

Exercise on commercial letters.

Goal: Recognizing different letter types

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 :