**TEST**

**BUSINESS CORRESPONDENCE**

**I. Fill in the following words in the sentences: *estimate, sale or return, carriage forward, net price, forwarding agent, wholesaler, subsidiary, prospectus, compliments slip, default.***

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

2. Publication giving details about a school or college.

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

4. Company that is partly owned by a larger one.

5. Price given for work to be done.

6. Person or company that buys goods from manufacturers and sells them to retailers.

7. To fail to do something required by law.

8. Term used when a supplier agrees to buy back unsold goods.

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

10. Small piece of paper with a company’s details on it.

**II. Fill in the following words in the sentences: *reference, invoice, settlement, net price, advice note, premium, air waybill, gross price, credit facilities, bill of exchange.***

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

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

3. The amount of money paid to an insurance company for cover.

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

5. Payment of an account.

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

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

8. Method of payment by which the seller can give the buyer credit for an agreed period, e.g. 30 days.

9. Means of allowing credit, e.g. bill of exchange.

10. Written report on a company’s creditworthiness.

**III. Guess the word or word expression.**

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

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

3. Amount taken off the usual price of goods when they are sold for orders over a certain amount.

4. Place where a company demonstrates its products.

5. Person who buys goods or services from a shop or company.

6. This organization indemnifies clients against loss.

7. Underwriters at Lloyds work in a group called … .

8. Debt that is not likely to be paid.

9. Publication giving details of goods or services offered by a company.

10. Written estimate, usually for a large job such as building a factory.

**IV. This is a reply to an enquiry. Write the numbers of the items which were mentioned in this letter.**

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 18 August concerning our earth-moving equipment displayed at the International Farm Machinery Fair in Bonn.

In answer to the specific questions in your email, first let me say we are willing to consider substantial discount on orders over $300,000. 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 fulfil 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

**V. Match the correct Incorterm to its explanation.**

|  |  |
| --- | --- |
| 1. DDU (delivery duty unpaid)  2. CFR (cost and freight)  3. CIF (cost, insurance and freight)  4. EXW (ex-works)  5. FAS (free alongside ship)  6. FOB (free on board) | a) The buyer pays all delivery costs once the goods have left the seller’s factory or warehouse.  b) The seller pays all delivery costs to the port.  c) The seller pays all delivery costs, except for import duty, to a named destination.  d) The seller pays all delivery costs to a named destination, except for insurance.  e) The seller pays all delivery costs to when the goods are on board ship.  f) The seller pays all delivery costs to a named destination. |

**VI. Complete this letter of complaint about damage with the following words and expressions: *wear, insurers, complain, torn, crates, inspecting, refund, invoice, rusty, consignment, handled, carriage forward.***

Dear Mr Harrison

I am writing to \_\_(1)\_\_ about a shipment of tubular steel garden furniture we received yesterday against \_\_(2)\_\_ № G3190/1.

The \_\_(3)\_\_ were damaged on the outside, and looked as if they had been roughly \_\_(4)\_\_. When we unpacked them, we found that some of the chair legs were bent and \_\_(5)\_\_, and the fabric on the seating \_\_(6)\_\_, or showing signs of \_\_(7)\_\_.

Two further crates from the \_\_(8)\_\_ have not arrived yet, so we have not had the opportunity of \_\_(9)\_\_ them. I have told the shipping company that we cannot accept this consignment from you, and they have contacted your \_\_(10)\_\_.

As we will be unable to retail this consignment in our stores, we are returning the shipment to you \_\_(11)\_\_, and we shall expect a full \_\_(12)\_\_.

Yours sincerely

Emily Mendez

**VII. Read the invitation from a Chamber of Commerce and choose the best words from the options in brackets.**

Dear Emily Gomez

We \_\_(1)\_\_ (wish, want, would like) to invite you to our annual dinner on 15 April, and \_\_(2)\_\_ (wonder, ask, demand) if you would consider being one of our guest \_\_(3)\_\_ (announcers, speakers, talkers).

Our theme this year is “The effects of the euro”, and we would \_\_(4)\_\_ (admire, seek, appreciate) a contribution from your field of manufacturing on how this is \_\_(5)\_\_ (afflicting, affecting, altering) you and your colleagues enterprises. Please \_\_(6)\_\_ (let, leave, make) us know as soon as possible if you are able to \_\_(7)\_\_ (talk, speak, discuss).

\_\_(8)\_\_ (Inside, Enclosed, Within) you will find a formal invitation for yourself and a guest.

Yours sincerely

Peter Brown