



UNIT 9.3



FURTHER PRACTICE

2. Writing

2.1. Put the sentences into the correct order to make an email.

Sent	To...	SunSingAd@bluesky.net.au
	Cc...	
Account	Subject:	Our order BG/503

From: SunSingAd@bluesky.net.au
To: infophillips@bizcom.au
Subject: Our order BG/503

Dear Mr Munroe,

- a. As we urgently need those supplies, could you please send the correct items and pick up the wrong ones as soon as possible. ☐
- b. However, you sent me toner cartridges for photocopiers instead of the laser jet ones we had ordered. ☐
- c. We look forward to hearing from you. ☐
- d. I am writing with reference to the above order for office supplies. ☐
- e. In addition, three of the boxes of paper contained coloured paper. ☐
- f. This morning, we ordered five toner cartridges (Ref. LXJ2) and ten boxes of white A4 photocopying paper (Ref. PA4/1). ☐

Yours sincerely,
 Mary Li

2.2. Write a reply (60-75 words) to the e-mail in Part 2.1. The useful LANGUAGE FOCUS in Part D will help you.

Sent	To...	infophillips@bizcom.au
	Cc...	
Account	Subject:	Our order BG/503

From: infophillips@bizcom.au
To: SunSingAd@bluesky.net.au
Subject: Our order BG/503

Dear Ms Li,

Yours sincerely,
 Steve Munroe
 Head of Customer Service



UNIT 9.3



FURTHER PRACTICE

2.3. Now change these sentences from letters into more informal telephone language.

1. We would like to apologize for the delay.

Sorry

2. I look forward to meeting you on 23 January.

See

3. I regret to inform you that your order will be three days late.

I'm

4. I will be pleased to send you some more information, if you require it.

Shall ?

5. I hope you will have a pleasant trip to the USA.

Have

