



# 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,

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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* .....

