

BASIC LETTER PHRASEOLOGY - ANSWERS

- 1) We **acknowledge** receipt of the goods in question.
- 2) I enclose **herewith** a cheque for £250 in full payment.
- 3) We hope to receive your **acceptance** of these terms.
- 4) I trust that you will give this matter your **immediate** attention.
- 5) Please send us information **about** your new range of pumps.
- 6) We need further details **of** your delivery terms.
- 7) Please let us know your **preferred** payment method.
- 8) We would be **grateful** if you could deal with this matter promptly.
- 9) With **reference** to your letter of 19 June I am sorry to say that we will be taking legal action.
- 10) We are expecting to **place** an order early in the New Year.
- 11) I am writing in **connection** with the recent delivery of three containers from your company.
- 12) I would be **obliged** if you could look into this problem as a matter of urgency.
- 13) We are obliged to **point** out that your payment is now overdue.
- 14) An early settlement of this sum would be **appreciated**.
- 15) I regret to inform you that there is a total of £150 **outstanding** on your account.
- 16) We are **delighted** to inform you that the samples will be despatched today.
- 17) We are sure that this missing payment is an **oversight** on your part.
- 18) We would appreciate your looking into this **matter** as soon as possible.
- 19) Please be assured that this error will be **rectified** immediately
- 20) Thank you in **advance** for your help in this matter.
- 21) **Further** to your letter of 6 July, please find enclosed our invoice.
- 22) I can **confirm** that we have now received payment in full.
- 23) I would appreciate a **prompt** settlement of our invoice.
- 24) I am writing to **remind** you that your payment is overdue.
- 25) Please **let** us have an estimate of the costs involved in this incident.
- 26) I have passed your letter to Mr Brown, who is **dealing** with this matter.
- 27) Thank you for **sending** us the fabric samples.
- 28) The sample you sent is excellent. The price, **however**, is rather high.
- 29) Please do not **hesitate** to contact us for an update on the situation.
- 30) We **assume** that this is an oversight on your part.
- 31) Thank you for **carrying** out the work so efficiently.
- 32) We hope you will find these terms **acceptable** and look forward to receiving an order.
- 33) We will **arrange** delivery early next month
- 34) **Following** our recent conversation I am pleased to offer you a discount of 15%.
- 35) I am sorry to inform you that we no longer **supply** this item.
- 36) We look forward to **receiving** your order.

ALTERNATIVES

confirm

approval

prompt/urgent

grateful

welcome

pleased

problem/issue

put right

inform

on the other hand

stock