

deliver 2000 pcs june and 3000 august.  
rgds paged stronski +

12. *A reply to an enquiry for Calculators – telex.*

yr tlx october 9 concerning calculators gb 545  
our price ten us dollars packing included 5 percent discount for bigger quantities  
delivery as required offer valid one month only.  
rgds smith +

13. *A reply to an enquiry for Butter – telex.*

y/tx nr 8654 of 1986-03-20  
we can offer 300 tons of fresh unsalted butter in blocks of 24 kos net packing  
cardboard cartons butter of export quality conforming with polish norm price us  
dollars 1000 per metric ton c and f hull.  
payment irrevocable letter of credit confirmed in bank handlowy warszawa  
quality certificate health certificate certificate of origin.  
shipment march april all other terms as usual.  
contract will be sent to you for signing after we get yr acceptance of present offer.  
offer valid ten days rgds turner +

14. *A reply to an enquiry for Travel Cases and Bags – telex.*

thanks for yr tlx no. 1076  
regret we are not in position to submit required offer as we cannot promise  
prompt delivery  
rdgs coopexim cepelia +

15. *A reply to an enquiry for Ladies Sheepskin Coats – telex.*

yr tlx april 15  
sorry we are not able to make offer for ladies sheepskin coats due to extremely  
heavy commitments  
rgds kowalski +

## USEFUL PHRASES

### *A. Confirmation of the receipt of enquiry.*

1. Thank you for your enquiry of ..... about .....
2. Thank you for your letter of enquiry concerning .....
3. We are pleased to receive your enquiry about .....
4. We are in receipt of your enquiry of .....
5. In reply to your enquiry of .....
6. Replying to your enquiry about .....
7. With reference to your enquiry of .....

*B. Information about the delivery.*

1. We are glad to inform you that we can supply from stock.
2. We inform you that we are ready to accept orders for June delivery.
3. We confirm that we can deliver the quantity you require.
4. All our goods are in stock enabling us to effect despatch of orders within 10 to 14 days.
5. The delivery can begin within approximately 8 weeks of our receipt of your order.
6. The delivery can be effected in the second half of the year.
7. We will do our best to execute your order in September.
8. We cannot promise delivery before 1st May unless your order reaches us within 10 days.
9. If you want to receive the goods in the second half of this year, we advise you to give the order by return.
10. Goods ordered from this catalogue can be supplied only until stocks are exhausted.

*C. Information about price and terms of payment.*

1. Our price list is enclosed with this letter.
2. We enclose details of our terms and conditions of sale.
3. Full details of our terms are enclosed with this letter.
4. We are pleased to quote you as follows ....
5. Prices are quoted franco Polish border/fob Polish port.
6. We allow 5% discount for bigger quantities.
7. Our prices are subject to 2 1/2% discount for cash payment.
8. No discount is granted.
9. Our terms are cash within 10 days of the date of invoice.
10. Payment by Irrevocable Letter of Credit is requested.
11. This offer is firm for 4 weeks.
12. Please note that our offer is valid for one month only.

*D. Closing lines.*

1. We are looking forward to your order which will have our best (immediate) attention.
2. We hope that you will find our offer competitive and we are awaiting your reply.
3. We hope that our products will meet your approval and we will have pleasure of receiving your order.
4. Should you need any further information, do not hesitate to write.
5. We hope to hear from you in due course.

## EXERCISES

### I

*Fill in the blanks with the given words:*

1. enclose, terms, sale, for, of, order, attention, sending.  
Dear Sirs,  
We thank you ..... your enquiry ..... 10th June and we have pleasure in ..... you the price list as requested. We also ..... details of our ..... and conditions of ..... We look forward to receiving your ..... which will have our most careful .....

2. item, samples, quoted, discount, representative, competitive, size, pleasure, immediate, to, trial, range, material.

Dear Mr Thomson,

Further to the visit of a ..... of EV Components Ltd. to your Company on July 15 we have ..... in sending you some descriptive ..... concerning our standard ..... of electronic components.

The prices in our list are net, but we can offer ..... by negotiation depending on the ..... of orders.

We will be pleased to send ..... or to deliver goods on ..... We believe that you will find our terms exceptionally ..... and we would like to point out that we can promise ..... delivery of any ..... from stock.

We look forward ..... your early reply.

## II

*Complete the following letters:*

1. Thank you for letter ..... June 5 ..... our typewriters. We can ..... a wide variety of typewriters and we are ..... our detailed ..... together with a ..... list.

All items are in ..... enabling us to ..... despatch of orders ..... 10 to 14 days.

We hope that our ..... will meet your ..... and we are ..... forward to ..... your order.

2. Our representative, Mr Hughes, has ..... me that you are ..... in our product.

I ..... our catalogue and our ..... price list. Our ..... of payment are: 2% ..... within 30 days, or three months .....

We hope to ..... from you soon.

3. Thank you for your ..... of September 1st.

We ..... our telephone conversation this afternoon, in which you told we could ..... the goods you require ..... stock.

We ..... forward to your order ..... will have our ..... attention.

4. In reply ..... your telex ..... cotton-insulated bell-wire we are ..... you the price list you ..... We also ..... details of our terms and ..... of sale.

We would like to ..... out that we can supply any ..... of wire from ..... to the exact specification of your .....

We are looking ..... to hearing from you.

## III

*Put in the missing words:*

1. We are much obliged ..... your enquiry ..... 15th April, and have pleasure ..... quoting you as follows.

2. Thank you ..... your enquiry ..... cassette taperecorders.
3. .... separate cover we are sending you the full range ..... patterns ..... various colours.
4. Our terms are cash ..... three months ..... date ..... delivery.
5. In the case ..... an order ..... more than 1000 pieces we would allow a special discount ..... 5% ..... settlement ..... 30 days ..... date ..... invoice.
6. The goods are offered subject ..... receiving your confirmation ..... six days ..... date ..... this letter.
7. If the goods meet ..... your approval, place an order ..... us ..... any delay.
8. We are not ..... a position ..... submit the required offer.
9. All our goods are ..... stock and we can effect delivery ..... the second half ..... the year.
10. We inform that we can supply all the qualities ..... stock.

#### IV

*Rewrite the following sentences:*

1. You can see from the enclosed catalogue that our range of equipment is much higher than last year.  
As .....
2. Besides samples we are sending to you, we have a number of more expensive fabrics that may interest you.  
In addition to .....
3. Please forward the enclosed catalogue to our Lagos agent.  
The catalogue enclosed with your letter has been .....
4. We are not able to promise delivery from stock.  
We are not in a position .....
5. We would be obliged if you would quote us a price for the supply of two generators.  
We would be obliged if you give us quotation .....
6. We are prepared to grant an extra 2 1/2% if you take an immediate delivery.  
We are willing .....
7. We have a very long waiting list for this model. We cannot guarantee delivery until next year.  
We have such ..... that .....
8. If you don't place an order within 4 weeks we won't be able to effect delivery this year.  
Unless .....
9. If your offer is competitive, perhaps we will place a substantial order.  
If your offer is competitive we may .....
10. We are thinking of signing a long-term contract.  
We consider .....
11. If you require any further information, please write to us.  
Should you .....

12. Please note that our offer is valid for one month only.  
We would like to point out .....

## V

*Translate the following sentences into English:*

1. Niniejszym załączamy nasz najnowszy katalog i cenniki.
2. Pełen asortyment wzorów został przesłany oddzielną pocztą.
3. Zgodnie z życzeniem przesyłamy ofertę na 1000 lodówek z dostawą natychmiastową.
4. W przypadku zamówienia na ponad 1000 sztuk udzielamy rabatu 5%.
5. Nasza oferta pozostaje wiążąca tylko przez 1 miesiąc.
6. Jeśli otrzymamy zamówienie przed 1 czerwca, dostawa może być zrealizowana do końca roku.
7. Potwierdzamy, że będziemy mogli zrealizować dostawę w ciągu 4 tygodni od otrzymania zamówienia.
8. Mamy nadzieję, że nasze towary będą wam odpowiadały.
9. Oczekujemy na otrzymanie zamówienia, którego realizacją zajmiemy się natychmiast.
10. Mamy nadzieję, że uznacie nasze ceny za konkurencyjne.

## VI

*Write the letters of enquiry:*

1. A customer has sent an inquiry for bathroom tiles. He wants to get samples in 3 colours (white, blue and green) and he also asks for details concerning price, discount and delivery time. *Write an answer giving the following information. Before you write the letter put the items into correct order:*
  - a. a visit of a representative might be useful to negotiate a contract,
  - b. discount depends on prompt settlement of accounts,
  - c. thanks for enquiry,
  - d. samples of more than three requested colours have been already sent,
  - e. hope the customer will like the goods and will place an order,
  - f. price list enclosed,
  - g. delivery can start 8 weeks after the order has been received.
2. Mr Williams received the following letter:

Dear Mr Williams,

We have just received a large order from abroad and would like to know the following:

1. Can you supply us with 500 standard sewing machine spindles from stock?
2. Can you guarantee delivery to our warehouse within 30 days?

As our order is urgent, we'd appreciate a reply by return of post.

Yours sincerely,

James Bolton

The following are the main points of Mr Williams' answer:

- a. normal delivery time for spindles is 60 days,
- b. 500 spindles described are in stock,
- c. order must be received before 15th of this month,
- d. can guarantee delivery within 30 days,
- e. this is a special favour to Mr Bolton,
- f. he has been a client for many years,
- g. look forward to receiving firm order,
- h. hope these arrangements will be satisfactory.

*Group the points together and then write the letter.*

## VII

*Translate the following letters into English:*

1. W odpowiedzi na zapytanie Panów z dnia 1988-05-15 donosimy uprzejmie, że możemy zrealizować zamówienie w żądanym terminie. Ceny podaliśmy fob polski port. Warunki: nieodwracalna akredytywa otwarta w Banku Handlowym w Warszawie. Oczekując zamówienia Panów pozostajemy, z poważaniem.
2. W odpowiedzi na zapytanie Panów dot. dostawy maszyn do szycia (sewing machines) mamy przyjemność przesłać Panom katalogi wraz z dokładną ofertą. Towar może być dostarczony w ciągu 5 miesięcy od złożenia zamówienia. Niestety rabatu nie udzielamy.

## VIII

*Expand the following into letters:*

1. Podziękowanie za zapytanie ofertowe. Termin dostawy natychmiastowy. Ceny cif polska granica. Zapłata: częściowa nieodwracalna akredytywa. Zakończenie.
2. Potwierdzenie otrzymania zapytania o dostawę truskawek. Zgoda na sukcesywne dostawy w miesiącach czerwiec/lipiec. Transport polskim samolotem. Możliwość udzielenia rabatu przy zamówieniach o większej wartości niż \$ 5000.
3. Podziękowanie za zapytanie z dnia 7.3. Przyjęcie zamówienia z dostawą na listopad niemożliwe. Najwcześniejsza data dostawy styczeń przyszłego roku. Płatność 25% akredytywa. Nie ma opłat za opakowanie. Prośba o możliwie szybką odpowiedź.
4. Odpowiedź na zapytanie o dostawę zestawu mebli do kuchni (kitchen set). Podaj informacje dot. ceny, terminu dostawy i warunków płatności.
5. Podziękowanie za zapytanie. W odpowiedzi podaj wyczerpująco warunki, na jakich zamówienie może być zrealizowane.
6. Potwierdzenie otrzymania zapytania. Zbyt mało informacji, aby przesłać ofertę. Prośba o dokładniejsze dane na temat towaru. W załączeniu katalog.