**ANSWER/ REPLY LETTERS, OFFERS**

**Ex. 1 Make words from the jumbled letters and match them with the definitions below.**

a) TMINEROC

b) TEN RCIPE

c) RIGACREA ROFDRAW

d) TNQOAOIUT

e) NREDU PATESRAE VREOC

f) SORSG IERPC

g) LTAYOLY NUTCOSID

1. Condition of sale when the customer pays for the transport of the goods.

2. Internationally used term which indicates which price is being quoted to the customer.

3. Price which does not include additional costs such as transport and insurance.

4. Amount taken off the usual price of goods when they are sold to a regular customer.

5. In a separate envelope or parcel.

6. Price which includes additional costs such as transport and insurance.

7. Price for work to be done or a service to be provided.

**Ex. 2 There are no capitals, punctuation, or paragraphs in this reply to a request for information. Write it out correctly, adding the capitals, punctuation, and dividing the body of the letter into four paragraphs.**

dear mr Russell

thank you for your phone call of thursday 4 march enquiring about hiring our delivery vans my colleague ms angela smith who took the call said you were mainly interested in 5- ton vehicles like the “tobor” so I am enclosing our booklet “small truck hire” giving you details of our charges these also appear on our website at www.vanhire.co.uk. you will notice that the summer months of june july and august are the least expensive and that we offer a 20% discount on weekend hire starting saturday at 08.00 and ending sunday at 20.00 our main offices in the uk are in london and birmingham but we also have branches in france germany and italy if you are thinking of hiring abroad you will find details on our website please let me know if I can be of further help

your sincerely

michael craddock

transport manager

**Ex. 3 Reply to an enquiry Mr Chan has emailed Hubner GmbH, enquiring about some earth-moving equipment he saw at a trade fair. In his reply, Hubner’s Sales Director, Gustav Fest, refers to specific questions asked by Mr Chan. Read Mr Fest’s letter and choose the items which Mr Chan asked about.**

1. How soon the goods can be delivered

2. Details of prices

3. Where the goods can be purchased

4. After-sales service

5. How the goods will be transported

6. Terms of payment

7. Quantity discounts

8. Cash discounts

9. Details of the range of goods available

10. Which bank will handle the transaction

11. Guarantees

Dear Mr Chan

Thank you for your enquiry of 16 August concerning our earth-moving equipment displayed at the International Farm Machinery Fair in Bonn.

In answer to the specific questions in your letter, first let me say we are willing to consider substantial discount on orders over $3000,000. All our machinery is guaranteed for three years against normal use, and we have several agencies in your country with mechanics trained to service all our products.

With regard to the terms of payment, which you mentioned, we would consider payment by 30-day bill of exchange, documents against acceptance, provided you could offer two referees.

I confirm that we can fulfill orders within three months, unless there are unusual specifications, and you can buy equipment from us direct or through our agents in your country.

As requested, I am sending our current catalogue and price list to you by express mail. I think you will find the equipment on pages 101- 15 particularly interesting for the work you have in mind. If you require any further information, please contact me.

Yours sincerely

Gustav Fest

Gustav Fest

Sales Director

**Ex. 4 Here are some of the questions Mr Chan asked, but the words have been mixed up. Rearrange the words so that the questions make sense and add the necessary capitals and punctuation.**

EXAMPLE offer / do / you / large / a / orders / discount / on

*Do you offer a discount on large orders?*

1. details / of / can / you / prices / please / me / send / your

2. after-sales / do / an / offer / you / service

3. guaranteed / are / for / how / goods / long / the

4. goods / can / how / delivered / soon / the / be

5. terms / what / payment / your / of / are

6. can / buy / where / the / I / goods

7. you / do / what / quantity / discounts / sort / offer / of

8. can / send / mail / please / your / by / me / you / express / catalogue

**Ex. 5 Change the given instructions into an acceptable form for business correspondence.**

1. Ask them for a cash discount.

2. Say that we want these items delivered in three months.

3. Tell them to get in touch with us if they can’t deliver the goods before Friday.

4. Find out what their terms of trade are.

5. Ask them if they could give us quantity discount in case of placing a large order.

6. Find out if it is possible to pay by 30-day bill of exchange.

7. Ask them about an after-sales service.

**Ex. 6 Complete this answer letter with the suitable articles and prepositions.**

Thank you … your letter giving us …details of … products we enquired … .

… main item we are interested … is …kitchen unit listed in… catalogue under … heading CM 14. As we are building … large block of apartments, we think … unit like … one listed, might be …best installation… our purposes.

Please let us know what your terms of… trade are. Could you also tell us if you are able to offer … trade and … quantity discounts on … price … large orders? We would also be grateful for … samples of all materials used in … manufacture … your units.

I am including …plan of our apartment and …dimensions we would need.

**Ex. 7 Put the correct word or phrase in each blank choosing from the given list.**

additional features date enquiring hesitate

enclosed leaflet range pleasure enquiry

further details sincerely supply In addition

competitive price full details doing business in production

A)

Dear Ms Prentice

Thank you for your 1… of 3rd May about our office stationery.

We have 2… in enclosing our latest catalogue and price list. We hope you will find it of interest.

If you require any 3… , please do not 4… to contact us.

Yours 5…

B)

Thank you for your letter of January 4th, asking about office furniture. The enclosed catalogue contains 6… of our range. In most cases we are able to 7… you with the goods you require within fourteen days.

We look forward to receiving an order from you.

C)

Thank you for your letter of 1st June, 8… about the pocket calculator.

This model is no longer 9… . As you will see from the 10… , the new model has several 11… at an extremely 12… .

We have also enclosed our latest catalogue giving details of the vast 13… of electronic goods we supply.

We allow a discount of 30% on purchases of not less than 50 of the same model, and 35% on quantities of not less than 100. 14… , we give a discount of 3% for payment within fourteen days from 15… of invoice.

We look forward to 16… with you in the near future.

**Ex. 8 Render into English these extracts from the answer letters.**

1) Благодарим Вас за запрос от 23.03.2004 года, из которого мы узнали, что Вы заинтересованы в продукции нашего завода. Мы с удовольствием прилагаем к этому письму наш прейскурант. Цены указаны без торговых скидок. Мы можем также выслать Вам каталог продукции нашей фабрики в3-хэкземплярах.

Надеемся, что наше предложение Вам понравится.

2) В ответ на Ваше письмо от 6 марта сообщаю Вам, что мы готовы обсудить Ваше предложение на следующем заседании.

3) В соответствии с Вашим запросом мы рады сообщить Вам, что условия контракта были рассмотрены на заседании Совета, и мы сможем приложить к этому письму копию протокола.

4) В соответствии с Вашим письмом мы имеем удовольствие выслать Вам все необходимые материалы.

**Ex. 9 Compose answer letters according to the given situations.**

1) Write a letter of reply from Robert Morris, Sales Director of UK Cycles, to Karl Janssen. Thank him for his letter, quoting time. Give him the following information: details of the range of bikes available; discounts (quantity discounts on orders for bikes over $ 10.000); delivery time (usually three months after the receipt of order); credit (facilities only after trading for at least one year with the company). Thank him for his interest in your company, and close the letter in the appropriate manner.

2) Write a letter of reply to Anne Croft (Sales Director) from the secretary on Mr Busch’s behalf, quoting her enquiry of a catalogue and a price-list.