

РАЗДЕЛ III

BUSINESS CORRESPONDENCE WRITING PROGRESS TEST

Задание 1

Write the dates according to the rules.

1st March, 1947; 15/12/1944; 3/10/1971 (USA); 27/10/1980;
6/2/1978 (UK);
5/7/2002 (USA); 2nd April, 1994; 9/3/1942 (USA)

Задание 2

Match the opening of the letter on the left with its closing on the right.

- | | |
|---------------------|---------------------|
| 1. Dear Gentlemen | a. Best wishes |
| 2. Dear Miss Smith | b. Yours sincerely |
| 3. Dear Ms. Black | c. Yours faithfully |
| 4. Dear Sirs | |
| 5. Dear Madam | |
| 6. Dear Mr. Green | |
| 7. Dear Ann | |
| 8. Dear Mrs. Wilson | |
| 9. Dear Jack | |

Задание 3

Match the Russian word-combinations on the left with their English equivalents on the right.

- | | |
|--|-----------------------|
| 1. в дополнении к | a. Yours faithfully |
| 2. в целом | b. in response to |
| 3. быть благодарным | c. as requested |
| 4. в добавлении, к тому же | d. with reference to |
| 5. ожидать с нетерпением | e. Yours sincerely |
| 6. с уважением, искренне Ваш | f. enclose |
| 7. с уважением, преданный Вам | g. Best wishes |
| 8. в ответ на | h. in accordance with |
| 9. наилучшие пожелания | i. look forward |
| 10. прилагать, вкладывать в тот же конверт | j. be kind |
| 11. ссылаясь на | k. on the whole |
| 12. в соответствии с | l. in addition |
| 13. согласно просьбе | m. further to |
| 14. быть любезным | n. be obliged |

Задание 4

Phrases for personal and business letters are jumbled up. Put letter B for expressions used in business letters and letter P for personal ones.

1. I hope all is going well.

2. I will be obliged if you could.

3. Thanks for your letter.

4. Why don't we ...

5. I would appreciate if you could...

6. How are you?

7. Dear Uncle Pete,

8. I would be very grateful to you for ...

9. I am writing to enquire about...

10. With reference to...

11. My best regards to John.

12. Further to...



Задание 5

Find odd word or expression in the following word chains.

- | | |
|-------------------|----------------------------|
| 1. a) Best wishes | b) Best regards |
| c) Missing you | d) Yours sincerely |
| 2. a) further to | b) appreciate |
| c) fondly | d) in reply to |
| 3. a) enclosed | b) as you asked |
| c) Hi | d) Thanks for your letter. |
| 4. a) Dear Sir | b) Dear Ms Green |
| c) Gentlemen | d) Dear Alice |
| 5. a) in addition | b) What's the news? |
| c) As requested | d) According to |

Задание 6

Choose the proper variant.

1. We have received your letter _____ 2 September.
a. from b. of c. on
2. We are _____ for your letter.
a. obliged b. enclosed c. confirmed
3. In _____ to your letter we inform the following.
a. accordance b. addition c. response
4. Please find _____ the copy of the contract.
a. obliged b. appreciated c. enclosed
5. The goods were sent _____ with our contract.
a. in addition b. in accordance c. in response
6. _____ to your letter we would ask you to send us
the light of goods wanted.

a. In accordance b. Referring c. On the whole
7. I am writing in _____ with your telephone call.
a. reference b. addition c. connection
8. We very much _____ your hospitality.
a. appreciate b. look forward c. are kind

Задание 7

Fill in the blanks with the proper preposition.

1. _____ reply _____ your letter _____ 13 September we are glad to inform you that the terms of the contract have been approved.
2. The contract was signed _____ 22 February.
3. According _____ your request we sent you our price list enclosed.

4. _____ reference _____ our telephone conversation we confirm the following.
5. We are obliged _____ your letter _____ 7 May.
6. _____ accordance _____ the contract the goods will be delivered _____ 25 March.
7. Further _____ our previous letter we are glad to send samples of our goods.
8. We look _____ seeing you again.

Задание 8

Read and translate the words in the box. Fill in the blanks with the corresponding words. There is one extra word in the box.

accept	acknowledge
forward	
hesitate	response
sincerely	

Dear Miss Mint,

In 1) _____ to your letter of January 21, I am pleased to confirm that we are ready to accept your order and to business with your company. We 2) _____ receipt of your order № 5478. It is being processed at the moment and will be delivered to you within a week. We are looking 3) _____ to pleasant business relations with your company. If you require any further information, please do not 4) _____ to contact us.

Yours 5) _____,

Anna Black

Задание 9

There are 7 mistakes in the letter. Find the mistakes and rewrite the letter correctly.

114965
Kingdom
2012

8 Oxford St.
London

United

5th October,

Dear Miss Ann Smith,

Thank you for the letter from the 23 September. We are glad to know that your sister has got married. Our best congratulations.

Further to our holiday, everything is all right. We are swimming and sunbathing a lot. Yesterday we went on an excursion to the mountains. The trip was interesting and we saw a lot of beautiful places.

We are going to return on 14 October. I hope the flight will not be tiring.

Do not hesitate to contact us.
Yours faithfully,
Helen

Задание 10

Some of the parts of the letter are omitted. Fill in the spaces with the proper variants.

Dear Mr. Barlow,

I am writing 1) _____ my forthcoming visit to London.
My trip begins on 4 February and lasts till 15 February. 2) _____
_____ our telephone conversation, I would like to add that my two colleges, Mr. Ivanov and Mr. Petrov, will accompany me. I would be 3) _____ if you could book two single rooms for them in the same hotel I will stay in.

If you require any further information please 4) _____.

5) _____,

Peter Limonov

Задание 11

11.1. Put the parts of the addresses in the correct order.

- 1) 10/ Garston Road/ Worldwide Dealers Ltd./ Mr R. Stevenson/ Australia/ Melbourne;
- 2) 75/ Mathews & Wilson/ Scotland/ Ladies' Clothing/ General Manager/ High Street/ Glasgow;
- 3) Chicago/ Illinois/ USA/ 300/ Lincoln Place/ The Modern Machine Tool Corporation;
- 4) 36/ Canada/ Messrs. Williams & Werner Ltd./ Toronto/ Tower Street/ 4JS;
- 5) Messrs. Jones & Company/ William B. Brown/ 5/ Queensland/ Managing Director/ Brownside/ Australia/ Green Street;
- 6) 1326/ Davenport/ Midwest Division/ John/ President/ Market Street/ Iowa/ B. Green/ Paint Company/ American;
- 7) 11/ WI 53405/ United Packaging/ East Shore Drive/ Ms/ Marketing Coordinator/ Wisconsin/ USA/ Alison Freeman/ Green Bay/ Inc.;
- 8) Sales Manager/ Canberra/ Liverpool Street/ Mr/ Independent Products/ 18/ R.G. Flinders/ AUSTRALIA/ Pty/ NSW 2170.

11.2. Write your address in English.

Задание 12

12.1. What will you start a letter with, i.e. what greeting will be appropriate in each case, if you are writing it to:

- a) a British firm you do not know very well;
- b) Mr. J. Blake, your old trade partner;
- c) the company's President who is a woman;
- d) the Head of the Export Department of Sport Shoes Manufacturers whose name is Barbara Doe;
- e) International Office Equipment Inc., an American corporation.

12.2. How will you finish the letter, i.e. What complimentary close will you choose?

Задание 13

Match the formal and informal phrases. Then cover the right column and try to remember the formal equivalent for each phrase on the left.

Informal	Formal
1) Sorry about the late delivery.	a) Please do not hesitate to contact us.
2) If you need more information...	b) We received delivery this morning.
3) Best regards.	c) I would be grateful if you could...
4) in a different envelope	d) Please find enclosed...
5) Sorry about the mistake.	e) Dear Madam/Dear Ms Clove
6) I'm sorry, but it's not possible.	f) Please acknowledge receipt of the parcel.
7) soon	g) I look forward to seeing you.
8) Could you...?	h) We would be pleased to offer you a 5% discount.
9) Just call the office.	i) We would like to apologise for the delay.
10) Thanks for your letter of...	j) under separate cover
11) We got it this morning.	k) in the near future
12) Can't wait to see you.	l) We regret to inform you that we are unable to...
13) Dear Marge	m) Could you please give this matter your immediate attention?
14) Let me know if you get the parcel.	n) I look forward to hearing from you.
15) Could you find out what is going on?	o) We are writing to thank you for your letter dated...
16) Please send us your samples.	p) Yours faithfully/ Yours sincerely,
17) I hope to hear from you.	q) I would be grateful if you could send us some samples.
18) We will give you a 5% discount.	r) Should you require further information...
19) Here is a copy of...	s) Please accept our apologies for any inconvenience this may have caused.

Задание 14

Match the phrases in the right column with the corresponding parts of the letter and their number in the layout.

- 1) The enclosures
- 2) The date
- 3) The sender's address
- 4) The body of the letter
- 5) The complimentary close
- 6) The reader's address
- 7) The subject line
- 8) The signature block
- 9) The greeting

- a) I look forward to hearing from you. Yours faithfully,
- b) 24 March, 20--
- c) Dear Sir/Madam,
- d) Interphone Inc.
1677 Sea Harbor Drive Orlando, Florida 35509 USA
- e) With reference to our letter of 2 March 20--
- f) Enc: 1 page
- g) J HUTTON
J. Hutton Sales Manager
- h) Mr. M. Al Jalahma Managing Director Arabian Electronics
PO Box 26180 Manama Bahrain
- i) Re: Our order of precise electronic equipment

1	_____

2	_____

3	_____

4	_____

5	_____

6	_____

7	_____

8	_____

9	_____

Задание 15

Put the parts of the letter in the correct order and rewrite it in the block style.

- a) Attention: Mr N. Conshiwan
- b) Bangkok
- c) 3 August, 20--
- d) Thailand
- e) Dear Mr N. Conshiwan
- f) P. Morgan
- g) Your Ref:
- h) Manager
- i) Please send us your catalogue with sizes
- j) Re: Enquiry for National Dresses
- k) International Trading Company
- l) Our Ref: PM/ma
- m) Intercontinental Hotel Group
- n) Telephone: 487-6591
Telex: 79436
Telefax: (039) 3673
- o) Yours sincerely
- p) We are opening a shop of national Asian dresses and fabrics of female and male national clothes of Thailand in one of our hotels.

[illegible]

Задание 16

Look at the texts from three faxes that contain easily confused words and choose the correct or most appropriate words.

1) I am writing with (1) connection / reference / regarding to our telephone conversation this morning about your order 7895LG. I must (2) regret / apologise / sorry for the delay in processing this order. I can now confirm that the goods have been shipped and should (3) arrive / reach / deliver you within 10 working days. We have taken special (4) care / attention / caution to make sure that the items are exactly as you requested.

Once again, please (5) take / have / accept our apologies. If you have any further questions, do not (6) stop / fail / hesitate to contact me again.

2) I was (7) sorry / unhappy / afraid to hear about the damage to the products that you received this morning. However, I am (8) afraid / apologise / regret that we cannot (9) accept / except / have responsibility in this (10) topic / material / matter. All our products are (11) controlled / checked / looked very carefully before leaving the factory, and the damage in this case must have been caused in transit. I (12) propose / suggest / tell that you contact the shipping company directly about possible compensation. In the meantime, we can ship the same order to you again, if it would help. If you give us a firm instruction to do so (13) until / by / within the next few days, it should reach you (14) until / by / within the end of the month.

3) I am writing to you (15) affecting / connecting / concerning the meeting that we (16) combined / appointed / arranged for this Friday. I am afraid something urgent has come up and I will not be able to attend. Can we (17) cancel / postpone / schedule the meeting until next week? I can make any time Wednesday or Thursday. I apologise for any (18) disadvantage / inconvenience / unfortunate this may cause, and I (19) look forward / wait / anticipate to (20) hear / hearing / know from you.

Задание 17

Fill in the gaps in the fax with the words and phrases below.

FAX TRANSMISSION

From	_____1_____	_____5_____	Line Warehouse
_____2_____	Bill Phillips	Attention	_____6_____
Fax No.	_____3_____	_____7_____	(0)717 209 413
_____4_____	3 Jan. 20--	Number of pages	_____8_____

_____9_____ are arriving from Glasgow in 4 weeks. I have telexed _____11_____ of payment and transportation _____12_____. Please prepare space for _____13_____.
_____14_____

- a) Date
- b) confirmation
- c) Kate Evans
- d) 1 (one)
- e) To
- f) Sender
- g) (0)717 565 903
- h) Dear Kate
- i) consignment
- j) Best regards
- k) 160 units
- l) costs
- m) Fax No
- n) Tonnage Ltd., London

Задание 18

Put the parts of the fax in order and rewrite it with the correct layout.

- a) ...the choice is much greater and I need to know the exact measurements that are asked for on the bottom left side.
- b) However I have done a bit of guesswork and am replying as best as I can.
- c) VAT is payable in the EEC, unless you have a commercial TVA number.
- d) In this case, could you please complete page 2 of the order form as...
- e) Re: Fender
- f) Date 03/11/20--
- g) Best regards
- h) The maximum overall length of a fender is 1,790mm.
- i) Pages: 1
- j) Unfortunately your fax was received with several blank areas.
- k) To: Sally Hansen
- l) The minimum inside width of a fender is 1,250mm.
- m) From: Robin Grape
- n) Once you fill in the details on the form, I can calculate exactly what you require.
- o) Fax: 0608 70 85 88
- p) The transport cost to Manchester is £250+VAT.
- q) If the fender you require is greater than this, you will need to use the large order form.

r) It is still time to order for Christmas.

This image shows a single page of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There is no handwriting or other markings on the paper.

Задание 19

Complete the sentences with the e-mail terms below.

- 1) My address is Woods@hotmail.com, that's _____ W _____ o-o-d-
s _____ hotmail _____ com.
- 2) I need my _____ to add / remove/ amend e-mailaddresses.
- 3) My _____ is where my incoming messages are stored.
- 4) If I _____ a message it goes to another person.
- 5) With “_____” I can write a new letter.
- 6) If I press _____ I connect with the Internet.
- 7) I look at _____ to see what messages I have sent.
- 8) Before being sent across the Internet, my messages are stored in the _____

- _____.
- 9) I need to send an answer to that message, so I'll use _____.
- 10) I'll have to finish that e-mail later, that's why I'll store it in _____.

- | | | |
|----------------------|---------------|------------|
| a) address book | f) inbox | k) forward |
| b) new msg/ new mail | g) drafts | l) at |
| c) send & receive | h) small | m) reply |
| d) dot | i) sent items | |
| e) capital | j) outbox | |

Задание 20

Read the e-mail exchange and put two words into each gap.

1) Kate, I've attached the sales figures for Q3, as requested. You'll see that we're up 6%!

Things are really taking off in Central Europe. By the way, are you going to the conference?

2) (Kate has used the 'Reply' button so she includes the text of the e-mails she received.)

Kate, I've attached the sales figures for Q3, as requested. Sorry, Peter, you forgot to send ___1___. Can you send it again?

You'll see that we're up 6%! Things are really taking off in Central Europe. Great news. Do ___2___ 6% increase for the quarter or for the whole year?

By the way, are you going to the conference?

___3___? The sales conference in Istanbul next month or the International Plastics

Convention in Slough?

3) Sorry about that, Kate. Here it is again. Let ___4___ if you get it. I meant 6% for the

quarter! Head Office are very pleased.

What do you mean 'Which conference?'!! I was talking about the sales conference, of course. But are ___5___ it's in Istanbul?

4) Okay, I've got the attachment this time. But you'll never believe it – I can't ___6___!

Can you check that you saved it properly?

I thought the conference was in Istanbul, but I may ___7___. I'll check and get back ___8___.

Anyway, I can't go this year – Cathy is going instead.

If it has been too difficult, here are all the words you need:

- a) attachment d) be g) sure j) conference m) it

b) know	e) me	h) to	k) mean	n) open
c) the	f) which	i) wrong	l) you (x3)	

Задание 21

Read the e-mail correspondence and put one word into each gap.

I've written down some thoughts about the Beta project – it's __1__ as a Word doc. I'm circulating it to all line managers. __2__ me know what you think. I'm afraid you __3__ to send the attachment. Can you send it __4__ ?

There's a couple of things I'd like you to focus on. First is the timing. I'm not sure what you mean __5__ 'timing'. The time before the project starts, or the time the project will actually take once it's started? Then there's the question of marketing costs. I know Daniel produced some detailed figures on this some time ago. Have you __6__ to him?

Finally, feasibility. I don't understand this __7__ . Can you explain in a little more __8__ ? I'd like your comments by the end of next week at the __9__ .

Okay, I'll try to get them __10__ to you by then. One last thing – I think you need to copy Lila on her __11__ . I may be __12__ , but I think she's now involved from the Latin America end.

Задание 22

Sort out the sentences so as to get three e-mails.

- 1) We have checked our files and they show that you didn't renew your maintenance contract last year.
- 2) We're having our company meeting in two days, and I will let you know what progress we make.
- 3) Please check your records re the invoice sent to me on July 15th.
- 4) There seems to be a mistake in the amounts charged for the freight.
- 5) It appears that you didn't follow the manufacturer's instructions.
- 6) Meanwhile fax me the documentation to review.
- 7) It was great seeing you in Paris!
- 8) Please e-mail me your findings.
- 9) Unfortunately this means that you won't be able to claim for this repair.
- 10) Thanks for your e-mail.
- 11) Thanks so much for your help, and the terrific meal in Montmartre.
- 12) Sorry I took so long to reply.
- 13) Our Service Department will contact you soon to arrange a time for our engineers to visit.

14) I'm afraid we cannot accept responsibility for the problems with your machine.

15) Please get in touch again if you need more information.

16) I think it's a computer error.

e-mail 1

e-mail 2

e-mail 3
