

Written Fluency – Autumn semester 2004

**Handout 1** – Tuesday, 12 October 2004

**Correspondence. Private/informal // business/formal letters.**

Task 1:

*Match the following typical parts of a business letter with the corresponding parts of the (incomplete) example below. More labels can sometimes refer to the same part of the letter.*

salutation	receiver's address	references
complimentary clause	sender's address	re-line
receiver's name and title	date	heading
sender's name and title	body of letter	letterhead
	enclosures	signature

***Troy International Ltd.***

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BA Trading s.r.o.  
Šumavská 31  
60200 Brno  
Czech Republic

Your ref:

Our ref:

Date: 8 October 2004

Attn. Mrs Stodolova

Dear Mrs Stodolova,

Your order No. P-4218

I \_\_\_\_\_ that our last shipment according to your order P-4218 has caused you difficulties and I should like \_\_\_\_\_ how sorry I \_\_\_\_\_. You may be assured that your complaint \_\_\_\_\_ full attention.

As I am keen \_\_\_\_\_ preventive measures for the future,

I \_\_\_\_\_ your cooperation in ascertaining some of the circumstances, particularly whether

- the details given in the transport document were in accordance with our invoice and the actual delivery,

- the seal of the truck was intact,

- the packages \_\_\_\_\_,

- survey report was drawn up with the carrier's statement.

As soon as we \_\_\_\_\_ your detailed description and specification of damage we shall proceed further with the settlement.

Please be sure that we are taking measures \_\_\_\_\_ similar occurrences in future.

Yours sincerely,

Liam Wintersgill  
Sales Manager

**Task 2:**

Read the following letter and fill in the blanks with the correct forms of verbs from the list in the box below. Add auxiliary and modal verbs, particles and prepositions where necessary. Each verb can only be used once. There are more verbs in the box than gaps in the letter (i.e. some verbs will not be used).

take	follow	give	appreciate	express	feel	dispatch
prevent	inform	repair	receive	damage	make	require

**Task 3:**

Write down some expressions typical of the style of business letters. List also some characteristic grammatical features of formal style which can be found here. Try to provide their informal equivalents, if possible.

Formal letters	Informal letters

**Task 4:**

Imagine that Mrs Stodolová and Mr Wintersgill have been co-operating for many years and they are close friends. Rewrite the letter in 3-4 sentences as an informal e-mail. Use expressions and structures from the right column of the above box.

**Task 5:**

Draft a formal reply to Mr Wintersgill and include the following notes:

- **poděkujte za rychlost a ochotu věc řešit;**
- **odpovězte na otázky: v dodávce chybělo 20 ks oproti dopravnímu dokladu, plomba byla rozlomená, 1 bedna (15 ks) chybí zcela a druhou zloději otevřeli;**
- **zeptejte se, zda o náhradu od pojišťovny máte žádat vy, anebo dodavatel;**
- **požádejte o doposlání chybějících kusů v další zásilce do konce měsíce;**
- **vyjádřete naději, že takové potíže se nebudou opakovat.**