

Sending Information, Price Change Notice, Payment Request [1-2]

References:

1. YDI340 Business English Ders Notları (2007)
2. Akar N. Z., Özkan Y., Tarhan Ş. (2005) "Language and Communication Skills After Graduation"

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Guide to Basic Business Letters

The Start

Dear Personnel Director,

Dear Sir or Madam: (use if you don't know who you are writing to)

Dear Dr, Mr, Mrs, Miss or Ms Smith: (use if you know who you are writing to, and have a formal relationship with - **VERY IMPORTANT** use Ms for women unless asked to use Mrs or Miss)

Dear Frank: (use if the person is a close business contact or friend)

The Reference

With reference to your advertisement in the *Times*, your letter of 23rd March,
your phone call today,

Thank you for your letter of March 5th.

»[1,4]

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The Reason for Writing

I am writing to inquire about
apologize for
confirm

Requesting

Could you possibly?
I would be grateful if you could

Agreeing to Requests

I would be delighted to

Giving Bad News

Unfortunately
I am afraid that

»[1,4]

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Enclosing Documents

I am enclosing
Please find enclosed
Enclosed you will find

Closing Remarks

Thank you for your help Please contact us again if we can help in any way.
there are any problems.
you have any questions.

Reference to Future Contact

I look forward to ...
hearing from you soon.
meeting you next Tuesday.
seeing you next Thursday.

The Finish

Yours faithfully, (If you don't know the name of the person you're writing to)

Yours sincerely, (If you know the name of the person you're writing to)

Best wishes,

Best regards, (If the person is a close business contact or friend) »[1,4]

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Ken's Cheese House
34 Chatley Avenue
Seattle, WA 98765
Tel:
Fax:
Email: kenny@cheese.com

October 23, 2006

Fred Flintstone
Sales Manager
Cheese Specialists Inc.
456 Rubble Road
Rockville, IL

Dear Mr Flintstone:

With reference to our telephone conversation today, I am writing to confirm your order for: 120 x Cheddar Deluxe Ref. No. 856

The order will be shipped within three days via UPS and should arrive at your store in about 10 days.

Please contact us again if we can help in any way.

Yours sincerely,

Kenneth Beare
Director of Ken's Cheese House

»[1, 4]

An example letter

Kenneth Beare
2520 Visita Avenue
Olympia, WA 98501

Jackson Brothers
3487 23rd Street
New York, NY 12009

September 12, 2000

To Whom It May Concern:

With reference to your advertisement in yesterday's New York Times, could you please send me a copy of your latest catalogue. I would also like to know if it is possible to make purchases online.

Yours faithfully

(Signature)

Kenneth Beare
Administrative Director
English Learners & Company

«»[1,5)

Sending Information

Lingua Services Galactic Ltd

69 Milk Street, LONDON SW7 6AW, UK
Tel: +44 20 123 4567 Fax: +44 20 765 4321
Email: info@linguaservicesgalactic.com

Date

Ms Andrea Philips
Dreamtime Movies Universal Ltd
54 Oxford Road
Skagnes
SK3 4RG

Dear Ms Philips

Translation Services & Fees

Thank you for your letter of 22 January enquiring about our translation services.

Lingua Services Galactic offer a full range of translation services to help you in the development of sales literature and web sites. I have pleasure in enclosing our latest brochures and price list from which you can see that our prices are highly competitive.

I look forward to calling you in a few days.

Yours sincerely
James T Brown
Sales Manager

Enc: 3

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[6]

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Symphony of Sound
12 Main Street, Arrington, Tennessee, 37014
Tel: (615) 395-8765

November 21st, 20--

Alicia Hathoway
14 Sparks Rd
Arrington, Tennessee, 37014

Dear Ms. Hathoway:

Forthcoming Price Change

Season tickets for this year's symphony are going on sale next month and we wanted you to be among the first to know.

As you probably know, rental prices have skyrocketed throughout Tennessee this year. Due to our increase in rent at the Arrington Forum, we are finding it necessary to raise the price of our season tickets from \$228 to \$275. Single viewing tickets will also be subject to a price increase.

We hope that you will consider purchasing season tickets for next year despite this change. The Arrington Symphony has been together for 23 years, and relies on season-ticket holders to fill 25% of the seating at each event. Without your support the Arrington Symphony could be forced into retirement before its 25th anniversary.

To purchase tickets for the 20-- season, please visit our website at www.arringtonsymphony.net, or call the ticket agent representative at (615) 395-8750.

We look forward to having you in our audience again next year.

Yours truly,

Colin Fairchild
Promotional Director

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Sampson's Stationary
30 Silverstone Ave
Kamloops, BC
V2A 8B1
Tel:250-429-0002

February 21st, 20--

Mr. Ken Davis
Hanson's Montessori School
15 Main St.
Kamloops, BC
V2A 7B5

Our ref: #223

Dear Mr. Davis:

Outstanding Invoice

Our records show that you have an outstanding balance dating back to January, 200-. Your January invoice was for \$445.00 and we have yet to receive this payment. Please find a copy of the invoice enclosed.

If this amount has already been paid, please disregard this notice. Otherwise, please forward us the amount owed in full by March 1st, 20--. As our contract indicates, we begin charging 5% interest for any outstanding balances after 30 days.

Thank you in advance for your cooperation. We hope to continue doing business with you in the future.

Sincerely,

Maria McPhee
Accountant

Enclosure: Invoice #223 » [1,8]