

Exercise on commercial letters.

Goal: Recognizing different letter types

I. Match the list of Letters (from 1 to 12) with the bodies (from a to l)

a. Further to our phone call, we are writing to complain about various items (articles) which are either missing or wrong in the above (ci-dessus) order.

- 9. Complaining about delivery of wrong goods (se plaindre d'une livraison de mauvaises marchandises)

b. I refer to your reminder (rappel) of 17 September, which we are rather (plutôt) surprised to receive. We settled (avons réglé) the above invoice in the usual manner by bank transfer on 23 August.

- 11. Disputing an invoice, already paid (réclamation, facture déjà payée)

c. Please find enclosed (veuillez trouver ci-joint) our estimate (notre devis) for the decoration of the drawing room and hall at 25 Victor Street.

- 2. Sending an estimate (envoyer un devis)

d. Thank you for your letter of 16 April in which you ask for a reduction on our normal prices, given (étant donnée que) the size (la taille) of your order.

-6. Agreeing to a discount (accorder une réduction)

e. Thank you for your letter of 25 May. We apologize for failing (ne pas avoir) to send you the full price list (une liste de prix) which you will find enclosed.

- 4. Sending details of prices (envoyer les détails d'un prix)

f. We would be glad if you could send us an estimate for the cost of sending these goods to New Zealand.

- 1. Asking for an estimate (demander un devis)

g. I acknowledge receipt of (j'accuse réception de) the goods listed in my order no. 1232YYY, but I disagree (ne suis pas d'accord) with the total sum indicated on the invoice. I had understood (j'avais compris que) that you were currently (actuellement) offering a discount of 15%.

- 5. Asking for a discount (demander une réduction)

- h. Thank you for your enquiry (votre demande d'information) of 2 February. Our range (notre gamme) product does indeed conform to your expectations (vos attentes).
- 3. Sending details of a product (envoyer les détails d'un produit)
- i. We acknowledge receipt of our order (see ref. above) and would like to express our appreciation of the speed with which you managed (avez réussi) to process it.
- 7. Acknowledging delivery (accuser reception d'une livraison)
- j. We acknowledge receipt of your draft (traite) for £3,222.90. We must however point out (noter que, faire remarquer que) that our February statement included a further sum (somme) of £1,998.13 which was still outstanding (impayée).
- 12. Wrong payment received (avis de paiement insuffisant)
- k. We are really very sorry to receive your letter complaining of errors in the items delivered to your under your order no. G/88/R9. We have checked your order form (bon de commande) and find that the quantities are indeed wrong (mauvaise, erronée).
- 10. Answering to a complaint (répondre à une plainte)
- l. We are surprised not to have received delivery of the two machines which you assured (avez assuré, promis) by phone would be despatched (serait dispatché, distribué) immediately.
- 8. Complaining about a late delivery (se plaindre d'une livraison tardive)

II. Fill the vocabulary box below.

Accuser réception de: to acknowledge receipt of

Noter que: to point out that

Les attentes : expectations

Veillez trouver ci-joint : Please find enclosed

Un devis : an estimate, a quotation

Une demande d'information : an enquiry, an inquiry

Une plainte/réclamation : a complaint

Une facture : an invoice, a bill

Régler une facture : to settle an invoice

Le relevé de compte : the statement of account

S'excuser de : to apologize for

Ci-dessus : above

Une réduction : a discount

Le coût : the cost

Une commande : an order

Une livraison : a delivery

Une livraison tardive : a late delivery

Un rappel : a reminder

Rappeler qqch à qqn : to remind something to someone

Une traite : a draft

Une somme (d'argent) : a sum (of money)

Virement bancaire : a bank transfer

Facture impayée : an outstanding invoice

Étant donné que : given that