

Exercise on commercial letters.

Goal: Recognizing different letter types

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**I. Match the list of Letters (from 1 to 12) with the bodies (from a to f)**

1. Asking for an estimate (demander un devis)
2. Sending an estimate (envoyer un devis)
3. Sending details of a product (envoyer les détails d'un produit)
4. Sending details of prices (envoyer les détails d'un prix)
5. Asking for a discount (demander une réduction)
6. Agreeing to a discount (accorder une réduction)
7. Acknowledging delivery (accuser réception d'une livraison)
8. Complaining about a late delivery (se plaindre d'une livraison tardive)
9. Complaining about delivery of wrong goods (se plaindre d'une livraison de mauvaises marchandises)
10. Answering to a complaint (répondre à une plainte)
11. Disputing an invoice: already paid (réclamation: facture déjà payée)
12. Wrong payment received (avis de paiement insuffisant)

a. Further to our phone call, we are writing to complain about various items ( ) which are either missing or wrong in the above ( ) order.

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b. I refer to your reminder ( ) of 17 September, which we are rather ( ) surprised to receive. We settled ( ) the above invoice in the usual manner by bank transfer on 23 August.

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c. Please find enclosed ( ) our estimate ( ) for the decoration of the drawing room and hall at 25 Victor Street.

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d. Thank you for your letter of 16 April in which you ask for a reduction on our normal prices, given ( ) the size ( ) of your order.

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e. Thank you for your letter of 25 May. We apologize for failing ( ) to send you the full price list ( ) which you will find enclosed.

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f. We would be glad if you could send us an estimate for the cost of sending these goods to New Zealand.

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g. I acknowledge receipt of ( ) the goods listed in my order no. 1232YYY, but I disagree ( ) with the total sum indicated on the invoice. I had understood ( ) that you were currently ( ) offering a discount of 15%.

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h. Thank you for your enquiry ( ) of 2 February. Our range ( ) of product does indeed conform to your expectations ( ).

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i. We acknowledge receipt of our order (see ref. above) and would like to express our appreciation of the speed with which you managed ( ) to process it.

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j. We acknowledge receipt of your draft ( ) for £3,222.90. We must however point out ( ) that our February statement included a further sum ( ) of £1,998.13 which was still outstanding ( ).

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k. We are really very sorry to receive your letter complaining of errors in the items delivered to your under your order no. G/88/R9. We have checked your order form ( ) and find that the quantities are indeed wrong ( ).

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l. We are surprised not to have received delivery of the two machines which you assured ( ) by phone would be despatched ( ) immediately.

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## II. Fill the vocabulary box below.

Accuser réception de:

Noter que:

Les attentes :

Veillez trouver ci-joint :

Un devis :

Une demande d'information :

Une plainte/réclamation

Une facture :

Régler une facture :

Le relevé de compte :

S'excuser de :

Ci-dessus :

Une réduction :

Le coût :

Une commande :

Une livraison :

Une livraison tardive :

Un rappel :

Rappeler qqch à qqn :

Une traite :

Une somme (d'argent) :

Virement bancaire :

Facture impayée :

Étant donné que :