500sl
 Thank you for your letter about.....
 I enclose some information which I hope you will find helpful

Thomas Lander
 Mr. Thomas Lander
 Sales Representative

Letter 3.

Dear Sirs

.....
This year the Daily Observer newspaper will print a special report on travel agencies.
We were wondering if your company would like to put on advertisement in it.
I enclose our price list and look forward to hearing from you.

.....
RMarosch

Ms Renate Marosch
Advertising Manager

*Daily Observer
Special Report on
Travel Agencies
Advertising prices
Full page.....\$1,100
Half page.....\$600
Quarter page.....\$400*

Letter 4.

Reminder!
Write to Peter
about the confe-
rence

Dear.....

Thank you for your letter of 12 February.
I am happy to say that I will be at the Marketing Conference in Paris next
March.
I look forward to seeing you there.

.....
John

John Williams

Letter 5. You are Purchasing Supervisor at Green Supermarkets Ltd, 13 Station Road, Dunlin, Loveland. Your manager has just sent you this memo. Write the letter to Corona Ltd. Make sure that you lay it out in the modern "block style".

Green Supermarkets Ltd

MEMO

To Purchasing Supervisor

From Manager

Date: 15 April 2009

Subject: Order 564

We sent an order for orange juice to Corona Ltd on 4 January but we have still not received it.

Please write to them and ask them when they can deliver the orange juice. Write the letter to Corona Ltd. Their address is Calle Magor 340, Madrid, Spain.

Unit 2

WRITING A BUSINESS LETTER



2.1. Parts of a letter-body.

Most letter bodies have three parts: the opening (beginning or introduction), main message and closing. Each part is usually a separate paragraph but the main message can be more than one paragraph if you are writing about more than one subject.

- 1. How many parts are there in the letter bodies of the letters that follow? What are they?*
- 2. Interfon looks for new agents. How can Eastern Bank help Interfon?*

Interfon Inc.

Your ref:
Our ref: RW/jd

Eastern Bank
PO box 3455
Bahrain

Interfon Inc.
1677 Sea Harbor Drive
Orlando, Florida 35509
USA

February 8, 2003

Gentlemen:

We are writing to inquire about agents for our products in Bahrain. Your branch in Orlando, Florida has told us that you may be able to help us.

We are a large manufacturer of radio telephones. At present, we export to Europe and Latin America, but we would like to start exporting to the Arabian Gulf.

Could you please forward this letter to any companies in Bahrain that might be interested in representing us? We enclose some of our catalogs.

Sincerely yours

RWinston

Robert J. Winston

Export Division

Vocabulary notes:

A colon (:) is used after the salutation in American English.

"Gentlemen: " – in American English, the salutation sometimes used to address a company instead of "Dear Sirs"

Difference in American and British English use

American English

British English

catalog

catalogue

Sincerely yours

Yours sincerely/yours faithfully

3. Interfon, Inc USA is looking for new business, so they sent a letter to their bank's branch in Bahrain. They received the reply

<<EASTERN BANK>>

PO Box 3455
Bahrain

Telex 3467 ICB
Tel. 254809

Your ref: BW/jd

Our ref: HD/mm

Mr Robert J. Winston

20 February 1987

Export Division

Interfon, Inc.

1677 Sea Harbor Drive

Orlando, Florida 35509

USA

Dear Mr. Winston

We have received your letter of 8 February, inquiring about agents for your products.

We have passed it on to the following companies who will contact you direct:

Arabian Electronics PO Box 26180 Bahrain,

Gulf Communications PO Box 348 Bahrain.

We hope that this will help you.

Yours sincerely

H Dhaif

Husain Dhaif

Corporate Section

4. Sometime later Interfon received this letter from Arabian Electronics. What was the letter about? What information did the company want?

Arabian Electronics	
PO Box 26180 Manama, Bahrain	Tel: 973 256 473 Fax: 973 273 482
Your ref: FW/jd Our ref: MAJ/yb	
Mr. Robert J Winston Export Division Interfon, Inc. Orlando, Florida 35509 USA	3 March 2002
Dear My Winston <u>Agents in Bahrain</u> Eastern Bank has passed us your letter of 8 February. We are interested in importing radio telephones and we would like to receive some more information. Please could you confirm that the prices in your catalogue are still correct. We look forward to hearing from you	
Yours sincerely <i>M. AlJalahma</i> Mr M.A. AlJalahma Managing Director	

5. What was Interfon's answer? Did Mr. Winston enclose the brochures with his letter?

Interfon Inc.

Your ref: MAS/yb
Our ref: RW/jd

Mr M.A. Al Jalahma
Managing Director
Arabian Electronics
Po Box 26180, Manama
Bahrain

Dear Mr. Al Jalahma:
Agents in Bahrain

Thank you for your letter dated March 3.

I am pleased to send you some of our brochures under separate cover. I can confirm that the prices in our catalog are correct until the end of December.

I am visiting the Middle East soon and I will contact you again shortly to arrange a demonstration of our products.

Please do not hesitate to contact me if you have any further questions.

Best regards

**Robert
J.Winst
on**

Robert J.Winston
Export Division

Interfon, Inc.
1677 Sea Harbor Drive
Orlando, Florida 35509
USA

March 18, 2003

6. Look back at the letters. Find the three parts in each letter. What are they?

Each part is usually a separate paragraph but the main message can be more than one paragraph if you are writing about more than one subject. So there are the three parts in each letter. They are an opening, main message and a close. An opening this says why you are writing. A main message gives the details. A close usually talks about the future.

7. Look at the first and second letters again. Which letter has more than one paragraph in the main message? What is the subject of each paragraph?

2.2. Beginning and ending a letter.

Here are some ways to begin a letter:

We are writing to enquire about...
We are writing in connection with...
We are interested in...
We would like to know...

2.2.1. Using the phrases given above how you would start the letters to...

- a) a company that wrote to you on 23 July. They wanted to know if you sell photocopiers.
- b) a man who wrote to you on 18 December. He wanted employment with your company. He also sent his curriculum vitae.
- c) a company that sent you a telex on 3 June. They wanted to know if you were going to the marketing conference in London.
- d) a lady who telephoned you this morning. She wanted to know if her order No. 599 had arrived.

Here are some ways to end a letter:

*I look forward to receiving your reply/
order / products / etc.*

Looking forward to hearing from you.

If you gave some information on the letter, you can close:

I hope that this information will help you.

Please do not hesitate to contact me if you need any further information.

Please feel free to contact me if you have any further questions.

2.2.2. Letter practice. Here are the main messages from four letters. Choose the correct beginning and ending from sentences above and below on this page and the following one, then the phrases: Yours faithfully/sincerely or Best wishes.

- a) Thank you for your telephone call today, enquiring about our prices.
- b) Looking forward to seeing you.
- c) Thank you for your letter of 16 February, concerning Arabian Electronics.
- d) I look forward to receiving your order.

- e) Thank you for your telephone call today.
- f) Thank you for telex of 18 July, concerning your forthcoming visit to Hong Kong.
- g) I hope that this information will help you.
- h) Please feel free to contact me if you need any information about our other branches.

1.

Dear Sir

1.....

We are happy to tell you that above-mentioned company has always paid our bills on time. We have never had any problems with them.

2.....

R.D. Smith
R.D. Smith
Manager

2.

Dear Mr. Hugo

3.....

We sell three kinds of water heaters. The prices are \$ 450 (150 liters), \$ 680 (200 liters) and \$ 740 (250 liters). I enclose some brochures.

4.....

Jan Dos
Jan van Dos
Sales Department

3.

Dear Peter

5.....

I am sorry that I was not in the office when you rang, but here is the information that you wanted. The address of your branch in Singapore is 54 Liu Fang Rd, Jurong Town, Singapore 2262. The manager is Mr. S. Rushford.

6.....

J. Blake
John Blake

4.

Dear Ms. Wilson

7

I would be very happy to meet you in my office on the day you suggested,
August 10, at 11 a.m.

8

F.G. Bending

F.G. Bending

Representative, South East Asia.

2.2.3. Letter practice.

1. **Write a letter to Data Services Ltd, 57 West Road, Paxton, PX3 7JA. You want a word processor and you would like to know if they vent them. You need a small machine with a very good quality printer.**
2. **You are the personnel Manager at the Provincial Assurance CO. You have received this letter from Miriam Montilla. Write back to her and ask her to send you her curriculum vitae (CV) so that you can review her experience.**

Follow the plan:

1.

- Dear....
- Open the letter. Say what you are writing about.
- Tell them exactly what you need.
- Close the letter.
- Yours
- Sign it with your and title (Office Manager)

2.

- Dear....
- Open the letter. Say what you are writing about.
- Ask her to send you her CV (e.g. *Please could you...*).
Tell her why you want it.
- Close the Letter.
- Yours
- Sign it with your name and title (Personnel Manager).

Unit 3

TYPES OF BUSINESS LETTERS



1. AN ENQUIRY LETTER. (ПИСЬМО – ЗАПРОС.)

Phrases recommended for beginning and ending a letter:

I

We are interested in ... as advertised recently in ...

We have received an enquiry for your ...

I was interested to see your advertisement for ...

I understand you are manufacturers of (dealers in) ... and should like to receive your current catalogue.

II

When replying please also include delivery details.

Please also state whether you can supply the goods from stock as we need them urgently.

If you can supply suitable goods, we may place regular orders for large quantities.

MATTHEWS & WILSON
Ladies' Clothing
421 Michigan Avenue
Chicago, Ill. 60602

October 21, 2007

Messrs GRANT & CLARKSON
148 Mortimer Street
London W1C 37D
England

Gentlemen:

We saw your women's dresses and suits at the London Fashion Show held in New York on October 17. The lines you showed for teenagers would be most suitable for our market.

Would you kindly send us your quotation for spring and summer clothing that you could supply to us by the end of January next year. We would require 2,000 dresses and suits in each of the sizes 10-14, and 500 in sizes 8 and 16.

Thank you for an early reply.

Very truly yours,

P. Wilson

P. Wilson Jr.

Buyer

1.1. Letter practice. Study the letter of enquiry and recommended phrases and write the letter of your own using the given phrases and letter.

**2. AN ANSWER TO AN ENQUIRY LETTER. AN OFFER.
(ОТВЕТ НА ЗАПРОС. ПИСЬМО – ПРЕДЛОЖЕНИЕ.)**

Phrases recommended for beginning and ending a letter:

I

- 1. Thank you for your letter of... As requested we enclose ...*
- 2. In reply to your enquiry of ... we are sending by separate post...*
- 3. I was pleased to learn ... that you are interested in our ...*
- 4. Thank you for your enquiry dated ... regarding ...*

II

- 1. We look forward to receiving a trial order from you soon.*
- 2. We shall be pleased to send you any further information you may need.*
- 3. Any orders you place with us will have our prompt attention.*
- 4. Please let me know if you need any further details.*

Messrs Matthews & Wilson 421 Michigan Avenue Chicago, Ill. 60602	Grand & Clarkson 148 Mortimer Street London W1C 37D
	30th October, 2007
Attention: Mr. P. Wilson, Jr.	
Dear Sirs	
We are pleased to make you an offer regarding our dresses and trouser suits in the size you require.	
All other models can be supplied by the middle of January 2008, subject to our receiving your form order by 15th of November. If you would prefer the goods to be sent by air freight, this will be charged extra at cost	
Trouser suits sizes 8-16 in white, yellow, red, turquoise, navy blue, black, sizes 12, 14 also in pink per 100 \$2,650.00	
Dresses sizes 8-16 in white, yellow, red, turquoise, black per 100 \$1,845.00	
We hope you agree that our prices are very competitive for these good quality clothes, and look forward to receiving your initial order.	
Yours faithfully, F.T.Burke F.T.Burke Export Department	

2.1. Letter practice. Study the answer to the letter of enquiry and recommended phrases and write the offer of your own using the given phrases and letter.

3. AN ORDER. (ПИСЬМО – ЗАКАЗ.)

Phrases recommended for beginning and ending a letter

Making orders

1. *Thank you for your quotation of ...*
2. *We have received your quotation of ... and enclose our official order form.*
3. *Please supply the following items as quickly as possible and charge to our account.*

II

1. *Prompt delivery would be appreciated as the goods are needed urgently.*
2. *Please acknowledge receipt of this order and confirm that you will be able to deliver by ...*
3. *We hope to receive your advice of delivery by return of post.*

Confirming orders

1. *Thank you for your order dated ...*
2. *We thank you for your order number... and will dispatch the goods by ...*
3. *We are sorry to inform you that the goods ordered on ... cannot be supplied.*

II

1. *We hope the goods reach you safely and that you will be pleased with them.*
2. *We hope you will find the goods satisfactory and look forward to receiving your further orders.*
3. *We are pleased to say that these goods have been despatched today (will be despatched in .../are now awaiting collection at...).*

Making an order

Dear Sirs

Many thanks for your prompt reply of 20 April to our enquiry for bell-wire. We enclose our official order for 15,000 metres, which we understand you can supply from stock.

As we pointed out in our first enquiry, the quality must be up to the sample we sent you, and the weight and colour of the cotton insulation identical to that of the sample. Our order is placed on these conditions.

Yours faithfully

Confirming an order

Dear Sirs

Thank you very much for your order of 2 March for:

5 dozen tea services,

3 dozen dinner services.

4 gross cups and saucers, export seconds, white.

All these items are in stock, and we can guarantee delivery to your Liverpool warehouse well before 15 March. As requested, we will advise you of date of dispatch. We are at your service at all times.

Yours faithfully

Notes: gross – гросс (12 дюжин)

second – изделие второго сорта

3.1. Letter practice. Study the letters making and confirming the orders and recommended phrases and write the letters of your own using the given phrases and letters.

4. A LETTER OF COMPLAINT. (ПИСЬМО – ЖАЛОБА.)

Phrases recommended for beginning and ending a letter

I

- 1. The goods we ordered from you on ... have not yet been delivered.*
- 2. Delivery of the goods ordered on ... is now considerably overdue.*
- 3. We regret having to report that we have not yet received the goods ordered on ...*
- 4. We regret to report that one of the cases of your consignment was badly damaged when delivered on ...*
- 5. When we examined the goods despatched by you on ... we found that...*
- 6. We have received a number of complaints from several customers regarding the ... supplied by you on ...*

II

- 1. Please look into this matter at once and let us know the reason for this delay.*
- 2. We hope to hear from you soon that the goods will be sent immediately.*
- 3. We feel there must be some explanation for this delay and await your prompt reply.*
- 4. We hope to learn that you are prepared to make some allowance in these circumstances.*

Dear Sirs

Our order nos. 6531, 6687, 6866 and 6892

As we have repeatedly pointed out to you, prompt delivery on your part is essential if we are to maintain satisfactory stock levels and fulfil our production schedules.

Each of the four orders listed above has arrived later than the date stipulated, and order no. 6892 was delayed by almost a month, with the result that we have had to reduce production by some 5 per cent.

We cannot possibly allow this situation to continue, and are sorry to have to tell you that unless you can guarantee to deliver supplies by the dates specified in future orders, we will be forced to look for another supplier.

We hope to hear from you very soon.

Yours faithfully

A REPLY TO COMPLAINT. (ОТВЕТ НА ЖАЛОБУ.)

Phrases recommended for beginning and ending a letter

I

- 1. We are concerned to learn from your letter of ... that the goods sent under your order number ... did not reach you until...*
- 2. We are sorry that you have experienced delays in the delivery of...*
- 3. We note with regret that you are not satisfied with the goods supplied to your order of ...*
- 4. Thank you for your letter of ... which has given us the opportunity to rectify a most unfortunate mistake.*
- 5. We wish to apologise for the unfortunate mistake pointed out in your letter of..*

II

- 1. We assure you that we are doing all we can to speed delivery and offer our apologies for the inconvenience this delay is causing you.*
- 2. We hope you will be satisfied with the arrangements we have made.*
- 3. We trust these arrangements will be satisfactory and look forward to receiving your future orders.*
- 4. We regret the inconvenience which has been caused in this matter.*
- 5. We apologise once again for the unfortunate mistake and can assure you that a similar incident will not occur again.*

Dear Sirs

Your letter of 6 October 1978: your order nos, 6531, 6687, 6866 and 6892

We have received your letter, and must ask you to accept our apologies for despatching these orders later than the scheduled dates.

As we informed you in our letter of 8 August, there was some disagreement between management and the trade union in the latter part of the summer, and this resulted in greatly reduced production at two of our plants in the north of England. It was at this time that we introduced electronic data processing of orders here at head office, and, like most other companies, we had one or two problems to sort out in the early stages. However, these difficulties have now been cleared up, and our production is now running according to plan. We are, naturally, very sorry for the inconvenience you have had to suffer on account of our own problems, but we can promise you that you can rely on prompt delivery on our part now that the situation is back to normal.

Yours faithfully

4.1. Letter practice. Study the letter of complaint, the reply to complaint and recommended phrases and write the letters of your own using the given phrases and letters.

**5. A THANK YOU LETTER. (A LETTER OF GRATITUDE.)
(ПИСЬМО С ВЫРАЖЕНИЕМ БЛАГОДАРНОСТИ.)**

5.1. Study the letter sample and write your own letter using it as a model

Mr. Aggarwal General Manager Info Tech Limited Begumpet Hyderabad	Latest Gadgets Limited 56, Rastrapathi Road Secunderabad
	4th August, 2003
Dear Mr. Aggarwal	
On behalf of Latest Gadgets Limited I would like to place on record our most sincere thanks for doing business with us. It would be our great pleasure to do business with you in the future also and we look forward to more such opportunities in the near future. Thanking you once again.	
Sincerely <i>Ram Chander</i> Ram Chander Sales Manager	

5. A LETTER OF APPLICATION.

(ПИСЬМО – ЗАЯВЛЕНИЕ О ПРИЁМЕ НА РАБОТУ.)

6.1. Study the letter sample and write your own letter using it as a model

1000 Terrace View Apts.
Blacksburg, VA 24060
(540) 555-4523
stevemason@vt.edu

Mr. John Wilson
Personnel Director
Anderson Construction Company
3507 Rockville Pike
Rockville, MD 20895

March 25, 2005

Dear Mr. Wilson:

I read in the March 24th Washington Post classified section of your need for a Civil Engineer or Building Construction graduate for one of your Washington, DC, area sites. I will be returning to the Washington area after graduation in May and believe that I have the necessary credentials for the project.

I have worked at various levels in the construction industry every summer since the 8th grade. As you can see from my resume, I worked several summers as a general laborer, gradually moved up to a carpenter, and last summer I worked as assistant construction manager on a 100 million dollar job.

In addition to this practical experience, I will complete requirements for my Building Construction degree in May. As you may know, Virginia Tech is one of the few universities in the country that offers such a specialized degree for the construction industry. I am confident that my Building Construction degree, and my years of construction industry experience make me an excellent candidate for your job.

The Anderson Construction Company projects are familiar to me, and my aspiration is to work for a company that has your excellent reputation. I would welcome the opportunity to interview with you. I will be in the Washington area during the week of April 12th and would be available to speak with you at that time. In the next week to ten days I will contact you to answer any questions you may have.

Thank you for your consideration.

Sincerely,
S.Mason
Steve Mason

Enclosure

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ДЕЛОВАЯ КОРРЕСПОНДЕНЦИЯ НА АНГЛИЙСКОМ ЗЫКЕ

Методическая разработка по английскому языку

Составитель ЧИЖОВА Ирина Викторовна

Ответственный за выпуск – зав. кафедрой доцент Е.П. Марычева

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