

# EXTRA PRACTICE 1

- ▶ Enquiry
- ▶ Reply to enquiry
- ▶ Orders
- ▶ Dispatch documents
- ▶ Order modification
- ▶ Complaints
- ▶ Reminders
- ▶ Mistakes in invoicing

## 1 ENQUIRY Translate the following enquiry into English.

Ci è stato segnalato da un nostro cliente il vostro sito Business Fast e saremmo interessati ai vostri servizi di consulenza per aziende. Siamo produttori di materiali per la ristrutturazione di locali pubblici (ristoranti, bar, pub). Abbiamo avviato l'attività tre mesi fa e avremmo bisogno di avere una consulenza su come pianificarla e trovare nuovi clienti. Potreste gentilmente farci avere un listino prezzi con i vostri servizi? Se i prezzi saranno competitivi sarà nostro piacere avviare una collaborazione con la vostra azienda. Restiamo in attesa di una vostra risposta.  
Distinti saluti

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## 2 REPLY TO ENQUIRY You are Giovanni Pignoni and work for "Timework", a company providing temporary employees for companies. You've received the following enquiry:

We are a company that produces hospital machinery. We need to increase our staff resources for a six-month period because of the huge quantity of work that we are facing. We expect we will need three people from June 10th to the end of December in the purchasing department. We therefore invite you to send us CVs from suitable candidates with the following characteristics: a degree in Economics, two years' experience in purchasing; problem-solving and teamworking skills; ability to manage stress and time.

### Reply to the enquiry as follows:

- ▶ Thank the manufacturing company for their interest in your recruitment agency.
- ▶ Say that after a few interviews you have found different applicants for the positions required.
- ▶ Say that you'll send six CVs attached to your reply, so that they can select the proper candidate among them.
- ▶ Invite the company to contact them in case they need further applicants.

**3 ORDERS/1** You work for Wilson Hairline and want to place the following order with Joseph Annah from Hairworld LTD for their hair care products:

- ▶ Start by explaining your intention to order some products.
- ▶ Explain that you need 50 boxes containing 20 bottles of shampoo for dry hair (ref number 498/g) and 20 boxes containing 10 bottles of conditioner (ref number 678/f).
- ▶ Delivery within ten days.
- ▶ Insurance and transport at your expenses.
- ▶ Payment 30 days from delivery.

**4 ORDERS/2** Write to "Home Luxury" (Mr. Sam Olsen) placing an order for 250 silver frames. Follow the guideline below:

- ▶ Thank Mr. Olsen for the quotation of 23rd November.
- ▶ Say that as their sales terms meet your requirements, you are pleased to place an order for 250 silver frames (ref. number 667).
- ▶ Explain that the delivery time is very important and that the frames are needed by the end of the month.
- ▶ Say that shipping costs will be at your expenses.
- ▶ Say that you look forward to receiving the order confirmation.

**5 DISPATCH DOCUMENTS** Translate the following advice of dispatch:

Siamo lieti di comunicarLe che l'ordine nr 876 del 24 gennaio 2017 è stato inviato stamattina alle 10.30 tramite World Exped, secondo le Vs disposizioni. Abbiamo imballato le bottiglie singolarmente per garantire maggiore sicurezza al trasporto. Attendiamo una risposta al ricevimento della merce per confermare che tutto è andato come previsto. Cordiali saluti,

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**6 ORDER MODIFICATION** Scrivi una modifica di ordine con i seguenti punti:

- Vuoi aggiungere 50 t-shirt bianche (codice art 12/D) all'ordine nr 345 del 27 febbraio 2017.
- ▶ stai scrivendo in merito all'ordine sopra citato
  - ▶ vuoi aggiungere 50 t-shirt bianche
  - ▶ chiedi se sei in tempo per fare questa modifica
  - ▶ suggerisci, in caso di risposta negativa, di poter effettuare un nuovo ordine per le t-shirt sopra riportate.

**7 COMPLAINTS/1** Write a letter of complaint:

- The 50 Louis Vuitton bags ordered a month ago haven't arrived yet.
- ▶ Refer to order 50/U of 10th January 2017
  - ▶ Say that you haven't received the bags required
  - ▶ Say that the shipment is very important as there are customers waiting for them
  - ▶ Say that an immediate answer is required considering the urgency of the delivery



# EXTRA PRACTICE 2

- ▶ Enquiry
- ▶ Positive/negative reply to the enquiry
- ▶ Order cancellation
- ▶ Complaint

**1 ENQUIRY/REPLY TO THE ENQUIRY** Choose from the sentences below the ones which are most suitable for the following letters:

- We look forward to receiving your order
- We shall be glad to know whether you are in a position
- Please accept our apologies
- If our prices meet your requirements
- If your quotation compares favourably with others
- we are forced to refuse new orders for the time being

## Enquiry

9th April 20...

Dear Sirs,

(1) .....

to print logos and slogans on outdoor clothing detailed in the enclosed list. If so, please quote your lowest prices, stating your earliest delivery terms.

(2) ....., we would be pleased to enter into a business relationship with you.

Yours faithfully,

.....

## Positive reply to the enquiry

15th April 20...

Dear Sirs,

In reply to your enquiry dated 9th April, please find enclosed our offer together with our terms of payment and delivery for the printing of your items.

(3) ....., we are pleased to inform you we are in the position to grant 10% discount on orders worth over € 10,000.00.

(4) .....

Yours faithfully,

.....

## Negative reply to the enquiry

15th April 20...

Dear Sirs,

With reference to your letter of 9th April, we regret to inform you that due to the renewal of our printing equipment, (5) .....

(6) ..... We will be pleased to let you know our future availability, which, however, will not be before the end of this month.

Yours faithfully,

.....

1/.....; 2/.....; 3/.....; 4/.....;  
5/.....; 6/.....



**2 REPLY TO ENQUIRY** Read the letter then do the following activities.

**PROCTER & GAMBLE INC**  
299 6<sup>th</sup> Avenue, CINCINNATI – OHIO – 45202 – THE USA  
Tel. 00481-333032478 Fax. 00481-333032479  
e-mail: info@P&G.com website:www.procter&gamble.com  
VAT no. 003785165 REGISTRATION No. 4800094  
Directors: Paul Ray-Morgan Freen

**Your Ref:** DP/am

**Our Ref:** PR/ok

September 13 20....

LIMONI Spa  
1 Via Generale Lauger,  
46010 CURTATONE – MN  
ITALY

**Attn.** Purchasing Manager

Dear Mr Del Favero,

With reference to your letter dated Sept. 10, we would like to thank you for the interest shown in our products and in particular in our new line of detergents for children, "SUPER BABYSOFT".

As clearly stated on our website, all our solid and liquid soaps, moisturising creams and powders are hypoallergenic, chemical free and particularly suited for kids' sensitive skin. Our brand-new articles are offered both fragrance-free and with a gentle scent. Moreover, the almond and olive oils we add to our soaps are of the best quality and come exclusively from natural production chains which guarantee GMO-free products.

Our Super Babysoft articles are in stock and can be dispatched worldwide within a week of receipt of order. We are launching them at favourable conditions: our prices are quoted Ex works Cincinnati and they include packaging. We can grant you a 10% discount on the first trial order and an additional 5% discount will be given on orders we receive before September 30. We require payment by draft at 30 days.

We are sending you some samples of our complete range of products under separate cover and we also enclose our latest price list.

We hope that you will take advantage of our extremely favourable terms and we are confident that our goods will meet your requirements.

We look forward to receiving your order soon and do not hesitate to contact us again if you require further details.

Yours sincerely,

*Paul Ray*  
Paul Ray  
Export Sales Manager

**1. Answer the following questions.**

1. Which characteristics does Mr Ray underline about their new products? .....
2. What is the delivery time mentioned in the letter? .....
3. Which trade discounts are offered? .....
4. How are the samples going to be sent? .....
5. What kind of payment is requested? .....

2. Write your own letter of reply to an enquiry following the prompts provided:

You work for TOP FURNITURE Ltd., 139 Edmund Avenue, Birmingham.

Reply to Susan Brown of Epson Inc, 10 Castle Crescent, New York because she has enquired about your range of OFFICE DESKS. Mention the following points:

- ▶ Refer to previous correspondence.
- ▶ Give information about your products describing their features (mention colours, materials used in the production, sizes). Try to be convincing.
- ▶ State your terms of business (incoterms, payment conditions, delivery time).
- ▶ Offer a trade discount under certain conditions.
- ▶ Mention enclosures.
- ▶ Explain that samples of the material used in the production have been sent separately.
- ▶ Encourage the customer to place an order.

**Remember**

Remember to write the appropriate layout for a business letter.

3

**ORDER CANCELLATION** Read the e-mail below and fill in the gaps with the most appropriate words of your choice:

**Subj.:** Cancellation of order No. 49234  
**From:** s.rob@partytime.co.uk  
**Date:** 8th April 20...  
**To:** Mary Harris- m.harris@sugarcraft.co.uk

We are writing with (1) ..... to our order N° 49234, sent to you on 24th March, for a (2) ..... of cake design tools. We are sorry to have to (3) ..... this order, but we have been forced to take this step because of the excessive (4) ..... in delivering the requested goods.

When the order (5) ....., we stipulated that delivery was to be made (6) ..... 4th April, as we needed to meet (7) ..... with our customers. As you know, you (8) ..... that we would have the goods by this date. Unfortunately, since you have failed (9) ..... this condition, we have had to deal with serious complaints.

We would be grateful if you could (10) ..... that the order has been cancelled.

We hope that in the future you will be able to provide us with your usual efficient service.

Best regards,  
Sue Robbie,  
Partytime Shop Manager

Architonics S.r.l.  
Viale Po, 46-48  
20100 MILANO  
architronics@gmail.com

Milano, 3 maggio 20...

LAURA ASHLEY  
218, Fulham Road  
SW07OAJ LONDON  
www.lauraashley.com/

Egregi Signori,

tre mesi fa **il vostro rappresentante, sig. Grundy, ci ha mostrato alcuni campioni di tessuto per tendaggi**, modello Brampton Stripe Dove Grey 50 che abbiamo in seguito ordinato il 20 aprile u.s.

La merce è arrivata questa mattina, ma purtroppo **abbiamo constatato che tutti i rotoli di tessuto sono di qualità inferiore rispetto ai campioni che ci avevate proposto.**

In particolare **ci riferiamo al peso del tessuto che, essendo più leggero, non è adeguato per essere utilizzato nella confezione di tende oscuranti.** Pensiamo ci sia stato inviato per errore l'articolo Brampton Stripe Dove Grey con peso 30, anziché 50 come richiesto.

**Siamo comunque disposti ad accettare questa partita di tessuto, solo nel caso in cui venisse garantita una riduzione nel prezzo.** Pertanto restiamo in attesa di un Vs. riscontro a riguardo.

Vi comunichiamo inoltre che **abbiamo urgente necessità dell'articolo Brampton Stripe Dove Grey 50, di cui chiediamo l'invio immediato.**

Cogliamo l'occasione per inviarVi cordiali saluti,

1. Choose the most suitable translation for each sentence highlighted in the letter. Give reasons why the other two alternatives are incorrect (inappropriate use of tenses, inadequate vocabulary, wrong interpretation etc.)
  1. **il vostro rappresentante, sig. Grundy, ci ha mostrato alcuni campioni di tessuto per tendaggi**
    - a. your sales representative, Mr. Grundy, showed us some samples of drapery fabric
    - b. Mr. Grundy, your sales representative, has shown us some samples of drapery fabric
    - c. we were shown with some samples of drapery fabric by your sales representative, Mr. Grundy
  2. **abbiamo constatato che tutti i rotoli di tessuto sono di qualità inferiore rispetto ai campioni che ci avevate proposto.**
    - a. we found that all the rolls are of inferior quality to the samples we have seen.
    - b. we verified that the amount of rolls is of inferior quality to the samples examined.
    - c. we found out that all the rolls are of inferior quality to the samples you had shown us.
  3. **In particolare, ci riferiamo al peso del tessuto che, essendo più leggero, non è adeguato per essere utilizzato nella confezione di tende oscuranti**
    - a. We refer especially to the weight of the fabric that, being much lighter, is not suitable for manufacturing blind curtains.



- b. We especially refer to the light weight of the fabric, which is unsuitable for manufacturing blind curtains
  - c. We refer especially to the fabric's weight that is too light and it is not right for manufacturing blind curtains
4. **Siamo comunque disposti ad accettare questa partita di tessuto, solo nel caso in cui ci venisse garantita una riduzione nel prezzo**
- a. Anyway, we will be prepared to keep the wrong rolls, but only if you can grant us a discount.
  - b. Anyway, we are prepared to keep the wrong rolls, but only if you will be able to lower the price.
  - c. Anyway, we would be prepared to keep the wrong rolls, but only if you could grant us a reduction in price.
5. **abbiamo urgente necessità dell'articolo Brampton Stripe Dove Grey 50, di cui chiediamo l'invio immediato.**
- a. we urgently want receive item Brampton Stripe Dove Grey 50 and we ask you to arrange for its immediate delivery.
  - b. we are still in urgent need of item Brampton Stripe Dove Grey 50 and we would ask you to arrange for its immediate shipment.
  - c. we urgently ask you to delivering item Brampton Stripe Dove Grey 50 as soon as possible.

2. Now, translate the whole letter into English.

**5 COMPLAINT/2** Read the letter and then do the activities below:

**SILVER COMPACT Ltd.**

82 Cornwall Drive,  
 MANCHESTER, MA3 1LS, THE UK  
 Tel.0161-7332478 Fax. 0161-7332477  
 e-mail: [info@silvercompact.com.uk](mailto:info@silvercompact.com.uk)  
 website: [www.SILVERCOMPACT.UK](http://www.SILVERCOMPACT.UK)

VAT No. 123456700 REG. no 113487 England  
 Directors: Peter Burton, Andrew Parker

**Your Ref:** DR/am

**Our Ref:** PB/nb

27 May 20...

DAT International Plc.  
 257 Park Avenue,  
 Southtown, TEXAS 75234 USA  
**Att.** Export Sales Manager

Complaint about the KF 400 machine

Dear Mr Rogers,

As you know we have been regular customers of yours since 2001, when we opened our new cutlery factory in Manchester. We have always been quite satisfied with the performance of your tooling and cutting machines, which we have even recommended to other companies. Recently, however, the working standard of your equipment and in particular of model KF 400 has dropped, thus causing us serious trouble in our manufacturing process.



We need your machine to produce not only forks and spoons but also our famous stainless steel table and fruit knives. Much to our disappointment, your machine is making a lot of noise, there is a lot of vibration and worst of all the machine accuracy is no longer satisfactory. As a result, we have been forced to slow down our production in order to double-check each item and we are currently behind with our deliveries. We have already tried to contact your after-sales supervisor, but it seems he is always away on business. Your service agent, who we were able to talk to last Monday, explained to us that the maintenance programme included in our sales contract provides for the sending of an engineer at 72 hours' notice. It has been four days now, but your technician has not come yet.

We kindly ask you to investigate the matter urgently and to arrange for your technician to visit us as soon as possible. Unless we can have the machine repaired and in perfect working condition, we will be forced to request some form of compensation. We look forward to hearing from you soon and hope that problems of this type will not occur again.

Yours sincerely,

*Peter Burton*  
Purchasing Manager

c.c. : DAT International Headquarter - New York

**1. Answer the following questions.**

1. How long has DAT International been a supplier to Silver Compact Ltd.? .....
2. What problems has machine model KF400 recently caused? .....
3. Why is Silver Compact Ltd. a little late with its deliveries? .....
4. What does the maintenance programme in the sales contract provide for? .....
5. What will Mr Burton do if a technician doesn't pay a visit to their premises in the near future? .....

**2. Write Mr Rogers' reply to the previous complaint following the prompts below:**

- ▶ express regret for the problems they have had to face
- ▶ offer a solution together with financial compensation
- ▶ state that Silver Compact will receive a visit from their best engineer in 24 hours' time
- ▶ suggest a new technologically advanced machine (mod. FK500) and offer it at a very competitive price.

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**Remember**  
Remember to write the appropriate layout for a business letter.