



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 photocopies 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



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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

