



Directions

Fill in the blanks as you listen to the recordings.



0:00 / 0:41

A. Email #1

To: orders@mainsupply.xrm

Subject: Order for Supplies

Date: July 22, 2015

To whom it may concern,

My name is Lee Timson and I'm the new sales representative at River Education Books.

I need to _____ an order for _____.

I need to order _____, disks, legal pads, computer _____, and pens.

Required _____ of each product are on the _____ spreadsheet.

I looked up the prices in your _____.

The grand total for the order will be \$255.99.

Please include an invoice when you send my order so I can prepare your payment.

Sincerely,

Lee Timson

B. Email #2

To: Itimson@rivereducationbooks.com

Subject: Re: Order for Supplies

Date: July 23, 2015

Dear Mr. Timson,

Thank you for your recent order.

All of the items are _____ and can be _____ immediately.

However, I'd like to _____ the prices.

The prices of disks and computer software have increased, so your grand total would be \$305.99.

You can find the most up-to-date pricing in our online catalog that is updated weekly.

Please let me know if you'd still like to place this order.

Sincerely,

Mandy Noland,

Customer Service Representative