

Test on” Business Letter”

Task 1. Complete the following definitions with the words from the list:

Communication, company, complaint, format, language

A business letter: is usually a letter from one _____ to another. It is written in formal _____. It is a formal type of _____. Formal letters have special _____. Among business letters there are: Enquires, replies, order, claim, _____ and sales letters.

Task 2. Match each word with its corresponding definition:

Letter Parts	Definitions
1. Letterhead/Heading	a) It includes the recipient's name, company, address and postal code.
2. Greeting/Salutation	b) It is where you explain why you are writing. It is the main part of the business letter.
3. The body	c) This short, polite closing ends always with a comma. It is usually at the left margin of the letter.
4. The inside address	d) It depends on your relation with the recipient. It normally begins with "Dear" and always includes the person's last name.
5. The complimentary close	e) It is used to indicate the date the letter was written.
6. Dateline	f) The company's name, address, telephone number, e-mail address and web address.

Task 3. Name the parts of the business letter

The body	Greeting/Salutation	Letterhead/Heading	Signature
	Dateline	The complimentary close	
		Fine Foods Ltd. 10 Bridge Street London SW10 5TG	
		December 10, 2020	
Dear Mr. Roger Jones			
I got the letter you sent on 1st September, and the stuff about the stock control system you make. It sounds great for us, but I want to check somethings before we buy it. You said the system is bang up-to-date, but what happens if you update it again soon? Do we get money off the new one? You said it takes 3 weeks to install the system – that's too long!			
Can't you do it any quicker? Hope you can reply soon, we're in a bit of a hurry.			
Thanks,			
Janet Brown			

Task 4. Complete the missing parts of the following letter

Mrs. T.Grant	55 Nord Road, Manchester	• Yours sincerely • discuss the terms of payment and discounts • look forward to doing • 65 Grande Road, London • Madam • Sending me your catalogue • wonder whether it would be • to call you
_____	March 20, 2019	
Dear _____,		
Thank you for _____ of plastic components. A number of items are of interest to me. However, before placing an order with you. I would like to _____. I will be in London next Monday and I _____ convenient for me _____ between 2 and 3 pm on that day.		
We _____ further business with you once we negotiate a contract.		

Robert Brown Managing director		