**ORDERS, ORDER ACKNOWLEDGEMENTS**

**Ex. 1 The verbs in the box can all be used with the noun 'order'. Choose the best verb to complete each sentence. Use each verb only once, and in the correct form:** *confirm, place, refuse, make up, ship, cancel, dispatch, acknowledge.*

1. Wewould like to … an order with you for 5,000 units. 2. As we are unable to supply the quantity you asked for, we would have no objection if you preferred to … your order. 3. I am writing to … your order, which we received this morning, for 20 “Omega Engines”. 4. We are pleased to inform you that your order K451has already been … from our depot. 5. Please … your order in writing, so that we can inform our distribution depot. 6. Your order was … yesterday on the MV Oxford. 7. Unfortunately, we shall have to … your order unless payment is settled in cash. 8. I would like to reassure you that your order will be … in our depot by staff who have experience in handling these delicate materials.

**Ex. 2 In this letter Mr Takahashi is placing an order, but the sentences have become confused. Rewrite the letter with the sentences in the correct order, starting new paragraphs where appropriate.**

1. Best wishes.

2. If some of the items are out of stock, please do not send substitutes.

3. When you send the order, please make sure all cartons are clearly labeled with our logo and numbered.

4. I canconfirm that the 10% quantity discount off net prices that you offered is acceptable.

5. Dear Mr. Causio

6. I attach our order No. 49301/231 for the selection of shirts, trousers, and jackets which we discussed on the phone yesterday.

7. Kosaburo Takahashi

8. As agreed, we will pay by letter of credit, I have already arranged this with the bank.

9. Please note the order must be here by 10 April, in time for the new season.

10. As soon as the bank hands over the shipping documents, the credit will be released.

**Ex. 3 Read this extract from a letter apologizing for a delayed delivery, and choose the best words from the options in brackets.**

Further to our telephone conversation on Friday, I amwriting to you, ***(1) … (affecting, concerning, changing)*** your order, № SX1940, which was ***(2) … (sold, made, placed)*** with us on 10 January.

Once again, I must ***(3) … (regret, apologize, speak)***for the delay in processing this order. This was due to a staffing ***(4) … (shortage, fault, malfunction)***. However, since I spoke to you, we have ***(5) … (dismissed, promoted, taken on)*** four new employees at our depot, and I am pleased to tell you that your order is now ready for dispatch. It will ***(6) … (arrive, deliver, reach)*** you within five working days.

Special ***(7) … (care, attention, caution)*** has been taken to ensure that the ***(8) … (load, crates, consignment)***has been packed ***(9) … (meeting, according, serving)*** to your requirements. Each item will be individually wrapped to ***(10) … (prevent, cause, stop)*** damage.

**Ex. 4 All the sentences below give reasons for refusing an order. Match the sentences in column A with sentences in column B with similar meanings. Then choose the sentences which are most suitable for business correspondence.**

***Column A***

1. We don’t make this product now because people don’t buy enough of it.

2. We can’t sell you anything unless you pay cash.

3. We cannot offer the discount you suggest as our profit margins are extremely low.

4. We can’t possibly fill this huge order: it's more than our total output for at least six months.

5. Unfortunately, we cannot guarantee delivery within five working days.

***Column B***

a. Unfortunately, we do not have the capacity to supply an order as large as this.

b. We can’t let you have 15% off because we price our products as cheaply as possible.

c. There’s no way we can deliver in such a short time.

d. We have stopped manufacturing this product as there is no longer sufficient demand.

e.We regret that we would only be prepared to supply on a cash basis.

**Ex. 5 Make words from the jumbled letters and match them with the definitions below.**

a. SMPOMILCTEN IPLS e. RIA ILWYALB

b. NOVCIIE f. IHPS

c. GIFOWRDNRA GNETA g. VIGCNERO TRTEEL

d. TSTMTEELEN h. CIAVDE TNEO

1. Person or organization that conveys goods to their destination.

2. Letter accompanying a document or goods, explaining the contents.

3. List of goods or services that states how much must be paid for them.

4. Document informing a customer that a consignment is on its way to them.

5. Payment of an account.

6. Small piece of paper with a company's details on it.

7. To send goods by road, rail, air, or sea.

8. Document that gives information about goods sent by air.

**Ex. 6 Translate the given bodies of the letters of order.**

1) Джентльмены:

Спасибо за Ваше письмо от 5 ноября.

Мы изучили Ваш каталог и выбрали три модели, заказ на которые прилагается к письму. Это наш пробный заказ (trial order) и если мы будем довольны Вашей доставкой, то можете рассчитывать на регулярные заказы.

Чтобы избежать трудностей с таможенными властями, пожалуйста, проследите, чтобы были выполнены наши инструкции по доставке.

С уважением,

Прил.

Заказ 456/4

Пожалуйста, доставьте следующим судном через Саусхэмптон и Лиссабон.

Доставка: ФОБ Британский порт

2) Уважаемый господин Петров

С настоящим письмом высылаем наш заказ на партию женской одежды.

Мы бы хотели подтвердить, что оплату необходимо произвести векселем с условием погашения в течение 30 дней.

Не забудьте, что лишь доставка груза самолетом будет гарантией быстрой доставки.

Мы будем делать заказы и в дальнейшем при условии, что данный заказ будет выполнен в соответствии с нашими требованиями.

С нетерпением ждем получения Вашего подтверждения.

С уважением

**Ex. 7 Compose letters of order and acknowledgement of order according to the given situations.**

1) Write a letter to a foreign manufacturer of some article you are familiar with. Enclose an order and state your requirements regarding quantity, quality, appearance and delivery.

2) Acknowledge an order for cotton textiles and explain why a slight delay in execution is unavoidable.

3) Write an order for a shipment of evening bags, handbags and beauty boxes.