Life

Worksheet 1: The terms of an agreement

1 **How dangerous are some of the jobs in your company? Do employees need special equipment for health and safety? Do they wear special clothing?**

2 **Read the emails. Who are the emails from? What are they about?**

Dear Ms Lowell

Further to our phone conversation, thank you for emailing the catalogue and prices so promptly. My company is interested in ordering disposable chemical protection clothing from you including coveralls, overshoes and gloves. However, before I confirm this order, please would you clarify the following points:

- What is the minimum delivery time on these items?

- Our normal terms of payment include the full price paid in 30 days. Is that OK for you?

- Could you also provide details of any discount? Initially, we would expect to order in the region of 3,000 of each item.

I look forward to hearing from you.

R. Boars
Environmental Health and Safety Officer

GLOSSARY
coveralls (n) – protective clothing over the whole body
disposable (adj) – when something is made to throw away after you use it
overshoes (n) – plastic covers for shoes

Dear Mr Boars

Thank you for your enquiry and with reference to your queries:

- Currently, the items you mention are in stock so we would be able to deliver within 5 working days of confirmation. However, large orders can sometimes take 10 days if items are out of stock.

- 30 days credit is acceptable though we would require a bank guarantee on a first order of this size.

- There is a 10% discount on orders of this quantity.

Please find an order form attached, or you can order online at www.chemprotex.com. Thank you for your interest and do not hesitate to contact me with any further questions.

Best regards

Rita Lowell, Purchasing Manager

LIVEWORKSHEETS

3 **Read the emails again. Are these sentences true (T) or false (F)?**

1 Mr Boars' email to Ms Lowell is their first contact. _____
2 Mr Boars confirms his order. _____
3 Mr Boars wants more information. _____
4 Ms Lowell's company can't supply all the items. _____
5 Mr Boars can place the order by sending a form or by ordering online. _____

4 **Match these definitions to words and phrases in the emails.**

1 amount of time the products take to arrive from the supplier _____
2 agreements in the sales contract _____
3 a percentage off the listed price _____
4 approximately _____
5 when you ask about something _____
6 when the buyer definitely places the order _____
7 not in the warehouse _____
8 the maximum length of time for payment to be made _____
9 when you or someone else promises something will happen _____

5 **Complete the sentences with these pairs of prepositions. Find similar sentences in the emails and check your answers.**

to + for	in + of	in + out	within + of	to + from
for + with	on + of	in + from	for + to	

1 Further _____ our meeting, thank you _____ emailing the details so promptly.
2 My company is interested _____ ordering the products _____ you.
3 We would expect to order _____ the region _____ 1,000.
4 I look forward _____ hearing _____ you.
5 Thank you _____ your enquiry and _____ reference to your requests, here are my answers:
6 We can deliver items from stock _____ three working days _____ confirmation.
7 Items X311 are currently _____ stock but items X440 are _____ of stock.
8 There is a 10% discount _____ orders _____ this size.

6 **You work for a construction company. You require the following safety equipment: 100 hard hats, 100 pairs of gloves and 50 yellow jackets. Write to a supplier called Constructprotex. Ask for information about discounts, delivery and terms of payment.**

7 **Swap your email with a partner. Imagine you work for Constructprotex. Write a reply. The items are currently not in stock.**

I CAN	
introduce the reason for writing	☐
ask about the terms of the agreement	☐
explain the terms of the agreement	☐
end the email appropriately	☐

LIVEWORKSHEETS