

Contents

Vorwort	3
0. The Form of the Business Letter	7
0.1 Essential parts	7
0.2 Optional parts	11
0.3 Layout and punctuation	12
1. Enquiries	18
1.1 Introduction	18
1.2 Model correspondence	19
1.3 Terms and phrases	22
1.4 Exercises	24
2. Offers	28
2.1 Introduction	28
2.2 Model correspondence	29
2.3 Terms and phrases	33
2.4 Exercises	37
3. Orders	41
3.1 Introduction	41
3.2 Model correspondence	41
3.3 Terms and phrases	45
3.4 Exercises	47
4. Acknowledgements	51
4.1 Introduction	51
4.2 Model correspondence	52
4.3 Terms and phrases	55
4.4 Exercises	56
5. Credit Letters	61
5.1 Introduction	61
5.2 Model correspondence	62
5.3 Terms and phrases	66
5.4 Exercises	67
6. Delivery	71
6.1 Introduction	71
6.2 Model correspondence	72
6.3 Terms and phrases	76
6.4 Exercises	79

7.	Payment	82
7.1	Introduction	82
7.2	Model correspondence	83
7.3	Terms and phrases	86
7.4	Exercises	87
8.	Delays in Delivery	91
8.1	Introduction	91
8.2	Model correspondence	92
8.3	Terms and phrases	96
8.4	Exercises	97
9.	Complaints and Adjustments	101
9.1	Introduction	101
9.2	Model correspondence	102
9.3	Terms and phrases	107
9.4	Exercises	108
10.	Delays in Payment	113
10.1	Introduction	113
10.2	Model correspondence	114
10.3	Terms and phrases	118
10.4	Exercises	119
11.	Office Communication	124
11.1	Introduction	124
11.2	Model correspondence	124
11.3	Terms and phrases	128
11.4	Exercises	130
12.	Job Applications	134
12.1	Introduction	134
12.2	Model correspondence	135
12.3	Terms and phrases	139
12.4	Exercises	140
13.	Vocabulary Lists	144
13.1	Progressive Vocabulary	144
13.2	Alphabetical Vocabulary	162
14.	Glossary of Commercial Terms	167
	Acknowledgements	184