



<b>Lesen</b>	Aufträge lesen und analysieren
	Wörter und Phrasen lernen, die notwendig sind, um Aufträge zu schreiben
	wie man Aufträge strukturiert
<b>Hören</b>	wie man am Telefon Auftragskonditionen verhandelt
	Aufträge telefonisch entgegennehmen
<b>Schreiben</b>	Auftragsformulare korrekt ausfüllen
	Bestellungen schreiben

➤ **CONTEXT:** Mr Giacomelli owns a sports shop in Florence, Italy. He wants to sell Liverpool Football Club merchandise. ◀

**1** **Read this information first.** Then, study the order form. Which of the items mentioned in the information are present in the form, and which are missing?

An order form has blank spaces to make sure that all the necessary information is included.

Sometimes, no form is available. Then you must be sure to include complete, accurate information because incomplete orders can result in delayed deliveries or even deliveries of the wrong goods.

Therefore, an order should include:

- **item number** (catalogue number, style number, model number, etc.)
- **quantity**
- **name of the item** being ordered
- **description** (size, colour, extra features, etc.)
- **unit price**
- **amount**
- **terms of payment and shipment**
- **delivery address**
- **signature**

YOUR ORDER					
CODE No.	ITEM	SIZE	QTY	PRICE	AMOUNT
961632	LFC crew neck sweatshirt red	S	50	9.99	499.50
961632	LFC crew neck sweatshirt red	M	50	9.99	499.50
913094	LFC football T-shirt white	M	30	8.99	269.10
961635	LFC jog pant adult red	32"	50	8.49	424.50
961635	LFC jog pant adult red	34"	50	8.49	424.50
<b>POSTAGE AND PACKING</b>				<b>SUBTOTAL</b>	<b>2,111.10</b>
£2.50 PER ITEM		LESS 10% DISCOUNT IF APPLICABLE		211.11	
£5.00 FOR THREE ITEMS OR MORE		PLUS POSTAGE & PACKING COSTS		-----	
FREE OVER £100 ORDER VALUE		PLUS VAT IF APPLICABLE		-----	
<b>AIR MAIL CHARGES</b>				<b>TOTAL</b>	<b>1,905.93</b>
ADD ON £17.50 PER ORDER					
FREE OVER £500 ORDER VALUE					
PAYMENT DETAILS					
I ENCLOSE A:					FOR 1,905.93
CHEQUE <input type="checkbox"/>	£ STERLING POSTAL ORDER <input type="checkbox"/>	£ STERLING BANKERS DRAFT <input checked="" type="checkbox"/>			
SIGNED: <i>Gino Giacomelli</i>			DATE: 10 Dec 201_		

Look at the order form again and match the abbreviations with their full meaning:

No.	quantity
QTY	inches
VAT	Liverpools Football Club
"	number
LFC	Value Added Tax

2 Read the letter Mr Giacomelli sent with the order and complete the sentences in *Focus on understanding*:

LFC International  
Anfield Road  
Liverpool L40TH  
U.K.

Dear Mr Newby

10 December 201\_

Order No. 3529

Thank you for your quotation of December 4.

Please send the items on the enclosed order form to the above address. Enclosed is my banker's draft for £1905.93 made payable to LFC International.

Yours sincerely

*Gino Giacomelli*

Manager

### Focus on understanding

Complete the sentences and answer the questions:

- The subject line gives the o\_\_\_\_\_ n\_\_\_\_\_ .
- LFC International sent an o\_\_\_\_\_ on December 4th.
- What are LFC International's terms? (You might have to read the order form in **1** again.)  
\_\_\_\_\_
- Mr Giacomelli pays by b\_\_\_\_\_ dr\_\_\_\_\_ .
- What punctuation style does Mr Giacomelli use? (For answering this question, you might have to go back to Unit 1.)  
\_\_\_\_\_

# Focus on business communication 7

## ORDERS

### Orders should be structured like this:

### Language to use

1 appropriate salutation	Dear Mr/Mrs Smith,
2 reference to previous correspondence, etc.	Thank you for your letter of ..., in which you enclosed ...
3 order (refer to the enclosed order form if necessary)	We enclose our order form # ... for ...
4 price, terms of payment etc.	We would like to confirm that payment is to be made by ...
5 deadline for the delivery of goods or services	Delivery by ... is essential, and we reserve the right to cancel the order after that date.
6 appropriate close	We look forward to receiving the goods soon.
7 appropriate ending	Yours sincerely,
8 enclosures (if applicable)	Enc. Order form

### 3 What is the purpose of these sentences? Supply the appropriate numbers from *Focus on business communication 7*.

- |   |  |
|---|--|
| ___ We are placing a trial order for 600 units as specified on the enclosed order form.               | ___ Yours sincerely,   |
| ___ Payment will be made within 30 days after date of invoice.  | ___ Please supply the following goods:   |
| ___ Dear Mrs MacLaren,  | ___ We enclose our Purchase Order No. 3290 for 200 mountain bikes.                               |
| ___ We thank you for your offer of 2 December 201_.   | ___ We suggest payment by bank transfer 30 days after receipt of invoice.                        |
| ___ Prices include VAT and delivery.  | ___ We thank you for your letter of 9 December quoting prices and delivery terms for USP sticks. |
| ___ We have tested the samples and are satisfied with them.   | ___ Complete delivery by 31 January 201_ is a firm condition of this order.                      |
| ___ We look forward to receiving the goods and doing further business with you in future.             | ___ Our usual method of payment is by L/C, and we trust that this will be acceptable to you.     |
| ___ We thank you for your letter of 20 November, in which you enclosed your catalogue and price list. |  |



**CONTEXT:** Kate Paxton from Sports Unlimited wants to order swimwear from OSPEE, a manufacturer in South Korea. She is discussing the order with Harry Newton, a trainee.



**4** Listen to Kate Paxton and Harry Newton discussing the details of their order. Concentrate on the numbers. Fill them into the gaps in the tapescript below.

9

- KATE PAXTON So much for that. Now, Harry, could we quickly go through the OSPEE order?
- HARRY NEWTON Certainly. OSPEE, OSPEE? Oh, here we are. If I remember correctly, we decided to try the Splashback, medium leg, the Olympia high leg, and the Aquablade striped, medium leg?
- KATE PAXTON Right. Let's go through the order quickly.
- HARRY NEWTON \_\_\_\_\_ Splashback, sizes 6 - 12. Shall we order 500 of each size?
- KATE PAXTON I don't think this would be a good idea. Sizes 6 and 12 are not as common as 8 and 10. I'd suggest \_\_\_\_\_ 6s, 600 \_\_\_\_\_, 700 10s, and \_\_\_\_\_ 12s.
- HARRY NEWTON Right. That's 10.95 CIF Southampton per unit, isn't it?
- KATE PAXTON Yes, and you figure out the total later. As for the Olympia one piece, sizes 6 to 12 again, but I think this model could become quite popular. Let's make it \_\_\_\_\_ units, \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ and 700.
- HARRY NEWTON In this order?
- KATE PAXTON Yes. Did you check their catalogue numbers?
- HARRY NEWTON Sure. They start at \_\_\_\_\_ for size 6 and go up to \_\_\_\_\_ for size \_\_\_\_\_, in ascending order.
- KATE PAXTON Okay. \_\_\_\_\_ a piece. Now the Aquablade striped. \_\_\_\_\_ a piece, that's quite expensive. Now, I don't think anybody would buy size 12. In this model, they'd look awful. So let's just order 6, \_\_\_\_\_ and \_\_\_\_\_.
- HARRY NEWTON Very well. 6 to 10. That's 23 8809, \_\_\_\_\_ and 23 8811. What quantity?
- KATE PAXTON Hmm. We need 2000. Tricky, isn't it?
- HARRY NEWTON How about \_\_\_\_\_ - 800 - \_\_\_\_\_ ?
- KATE PAXTON Well, I think that model is quite attractive in smaller sizes. I'd rather go for \_\_\_\_\_ - 800 - \_\_\_\_\_.
- HARRY NEWTON 400 - 800 - 800. Alright. I'll do the sums and you'll have the order on your desk in an hour.
- KATE PAXTON Are you familiar with the terms?
- HARRY NEWTON I think so. Delivery by 31 March, CIF Southampton, payment by irrevocable letter of credit, invoice in triplicate?

striped gestreift size Größe to suggest vorschlagen to figure out ausrechnen to check überprüfen, kontrollieren  
 ascending order aufsteigende Reihenfolge awful schrecklich irrevocable unwiderruflich letter of credit Akkreditiv  
 in triplicate in dreifacher Ausfertigung

**5** Look at the four highlighted numbers in **4**. Read through the text again and tick what they stand for in the list of alternatives below.

- \_\_\_ date
- \_\_\_ sizes of swimsuits
- \_\_\_ order number
- \_\_\_ catalogue number
- \_\_\_ price

**6** Listen to the recording from **4** again. Complete the form by supplying the missing information.

<b>PURCHASE ORDER</b>			<b>SW6827</b>
QTY	DESCRIPTION	UNIT PRICE	TOTAL
	23 8013 Splashback two piece, medium leg, 6	GBP 10.95	
	23 8014 Splashback two piece, medium leg, 8	GBP 10.95	GBP 6,570.00
	23 8015 Splashback two piece, medium leg, 10	GBP 10.95	GBP 7,665.00
	Olympia one piece, high leg, 6		
	Olympia one piece, high leg, 8	GBP 9.75	GBP 7,800.00
	Olympia one piece, high leg, 10	GBP 9.75	GBP 9,750.00
	Olympia one piece, high leg, 12	GBP 9.75	GBP 6,825.00
	Aquablade striped, medium leg, 6		
	Aquablade striped, medium leg, 8	GBP 12.15	GBP 9,720.00
	Aquablade striped, medium leg, 10	GBP 12.15	GBP 9,720.00

**TERMS**

<b>DELIVERY:</b> by 31 March, 201_	<b>INVOICE:</b> in four copies
<b>CARRIAGE:</b> style="background-color: yellow;">	<b>INSURANCE:</b> against marine and war risks, 110% of amount of invoice
<b>PAYMENT:</b> irrevocable letter of credit	<b>MKS &amp; NOS:</b> style="background-color: yellow;">

**SIGNED:** *Kate Paxton*      **Date:** 8 January 201\_

PLEASE QUOTE OUR ORDER NUMBER **SW 6 8 2 7** ON ALL RELEVANT CORRESPONDENCE

7 Below you find the letter that Kate Paxton sent with the order form. The underlined words are either spelled or used incorrectly. Correct the errors and then complete the sentences in *Focus on understanding*.

SPORTS



UNLIMITED

76 The Mall • Stratford E15 1XD

Tel 0181 226 3112 • Fax 0181 226 3113

Please visit our new website at [www.spul.co.uk](http://www.spul.co.uk)

Mr King Chong II  
Sales Manager  
OSPEE SPORTSWEAR INTERNATIONAL  
134 Iman-Dong, Dong Dae Mun-Ku  
123 Seoul  
South Korea

10 January 201\_

Dear Mr Kim,

Order for swimwear

We thank you for your offer of 12 December and the samples, what we received by separate mail. Your samples have convinced us that our products will meet the tastes and demands of our exacting customers, and your prices and terms are also quiet satisfactory.

We are therefore place an order for 7,000 units as specified on the enclosed Purchase Order SW 6827 CIF Southampton. We will instruct our bank to open a letter of credit in your favour on receipt of your confirmation. You will be inform through your bank of the type and number of document that are required for this transaction.

Please note that this order is subject to delivery by 31 March, and that we reserve the right to cancel the order and to return the goods at your risk and expense should we receive them after this date.

We look forward to receive your shipment and do further business with you in future.

Yours sincirely,  
*Kate Paxton*  
Head Buyer

Enc: Purchase Order SW 6827

samples Muster    to receive empfangen    taste Geschmack    satisfactory zufriedenstellend    purchase Einkauf  
transaction Geschäftsablauf    subject to abhängig von    to reserve the right das Recht behalten    to cancel stornieren

### Focus on understanding

- 1 The letter is an o\_\_\_\_\_ for swimwear.
- 2 Sports Unlimited have received sa\_\_\_\_\_ from OSPEE.
- 3 OSPEE products are of g\_\_\_\_\_ quality.
- 4 The terms and p\_\_\_\_\_ of OSPEE are also good.
- 5 Sports Unlimited are going to pay by l\_\_\_\_\_ of c\_\_\_\_\_ .
- 6 The goods need to be with Sports Unlimited by M\_\_\_\_\_ 31st at the latest.
- 7 If the goods are not delivered by March 31st, Sports Unlimited will re\_\_\_\_\_ them.
- 8 If the goods have to be returned, OSPEE will have to p\_\_\_\_\_ for this.

#### Answer these questions:

- Do Sports Unlimited see this transaction as a one-off order?
- Why must the letter end with “Yours sincerely”?
- What else goes into the same envelope?

» **CONTEXT:** LeisureCorp have decided to replace their printers. You studied the offers in 4.1, 4.2 and 4.3. Fred Murphy has convinced the Financial Director of LeisureCorp that the Necson printers are the best long-term choice for their office. «

- 8 **LeisureCorp’s order has to be placed with Fletcher’s Business Systems, 68 Woodstock Road, Belfast BT3 60F.** Connect the sentence parts that make up the body of the order. Then fill in all the spaces marked on the next page.

We thank you for	delivery and set-up
and enclose our	receiving and using the printers.
to the total of	30 days after date of invoice.
The prices include	your quotation for Necson printers.
in our office till	will be made by
As agreed, payment	order # 7497/06 for 4 Necson printers, peripherals and installation
bank transfer	£6,680 (incl. 1 toner cartridge).
We look forward to	December 18th at the latest.

# LeisureCorp

36 Kerr Street • Limavady BT49 0HA

Tel 05047 22016 • Fax 05047 22446

supplier

date

salutation

subject

refer to previous correspondence, e.g. Fletcher's quotation

place the order, confirm price, terms of payment etc. and set a deadline for the delivery

close

ending

signature

[www.leisurecorp.co.uk](http://www.leisurecorp.co.uk)



» **CONTEXT:** Evelyne Strand gave a presentation on Austrian wines at a meeting of the Wanstead British Wine and Food Society. Anthony Rattle attended this presentation and now wants to order some wines. «

**9** The telephone conversation below is between Anthony Rattle and Yvonne Gore, who works for Austrian Wine Marketing. Before you listen to it, read through the sentences and guess who will say them. Write **R** and **G** next to them. Then check your answers by listening to the conversation.

10

**Note:** The sentences are not always at the beginning of what Anthony Rattle or Yvonne Gore say.

I'd like to order a few bottles for our Christmas party. —  
 Which wines are you interested in? —  
 It was a light lovely white wine, but I forgot its name. —  
 How many bottles would you like to order? —  
 What year would you recommend? —  
 Where do I send them? —  
 167 Derby Road, Wanstead, London E11 6ST. —  
 Is there anything else I can do for you? —  
 We'll ship your order C.O.D. by Parcel Express. —  
 It should reach you by Thursday. —  
 Thank you very much for calling. —



**10** Listen to the telephone conversation in **9** again. Fill in this order form.

FIRST NAME		SURNAME		DELIVER TO	
ADDRESS			ADDRESS		
POSTCODE			POSTCODE		
QTY	ITEM	VINTAGE	PRICE PER BOTTLE	TOTAL	
DATE OF ORDER			DATE OF DISPATCH		

**11** Word search: Find the English words/phrases for the German words in the square below.

- Akkreditiv
- Antwort
- Banküberweisung
- Bedingung
- Bestellung
- Betreffzeile
- Lieferung
- Menge
- mit separater Post
- Muster
- per Nachnahme
- Zahlungsbedingungen

T	I	B	A	N	K	T	R	A	N	S	F	E	R	O
D	E	L	I	V	E	R	Y	D	I	C	M	D	A	R
B	O	R	B	P	R	D	R	H	P	O	G	F	Y	E
O	P	E	M	E	E	V	E	C	Z	N	X	I	M	P
R	S	R	V	S	W	B	J	X	S	D	W	A	K	L
D	C	A	S	H	O	N	D	E	L	I	V	E	R	Y
E	C	W	M	S	A	F	I	T	W	T	D	M	F	I
R	H	E	O	P	S	O	P	R	A	I	E	L	L	A
W	C	A	I	E	L	V	C	A	E	O	D	K	G	K
R	F	G	O	L	P	E	W	Y	Y	N	T	O	C	S
B	Y	S	E	P	A	R	A	T	E	M	A	I	L	A
T	Q	U	A	N	T	I	T	Y	F	A	E	R	V	C
Z	P	O	S	U	B	J	E	C	T	L	I	N	E	E
L	E	T	T	E	R	O	F	C	R	E	D	I	T	O

## Focus on speaking 5

**Work with a partner.** Use the order form in **10** to role-play telephone conversations to Austrian Wine Marketing using these details. Change roles after the first role-play.

Patricia Carrington  
167 South Street  
Birmingham B9 3GR  
Home: 0121 849153  
Business: 0121 746357

present for husband Jerry, with card  
6 bottles of Schilcher, year 2004  
6 bottles of Blauer Burgunder, from Styria, any year

Gilbert Carlyle  
200 Chesterton Road  
Cambridge CB4 3AN  
Home : 0871 - 942 9180  
work: 0775 - 3827252

12 bottles of Blauer Portugieser  
6 bottles of Welschriesling  
both 2009

### Speaking about correspondence

Study the role cards and do the role-plays.

#### Partner A

You are Robin Foster from LeisureCorp's finance department. Asks about the Necson printers. How many have been ordered? What's the deadline for delivery? Who will install the printers? What are the terms of payment?

#### Partner B

You are Fred Murphy from LeisureCorp. Study the order in **8** again and answer Robin Foster's questions.

You are Harry Newton, the trainee working with Kate Paxton. Study the order in **7** and answer the questions.

You are Kate Paxton. Ask your trainee, Harry Newton, to remind you of the details of the OSPEE order. How many units did you order? What are the terms of payment? What's the delivery deadline? What are the terms of shipment?

## Focus on words and phrases 5

- 1** **to order** ['ɔ:də] bestellen  
LeisureCorp ordered printers from Fletcher's.
- order** Auftrag, Bestellung  
Hyflyer placed an order for bicycle components with Shimada.
- blank** [blæŋk] unbeschrieben  
Please fill in the blank spaces.
- available** [ə'veɪləbəl] vorhanden, zur Verfügung
- complete** [kəm'pli:t] vollständig
- accurate** ['ækjʊrət] genau
- to result in** [rɪ'zʌlt] zur Folge haben  
Incomplete orders may result getting the wrong goods.
- delayed** [dɪ'leɪd] verspätet
- delivery** [dɪ'lɪvəri] Lieferung  
The delivery was delayed because of a strike.
- item** ['aɪtəm] hier: Artikel
- description** [dɪ'skrɪpʃən] Beschreibung
- feature** ['fi:tʃə] besonderes Merkmal
- amount** [ə'maʊnt] Menge
- terms of payment** Zahlungsbedingungen
- terms of shipment** Lieferbedingungen
- subtotal** ['sʌb,təʊtəl] Zwischensumme
- discount** ['dɪskaʊnt] Rabatt  
There are different types of discount:
- **cash discount** Barzahlungsrabatt
  - **quantity discount** ['kwɒntəti] Mengenrabatt
  - **seasonal discount** ['si:zənəl] Saisonrabatt
  - **special discount** ['speʃəl] Sonderrabatt
  - **trade discount** [treɪd] Großhandelsrabatt

- postage** ['pəʊstɪdʒ] Porto  
Postage and packing are free on orders over £100.
- if applicable** [ə'plɪkəbəl] falls zutreffend
- VAT = value added tax** [ˌvɪ:ət'i:] Mehrwertsteuer
- airmail charges** [tʃɑ:ʒɪs] Luftpostzuschlag
- order value** ['vɔ:lju:] Wert der Bestellung
- banker's draft** [dra:ft] Bankwechsel
- 3** **trial order** [traɪəl] Probebestellung, Probeauftrag
- sample** ['sɑ:mpl] Muster, Probe
- form** [fɔ:m] hier: Formular  
Please complete this form and return it within one week.
- purchase order** ['pɜ:tʃəs] eigenes Auftragsformular  
We enclose our Purchase Order No. 3492.
- expense** [ɪk'spens] Kosten, Ausgaben
- receipt** [rɪ'si:t] Empfang
- firm condition** bindend sein
- 6** **to reserve the right to** sich vorbehalten
- to cancel** ['kænsəl] stornieren, widerrufen  
We reserve the right to cancel the order.
- at your risk and expense** [ɪk'spens] auf Ihre Gefahr und Kosten
- 9** **to presume** [prɪ'zju:m] annehmen
- to recommend** [,reka'mend] empfehlen
- outstanding** [,aʊt'stændɪŋ] hervorragend
- superb** [su:'pɜ:b] großartig
- vintage** ['vɪntɪdʒ] Jahrgang, Baujahr
- C.O.D (cash on delivery)** per Nachnahme

## Make Your Way in Correspondence 3

### 1 To refer to previous contacts:

We thank you <b>for</b> We have studied	<b>your</b>	catalogue quotation	<b>and</b>	have found your products and terms satisfactory. enclose our Purchase Order No ... ask you to supply the following goods CIF Vienna:
We confirm our order by telephone this morning as follows: ...				

#### MEMO:

@ = pro, à; e.g. one of the 60 shirts costs € 14.99.

### 2 To specify articles and price if you do not use a preprinted form:

200	UltraStar	487-97	185cm	@ € 219	€ 4,180
60	Polo shirts	CS-23470	XL, red	@ €14.99	€ 899.40
50 NOSY GameGear US 64, incl.joypad and cables, @ € 149 less 10% quantity discount, net 20 days					

### 3 To confirm method of payment:

As agreed, payment will be made <b>by</b>	SWIFT transfer	<b>on receipt of</b>	invoice. order.
	banker's draft	<b>within ... days</b>	<b>after</b> date of invoice. <b>from</b> receipt of order.

### 4 To confirm delivery date:

Please note <b>that</b>	delivery must be made	be delivered reach us	<b>in</b> the course of next week.
	the goods have to		<b>before</b> the end of this month. <b>within</b> two weeks.
Complete delivery <b>by</b> ... is		absolutely essential. a firm condition of this order.	
We reserve the right to return goods <b>at</b> your risk and expense should we receive them <b>after</b> ...			

### 5 To close the letter:

We look forward <b>to</b>	your confirmation of our order. receiving the goods <b>in</b> time and doing further business with you. placing further orders <b>with</b> you.
---------------------------	---

Use the patterns on the previous page to find the equivalents of these German sentences:

- 1 Wir danken Ihnen für Ihr Angebot vom 12. des Monats und legen unsere Bestellung Nr. 5983 bei.
- 2 Wie vereinbart erfolgt die Zahlung per SWIFT-Überweisung innerhalb 2 Wochen ab Rechnungsdatum.
- 3 Vollständige Lieferung der Waren bis Ende des Monats ist unbedingt erforderlich.
- 4 Wir behalten uns das Recht vor, danach die Waren auf Ihre Kosten und Ihr Risiko zu retournieren.
- 5 Wir freuen uns darauf, die Waren rechtzeitig zu erhalten und weitere Geschäfte mit Ihnen zu tätigen.
- 6 Wir bestätigen unsere telefonische Bestellung von heute morgen wie folgt:
- 7 200 STELLA X4 Snowboards blau/gelb, Art. Nr. SX4-13 zum Einzelpreis von € 149, Gesamtwert € 2980.
- 8 Wie vereinbart, wird die Bezahlung innerhalb von 30 Tagen ab Rechnungsdatum erfolgen.
- 9 Bitte beachten Sie, dass die vollständige Lieferung bis Ende des Monats erfolgen muss.
- 10 Wir erwarten die Bestätigung unserer Bestellung und Konditionen bis Ende dieser Woche.

1 Read this letter and fill in the correct words.

- |   |          |           |                 |
|---|----------|-----------|-----------------|
| 1 | Attn.    | Dear      | To the order of |
| 2 | order    | form      | purchase order  |
| 3 | expect   | except    | accept          |
| 4 | repeated | repeat    | continuous      |
| 5 | agent    | documents | instructions    |
| 6 | supply   | shipment  | delivery        |
| 7 | Head     | First     | Chief           |

Notabene SpA

1 \_\_\_\_\_ Ms Gianna Dellacasa

Monteverde 157

20487 Parma

Italy

7 March 201\_

Dear Ms Dellacasa,

Our order No. NB 001/03

Please find enclosed our 2 \_\_\_\_\_ for teenage fashion in different sizes and colours.

We 3 \_\_\_\_\_ your 15% quantity discount and terms of payment, but would like to negotiate new terms for 4 \_\_\_\_\_ orders.

As agreed, 5 \_\_\_\_\_ will be made by bank transfer 30 days after receipt of invoice.

We expect 6 \_\_\_\_\_ within the next four weeks, and look forward to your confirmation.

Yours sincerely,

*Michaela Fetzer*

7 \_\_\_\_\_ Buyer

2 Match the parts of these sentences and draft a complete letter using your own stationery.

- |  |   |
|--|---|
| 1 Dear Ms Wilkins,                                     | a and have found them satisfactory.                           |
| 2 Thank you for your letter of 24 April and            | b as per your quotation.                                      |
| 3 We have studied your products and terms              | c as we require the goods very urgently.                      |
| 4 We would therefore like to place a trial order       | d for 2000 Queenston 32GB SDRAM chips on the following terms: |
| 5 List price € 16.90 less 15% quantity discount        | e the enclosed samples and price list.                        |
| 6 Delivery must be made by 30 April by Parcel Express, |   |
| 7 Yours sincerely,                                     |   |

- 3 Meanwhile, GAMETOYS (Glückstraße 257, A-8489 Spielberg, tel (+43-3534) 738 287, fax (+43-3534) 738 288, <www.gametoys.co.at>) has received a catalogue, prices and terms from TINDONET Europe. At a meeting, it was decided to place a trial order for 200 3DS consoles and assorted games. Use the notes and decide which words/phrases to choose in the order below.

*Bestellung*

*200 Stk Tindonet 3DS im Set*

*Spiele:*

<i>40 Tindogs 200 à € 29,90</i>
<i>50 Gran Monkey à € 26,90</i>
<i>80 World Cup Soccer à € 39,90</i>
<i>100 Tomb Raider 9 à € 41,90</i>
<i>30 Puzzle Universe 10 à € 22,90</i>

*Konditionen:*

<i>20% Großhandelsrabatt</i>
<i>Zahlung 30 Tage nach Lieferung</i>
<i>Lieferung innerh. 6 Wochen</i>
<i>komplett</i>

TINDONET EUROPE  
345 King Street  
Oxford OX1 7HF

<appropriate salutation>

<appropriate reference line>

Thank you for your **leaflet/catalogue** and price **list/samples**, which we found **good/satisfactory**. We have therefore **confirmed/decided** to place a **trial/sample** order for 200 3DS consoles.

**In addition/As agreed**, we would like to order the following games:

<details from notes>

As our order is quite **small/big**, we would **expect/accept** a **trade discount/quantity discount** of 20%. We suggest payment by **bill of exchange/bank transfer**.

Complete delivery **within/in** 6 weeks is a **firm/good** condition of this order.

<suitable close>

<ending>

## Focus on writing 3

Before you print out any of the letters/faxes/emails you write in this section, use the checklist below to make sure the letter is complete.

body	close	date	ending
job title	opening	postcode	recipient's name
recipient's address	reference	salutation	sender's name
signature	subject line		

While you plan the letters, remember, the structure from *Focus on business communication 7*:

- Start with the salutation.
- Refer to previous letters, e.g. the quotation, or a letter containing information.
- Say what you order: order form if there is one, price, terms of payment etc.
- Give a deadline for the delivery.
- Close the letter with a standard phrase (e.g. from *Make your way in correspondence 3*).
- Add the correct ending.
- Mention any enclosures.

- 4** ZISCHFRISCH (Durststrecke 8, A-6340 Wasserdobl, tel (+43-5755) 73110, fax (+43-5755) 73120 <durst@zischfrisch.at>) has just received the offer below from Clearly Canadian Beverages (1700 Water St, Victoria, B.C. V8C R356, Canada, fax 001-604 689-5366). Place a trial order for 2,500 bottles of each flavour and accept terms and delivery date.

We are pleased about your interest in Orbitz, the world's first drink that offers the consumer two taste sensations. Orbitz is available in four unique flavor combinations:

**Pineapple•Banana•Coconut**

**Raspberry•Citrus**

**Blueberry•Melon•Strawberry**

**Vanilla•Orange**

We are delighted to make this special introductory offer:

10,000 bottles in mixed flavors CIF Trieste      Can\$ 6,199.00

The drinks will be dispatched within three working days from receipt of your bank transfer to our account #2356 8973 1203 3469 at the Vancouver branch of First Canadian Bank. We are confident that consumer response to Orbitz will be very strong, and look forward to receiving your order soon.

**BEACHT:**

Einige Wörter werden im britischen Englisch anders geschrieben als im amerikanischen, z.B. flavour (BE) – flavor (AE)

# 5




**5** IMPORTEX (A-2476 Texing, Modestraße 85, tel (+43-2755) 72600, fax (+43-2755) 72610, <www.importex.co.at>) has received catalogues, price lists and a few samples from HEADTOTOE (200 Kilroy Street, Dublin 4, Ireland, fax (+3531) 956 2840, <www.head-to-toe.co.ir>). Read the notes of your boss and study the price list, then draft an order.

*ausgezeichnete Qualität, ansprechende Muster!*  
*je 100 Stück*  
*Schlagen Sie vor:*  
*10% Mengenrabatt, Zahlung per pro forma Rechnung, Lieferung bis Monatsende, sonst Ware retour!*  
*50 Stück*

CODE No.	ITEM	SIZES available	PRICE exw
C-12671	Ski cap red/yellow	one size fits all	€ 21.99
C-12672	Ski cap blue/yellow	one size fits all	€ 21.99
C-12673	Ski cap red/white	one size fits all	€ 22.99
C-12674	Ski cap blue/white	one size fits all	€ 22.99
S-17094	Aran sweater teal	S M L XL	€ 48.99
S-17095	zip sweater red	S M L XL	€ 48.99

**6** Think of something you need to order or have ordered for your training firm and write an email ordering it.

## Selbsteinschätzung 5

			
Ich kann Bestellungen lesen und analysieren.			
Ich kann Wörter und Phrasen, die in Bestellungen notwendig sind, richtig verwenden.			
Ich kann eine Bestellung strukturieren und schreiben.			
Ich kann Aufträge telefonisch entgegennehmen und Auftragsformulare korrekt ausfüllen.			



Was hat dir in dieser Unit am besten gefallen? Was hast du schwierig gefunden?  
 Was musst du noch wiederholen und festigen, damit es für dich leichter wird?  
 Wo hast du den größten Fortschritt gemacht?

Hast du etwas geschrieben, das du dir aufheben möchtest? Notiere dir das Datum darauf, damit du später weißt, wann du es geschrieben hast, und sammle alle E-mails oder Briefe in einem extra Ordner – deinem "Dossier". Ordne dein Dossier nach Geschäftsfällen – so hast du immer alle Informationen zur Hand, wenn die Firma im Buch wieder vorkommt.