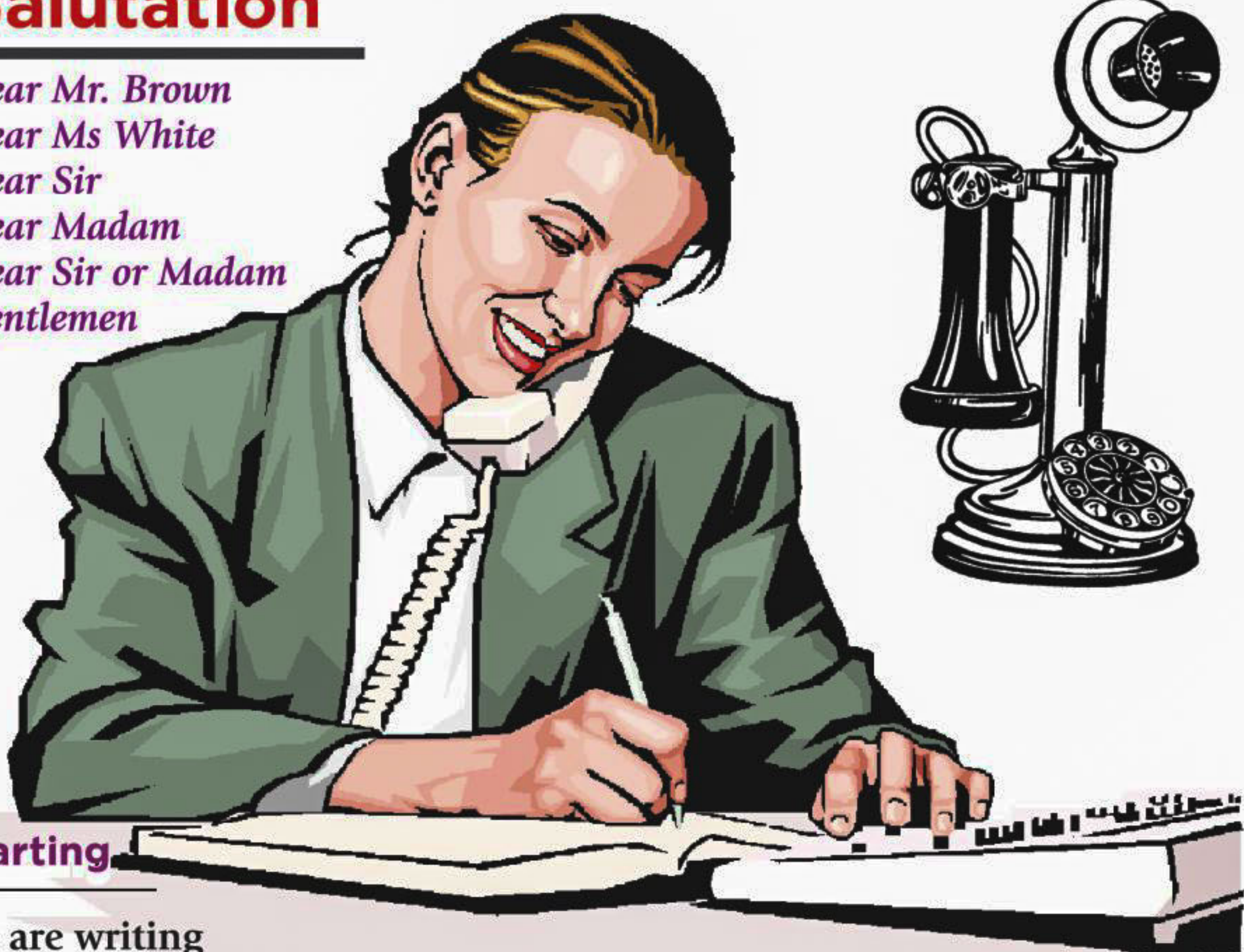


## BUSINESS LETTERS & TELEPHONE SKILL

### Salutation

- Dear Mr. Brown
- Dear Ms White
- Dear Sir
- Dear Madam
- Dear Sir or Madam
- Gentlemen



### Starting

#### We are writing

- o to inform you that ...
- o to confirm ...
- o to request...
- o to enquire about ...
- I am contacting you for the following reason.
- I recently read/heard about ... and would like to know ...
- Having seen your advertisement in ..., I would like to ...
- I would be interested in (obtaining / receiving) ...
- I received your address from ... and would like to ...
- I am writing to tell you about ...

#### Referring to previous contact

- Thank you for your letter of March 15.
- Thank you for contacting us.
- In reply to your request, ...
- Thank you for your letter regarding ...
- With reference to our telephone conversation yesterday...
- Further to our meeting last week ...
- It was a pleasure meeting you in London last month.
- I enjoyed having lunch with you last week in Tokyo.
- I would just like to confirm the main points we discussed on Tuesday.

#### Making a request

- We would appreciate it if you would ...
- I would be grateful if you could ...
- Could you please send me ...
- Could you possibly tell us / let us have ...
- In addition, I would like to receive ...
- It would be helpful if you could send us ...
- I am interested in (obtaining / receiving) ...
- I would appreciate your immediate attention to this matter.
- Please let me know what action you propose to take.

#### Offering help

- Would you like us to ...?
- We would be happy to ...
- We are quite willing to ...
- Our company would be pleased to ...

#### Giving good news

- We are pleased to announce that ...
- I am delighted to inform you that ...
- You will be pleased to learn that ...

#### Giving bad news

- We regret to inform you that ...
- I'm afraid it would not be possible to ...
- Unfortunately we cannot / we are unable to ...
- After careful consideration we have decided (not) to ...

#### Complaining

- I am writing to express my dissatisfaction with ...
- I am writing to complain about ...
- Please note that the goods we ordered on ( date ) have not yet arrived.
- We regret to inform you that our order n° ---- is now considerably overdue.
- I would like to query the transport charges which seem unusually high.

#### Apologizing

- We are sorry for the delay in replying to ...
- I regret any inconvenience caused (by) ...
- I would like to apologize for the (delay, inconvenience)...
- Once again, please accept my apologies for ...

#### Orders

- Thank you for your quotation of ...
- We are pleased to place an order with your company for...
- We would like to cancel our order n° .....
- Please confirm receipt of our order.
- I am pleased to acknowledge receipt of your order n° .....
- Your order will be processed as quickly as possible.
- It will take about (two/three) weeks to process your order.
- We can guarantee you delivery before ...(date)
- Unfortunately these articles are no longer available / are out of stock.

#### Prices

- Please send us your price list.
- You will find enclosed our most recent catalogue and price list.
- Please note that our prices are subject to change without notice.
- We have pleasure in enclosing a detailed quotation.
- We can make you a firm offer of ...

#### Referring to payment

- Our terms of payment are as follows ...
- Our records show that we have not yet received payment of ...
- According to our records ...
- Please send payment as soon as possible.
- You will receive a credit note for the sum of ...

#### Enclosing documents

- I am enclosing ...
- Please find enclosed ...
- You will find enclosed ...

#### Closing remarks

- If we can be of any further assistance, please let us know.
- If I can help in any way, please do not hesitate to contact me.
- If you require more information ...
- For further details ...
- Thank you for taking this into consideration.
- Thank you for your help.
- We hope you are happy with this arrangement.
- We hope you can settle this matter to our satisfaction.

#### Referring to future business

- We look forward to a successful working relationship in the future.
- We would be (very) pleased to do business with your company.
- I would be happy to have an opportunity to work with your firm.

#### Referring to future contact

- I look forward to seeing you next week.
- Looking forward to hearing from you, ...
- Looking forward to receiving your comments,
- I look forward to meeting you on the (date).
- I would appreciate a reply at your earliest convenience.
- An early reply would be appreciated.

## 1 TELEPHONING

### Some useful phrases. Listen to the recording and repeat.

- Can I speak to Peter Safin, please?
- Speaking.
- Are you busy?
- Can I call you back?
- Please hold on.
- Sorry to keep you waiting.
- I'll transfer you.
- What's the area code for Dublin?
- Dial 9 to get an outside line.
- Press the star key twice.
- This is a very bad line.
- You're breaking up.
- The reception is very bad.
- Would you like to leave a message?
- Leave a message on my voicemail.
- I'm in a meeting. I'll call you back.
- I think we've covered everything.
- Speak to you soon.
- Bye for now.



## DIALOGUES 1

#### Beginning a call

- A: I'd like to speak to Max Reed, please.
- B: Just one moment. I'll connect you ... You're through now.
- C: Max Reed speaking.
- A: Hi, Max. Simon here.
- C: Hi, Simon. How are you?
- A: Fine. And you?

#### Checking information

- A: Hello.
- B: Hello, John. Sven here. Did you get my email?
- A: Yes, it's right here in front of me.
- B: Fine. I thought it would be quicker to phone than send you another message.
- I wanted to run through some of the arrangements for Tuesday...

#### Asking the caller to hold

- A: Sorry to keep you waiting so long. Could you hold on a little longer? The network is very slow today.
- B: How long do you think it is going to take to find the information?
- A: It won't be long now. Right. Here we are. The figures you need are ...

#### Asking the caller to leave a message

- A: I'm trying to get hold of someone in your sales department. Are you having problems with your phone system? I was cut off earlier and now there is no reply.
- B: Just a moment, please. I'll try the number for you. Yes, I'm afraid there's no reply from the department. They must be at lunch. Would you like to leave a message and I'll get someone to call you when they get back.
- A: Thanks. My name's Baz Mehot and the number is 453980.

#### Making sure you understand

- A: Can I speak to Teresa Riller? I understand that she is looking after Sales while Marco Stam is on parental leave.
- B: That's right, but I'm afraid she's not here at the moment. Can I take a message?
- A: Thanks. Could you say that Pieter Baumgartner called and ask her to call me back?
- B: Can you spell your name, please?
- A: Baumgartner is B-a-u-m-g-a-r-t-n-e-r. I'm at the Rainbow Hotel in room 13.
- B: Is that 13, one three, or 30, three zero?
- A: Thirteen, one three.
- B: Thanks. I'll pass on the message.

#### Ending a call

- A: ... OK. Have we covered everything?
- B: I think so. You just need to let me know when you can send the report.
- A: That's right. I'll send you a message when I get back to the office. Anyway, thanks for calling.
- B: No problem. I'll wait to hear from you.

### Some Important Notes to Remember

#### I'd like to speak to Max Reed, please.

- Some other phrases for checking if someone is available:
- Is Max Reed there?
- Can I talk to Max Reed?
- Is Max Reed available?

#### Hi, Max. Simon here.

- This is an informal greeting. More formal greetings include:
- Hello, Mr Reed. This is Simon Speedwell speaking.
- Mr Reed. Hello, it's Simon Speedwell here.

#### I wanted to run through...

- We often introduce the topic politely by using the past tense. We can also use I'd like to...
- For example:
- I wanted to run through the arrangements.
- I wanted to ask you a question.
- I wanted to know about your travel plans.
- I'd like to ask you a question.

#### Sorry to keep you waiting ...

- Some other phrases to use when someone is waiting on the phone:
- Could you hold on?
- Do you mind holding.

#### Would you like to leave a message?

- Would is used to introduce a polite offer.
- Note also:
- Would you like me to check?
- Would you like to call back later?
- Would you like to hold on?

#### ... I'll get someone to call you when they get back.

- Note the use of the simple present tense when they get... in this sentence:
- I'll call you if I can.
- I'll phone you when they arrive.
- I'll let you know if I hear anything.
- I'll fax you if I remember the name.

#### I understand that she is looking after Sales...

- Language that indicates that you already have some information:
- I understand that you're coming to Warsaw next week.
- I hear that Pedro is moving to Singapore.
- I see (that) they're going to open a new office in Paris.

#### ... Marco Stam is on parental leave.

- Some other reasons for absence include:
- He's on paternity leave.
- She's on maternity leave.
- She's taking compassionate leave.
- He's ill.
- She's on holiday.
- He's left for the day.

#### ...I'm afraid she's not here at the moment.

- Use I'm afraid or I'm Sorry to when passing on unwelcome information,
- I'm afraid I can't help you.
- I'm sorry I'm going to be late.
- I'm afraid I can't find the information you need.

#### Have we covered everything?

- Note how we signal that a call is coming to an end:
- So is that everything?
- Is that all?

#### Anyway, thanks for calling.

- Other ways of bringing a call to an end: Right I'll check the details and call you back.
- I think that's everything.
- Is there anything else?

#### British/American differences

- Some differences between British and American English:

#### British

- Parental leave
- Compassionate leave
- She's on holiday.

#### American

- family leave
- In American English the term bereavement leave is also used.
- She's on vacation



### ANSWER KEY TO THE LAST EIS PAGE ACTIVITIES (DATED JULY 11, 2016)

#### KEY:

TRUE / FALSE: a. T b. T c. F d. F e. F f. T g. F h. F

#### SYNONYM MATCH:

a. firm company b. dominance upper hand c. make inroads into muscle in on d. penetrate pierce e. milestone achievement f. enhanced augmented g. addresses attends to h. enroll recruit i. complements meets j. tie-up association

#### PHRASE MATCH:

a. a friendly takeover b. a serious challenge to Nike's dominance c. make inroads into the highly lucrative US market d. a once in a lifetime opportunity e. a major milestone f. we are able to offer an enhanced portfolio g. truly addresses the needs of... h. enroll global youth through sports, music and technology i. a focus on performance j. Adidas's tie-up with David Beckham

#### SYNONYM FILL:

Adidas agrees to buy rival Reebok  
BNE: German sports goods firm Adidas has bought US rival Reebok in a ---8--- takeover for \$3.8 billion. The merger is seen as a serious challenge to Nike's dominance in the sportswear world. Adidas hopes to make inroads into the highly lucrative US market, which ---7--- half of global sporting goods sales. Adidas also expects Reebok will penetrate deeper into the European market. Adidas boss Herman Hainer said: "This is a ---2--- opportunity to combine two of the most respected and well known companies in the worldwide sporting goods industry." He also said the deal represented "a major ---3---" for Adidas. Reebok CEO Paul Fireman considered Adidas as a perfect partner. He said: "With Adidas, we are able to offer an ---1--- portfolio of global brands that truly addresses the needs of today's and tomorrow's consumers... Reebok's ---6--- is to enroll global youth through sports, music and technology. This complements Adidas's mission to be the ---4--- sports brand in the world with a focus on performance and international presence." The two companies are expected to sign up famous international stars to elevate their products. Adidas's ---5--- with David Beckham has greatly enhanced the company's worldwide profile.