

SOME KEY WORDS TO LEARN

1	acceptance	We look forward to receiving your acceptance of these terms.
2	acknowledge	I am pleased to acknowledge receipt of your letter of 10 January.
3	appreciate	I would appreciate it if you could delay delivery for one week.
		We would appreciate your assistance in this matter.
		A prompt settlement of your account would be much appreciated.
		I very much appreciate your help in dealing with this matter.
4	arrange	Could you let me know when you can arrange delivery?
5	concerning	Concerning your request for delivery by DHL I regret that this will incur a considerable increase in cost.
6	confirm	I am pleased to confirm our acceptance of these terms.
		I would appreciate your confirmation of receipt of these goods.
7	correspond with	I am obliged to point out that the reference numbers on the invoice do not correspond with the reference codes on our order form.
8	deal with	My colleague, Mr Brown, will be dealing with this matter.
9	further (to)	Further to your letter of 19 th Jan, I can confirm arrival of the goods in question.
		I regret that the company cannot extend you any further credit on your account.
10	grateful	I would be grateful if you could forward a sample at your convenience.
11	hesitate	Please do not hesitate to contact us for further information.
12	however:	The quality is excellent. The price, however, is on the high side.
13	immediate	You can be sure this matter will receive our immediate attention.
14	in connection with	I am writing in connection with your request for extended payments.
15	in advance	Thank you in advance for your help in this matter.
16	inconvenience	I very much regret any inconvenience this has caused you. I hope this delay has not unduly inconvenienced you.
17	let me (us) know	I would be grateful if you could let us know when we can expect delivery.
18	outstanding	There is a sum of £1,000 outstanding on your account.
		I would like to say that your company's performance has been outstanding.
19	oversight	I must apologize for our oversight in this matter.
20	point out	I must point out that air freighting these goods will be substantially more expensive.
21	process	I can assure you that your order will be processed as soon as possible.
22	prompt	I hope you will be able to ensure prompt delivery.
23	rectify	I can assure you that the problem will be rectified at once.
24	thank you unfortunately	Thank you for sending us the detergent samples we asked for. Unfortunately, the delivery did not include a sample of the new X14 product still undergoing trials.
25	with regard to	With regard to (or Regarding) your missing pumps I can assure you that we will be looking into the matter as a matter of priority.