

<i>900 exercises in vocational communication</i>	Notes for teachers	D3 / 15
<i>General aim</i>	D: Compose a written message	
<i>Level of difficulty</i>	3	
<i>Intermediate aim</i>	1. Produce a written message	
<i>Operational aim</i>	Write a letter to order something	
<i>Pre-requirements</i>	Ability to write complex sentences.	
<i>Number of exercises</i>		
<i>Summing-up exercise</i>		
<i>Comments</i>	For D3 / 15-1.5, see modules B3 / 12 and B2 / 31, for the section on Internet.	

A letter to place an order is presented just like an administrative or business letter.

Here is an example of a letter to place an order that the owner of a clothes shop is sending to a manufacturer.

	"Elegance for All" Women's Ready to Wear 18, Mill Lane Wellington
The Wear House plc 28, Jackman Street Washington	15 March 2007
Subject: order	
Dear Sir or Madam,	
Please could you send me as soon as possible 20 pairs of trousers, ref. N° 274 KP, at unit price 20 €.	
The order will be as follows:	
<ul style="list-style-type: none">- 6 white trousers, size 10;- 5 blue, 2 size 12 and 3 size 14;- 1 black, size 18;- 8 beige, 5 size 100 and 3 size 16.	
I would be grateful if you could deliver the goods to the shop by 15 April 2007.	
I will settle the invoice, to the tune of 400 €, by cheque, on delivery.	
Yours faithfully.	
S. Jenson Sylvia Jenson, manager	

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Let's go over some of the elements of this letter.

1. The letter is addressed to a company, and not to one particular person:

The Wear House plc
28, Jackman Street
Washington

2. If The Wear House were a very large company, it would be better to indicate the department concerned:

The Wear House plc
Orders Department
28, Jackman Street
Washington

3. When you write to a company, you can also write to a particular person, whose name you know. You then write:

The Wear House plc
To the attention of Mrs Price
28, Jackman Street
Washington

4. Finally, you can write to a person in a particular post: Human Resources Manager, the accountant, the After Sales Dept Manager, for example. You then write:

The Human Resources Manager
The Wear House plc
28, Jackman Street
Washington

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In an order letter, it is important to be very clear in order to avoid mistakes.

In the first part of her letter, the manager of the clothes shop gave several details:

*Could you please send me as soon as possible, 20 pairs of trousers,
ref. n°274 KP at a unit price of 20 €.*

- The number of articles: 20 pairs of trousers.
- The reference for the articles: ref. n°274 KP. Ref. is an abbreviations commonly used for reference. The reference is the number of the article. This number could be the one written on the article itself, for example electrical appliances almost always have a number. But it is also very often the number of the article in a catalogue.
- The price of each article: unit price 20 €

The manager also specified:

- The colours, and the number of pairs in each colour:
- The sizes, and the number of pairs in each size.

What else did she specify?

I would be grateful if you could deliver the goods to the shop by 15 April 2007.

- The place where she would like to receive the order. A customer can go and get an order or ask for the goods to be delivered to his home, his shop, or to another person. For example, you can order a present for a friend and ask for it to be delivered to her home.
- The date when it should be delivered by. If you order a turkey on 1st December, for Christmas, and it arrives on 1st April, you will not be pleased, and you are entitled not to pay. But you must have specified on the order the date on which you want to receive the delivery.

Finally the manager of the clothes shop indicated:

I will settle the invoice, i.e. 400 €, by cheque, on delivery.

- The total amount of the order
- The means of payment:
- The time of payment. You can pay for an order when you send it, on delivery, or you can ask for the payment to be delayed or deferred.

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Two years ago, you ordered a camera from NIOMA, model 2006, ref. N°3279. You have broken the lens of the camera and the shop where you bought it no longer sells this model. You therefore write to the after sales service of the company NIOMA to order a new lens. You would like to receive it before you go on holiday.

To help you, here are some sentences that you can use to order something.

- Could you please send me the following items as soon as possible
- Could you send (such and such an item) to my address
- Please could you send me (such and such an item) before (date).
- Please send me (such and such an item) as quickly at your earliest convenience.
- Please send me the following articles:
- Please would you send me (such and such an item) by (date) at the latest
- Please note the following order:.....
- I have pleasure in placing the following order with your company:.....

Careful: these sentences will not all be used in the letter that you must write.

Look at the suggested answers for D3/15-1.2

Two years ago, you ordered a camera from NIOMA, model 2006, ref. N°3279. You have broken the lens of the camera and the shop where you bought it no longer sells this model. You therefore write to the after sales service of the company NIOMA to order a new lens. You would like to receive it before you go on holiday.

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- Please send me the following articles:
- Please would you send me (such and such an item) by (date) at the latest
- Please note the following order:.....
- I have pleasure in placing the following order with your company:.....

Careful: these sentences will not all be used in the letter that you must write.

<i>Your address</i>	
<i>NIOMA plc</i> <i>After Sales Department</i> <i>Address</i>	<i>Date</i>
<i>Subject: lens order</i>	
<i>Dear Sir or Madam,</i>	
<i>Two years ago I bought a NIOMA camera, model 2006 (ref. N°3279). I have broken the lens, and I need a replacement quickly. Could you please send, to the above address, a lens for a 2006 camera, by ...</i>	
<i>I will pay by cheque on delivery.</i>	
<i>Yours faithfully,</i>	
<i>Signature</i>	

Usually, when we order things from a catalogue we fill in an order form that is sent with the catalogue. But one of your friends has lent you the catalogue from the shop "Bits 'n Pieces" where you have seen articles that you like. You do not have an order form. So you write to the shop " Bits 'n Pieces ", 18 Lime Tree Avenue, Tilsbury.

Here is the description of the articles. Choose those that you would like to order.

1. Set of 2 long-sleeved T-shirts

Wide cut, small collar, hemmed finish. Pure cotton.

1 green & 1 white.....489 1532

1 yellow & 1 white...489 1632

1 red & 1 white...489 1732

1 blue & 1 white ...4891832

Sizes: 6/8, 10/12. The two, 20 €

14/16, 18/20, 22. The two, 23 €

2. Ridge tent

Canvas 100 % waterproof cotton, 2 windows. Awning, useful for storage or cooking.

Roll-up door.

Sizes	Ref.	Price
2-man	452694	110 €
3-man	452695	149 €
4-man	452696	160 €

3. Curtain material

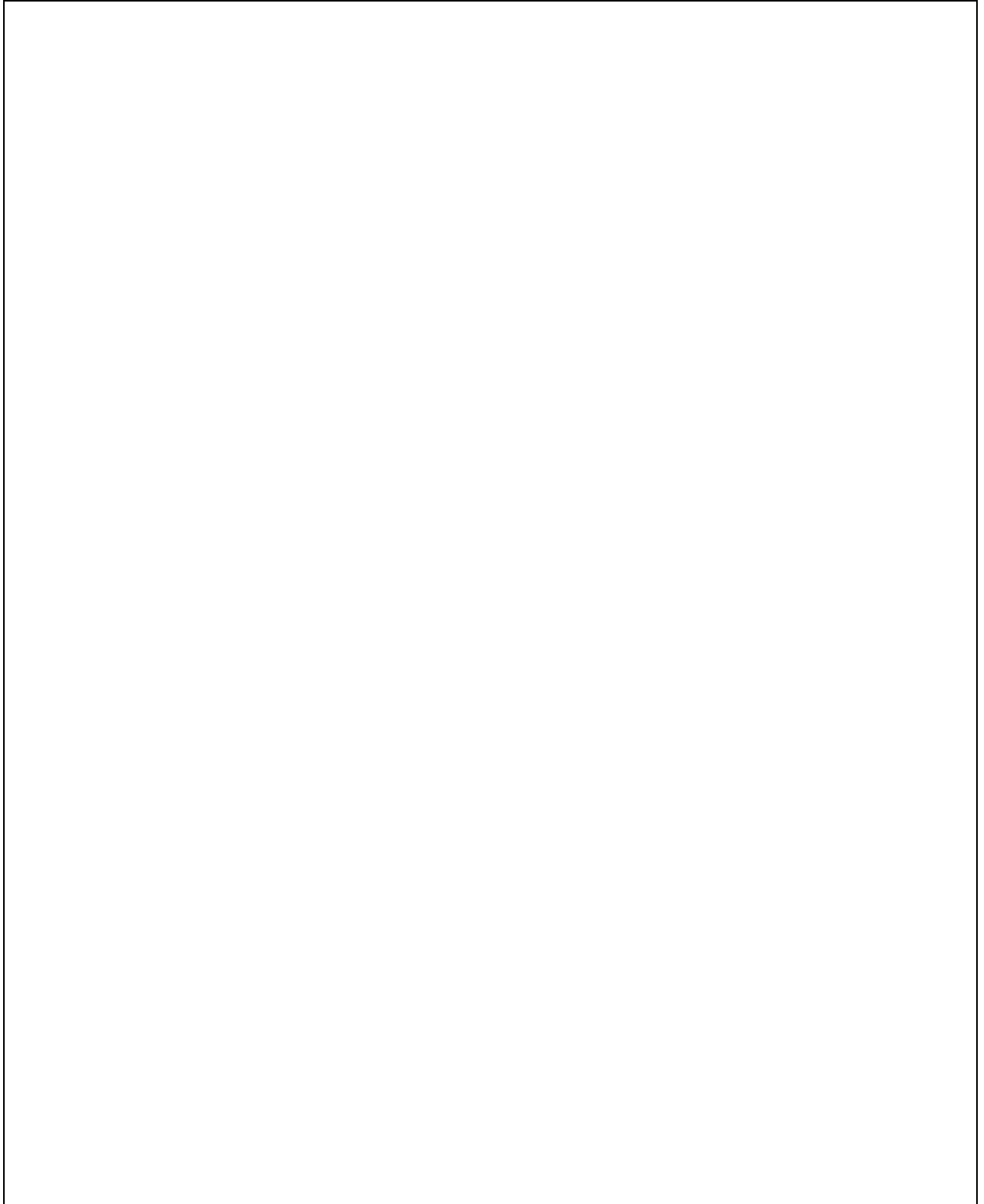
Oriental style, red and green print on cream background. 100 % cotton. Dry clean only. Width 150 cm. Ref. 820 9340. 10 €a metre.

To help you: here are some expressions used when we are asking for something.

- I would like to receive this order by 30 April 2007.
- I would appreciate delivery as soon as possible
- Please could you deliver by (date)
- I would be grateful if you could deliver before (date).

Use one of these expressions to specify the delivery date.

Write your letter on the next page and then look at the suggested answers.



Look at the suggested answers for D3 / 15-1.3

Your address

"Bits 'n Pieces"
Orders Department
18 Lime Tree Avenue
Tilsbury

Date

Subject: order

Dear Sir or Madam,

Please note this order for the following articles:

- One set of long-sleeved 2 T-shirts, one red and one white, ref. N°4891732, Size 10/12, unit price 20 €
- One tent 3 places, ref. N°452695, unit price 149 €
- 2 metres of curtain material, ref. 820940, 10 €a meter.

I would appreciate delivery at my home address, as soon as possible.
I will settle the amount of the order, i.e. 189 €on receipt.

Yours faithfully,

Signature

Here are some useful expressions, when writing an order letter. Use some of them to write an order for this series of articles.

Name of article	Reference	Quantity	Unit price	Total
Briefcase	602N	10	35 €	350 €
Suitcase on wheels	604 A	6	110 €	660 €
Holdall	360 D	20	30 €	600 €
Handbag	103 C	10	51 €	510 €

- ❖ We wish to place an order for
- ❖ Please send us
- ❖ Please could you send the goods as soon as possible.
- ❖ We would ask you to keep strictly to the stipulated delivery times.
- ❖ A copy of the invoice should be included in the consignment.
- ❖ Please confirm receipt of this order.

Look at the suggested answers for D3 / 15-1.4

Here are some useful expressions, when writing an order letter. Use some of them to write an order for this series of articles.

Name of article	Reference	Quantity	Unit price	Total
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Suitcase on wheels	604 A	6	110 €	660 €
Holdall	360 D	20	30 €	600 €
Handbag	103 C	10	51 €	510 €

- ❖ We wish to place an order for
- ❖ Please send us
- ❖ Please could you send the goods as soon as possible.
- ❖ We would ask you to keep strictly to the stipulated delivery times.
- ❖ A copy of the invoice should be included in the consignment.
- ❖ Please confirm receipt of this order.

“The happy Traveller”
14, Blacksmith Lane
Northwich

LeatherLux
Orders Department
Crowntree Industrial Estate
Leatherhead, Surrey

4 April 2007

Subject: Order

Dear Sir or Madam,

We would like to place an order for the following:

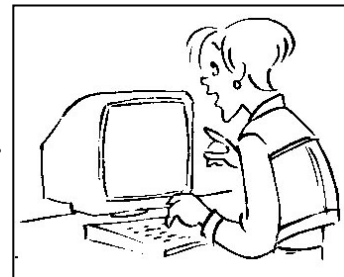
- 10 briefcases ref. 602N at a unit price of 35 €
- 6 suitcases on wheels ref. 604 A at a unit price of 110 €
- 20 holdalls ref. 360 D at a unit price of 30 €
- 10 sacs de femme ref. 103 C at a unit price of 51 €

Please would you deliver these goods to the shop as soon as possible.
We will settle the total amount of 2120 € on receipt.

Yours faithfully.

Andrea LESUR
Gérante de « Au bon voyage »

Buying on Internet is becoming more and more common.



To do this, just go to the seller's website and choose your articles with a few clicks of the mouse. The selected articles will be placed in a virtual "basket". As you click on the articles required, the "basket" shows the exact name of each article already selected, the price, the delivery dates and the total to be paid.

When you have finished your selection, a screen will ask you if you are already a customer with this shop. If you are, you must give your password. If not, they will suggest that you open a customer account. It is necessary if you want to make a purchase.

A screen then gives you the summary of what you have selected and asks you to confirm by validating or modifying your order, deleting, replacing or adding articles. Then you are asked to give the address for delivery. This does not have to be your address. You can, for example, have a present delivered to a friend.

When you have placed your order, the seller will send you an email to confirm it. In principle you can still cancel or modify your order.

Practise now if you have a computer connected to Internet.

Go on to the site of any seller. It might be, for example: M&S, Amazon, PriceMinister, Tesco's, etc. To find the site, you can enter the name of the shop in a search engine like Google.

When you are on their site, look at the articles and add them to your basket. When you are asked for the means of payment, credit card for example, just disconnect, as it was only an exercise!

<i>900 exercises in vocational communication</i>	Exercise	D3 / 15-1.6
		Eval.:

Acknowledging an order

Imagine you are the supplier and you have received an order. Write an email to the customer to acknowledge receipt of an order (that you can invent) and thank them. Here are some standard expressions which can be used to write your email. In an email, you do not need to write the date as it is automatically displayed on the computer.

- ❖ Thank you for your order.
- ❖ We have noted your order for
- ❖ We can send you your order in the stipulated time.
- ❖ We will deliver these articles in the stipulated time.
- ❖ We will need extra days for delivery.
- ❖ We regret to inform you that there will be a delay in delivery
- ❖ I am afraid that your order has been lost.

Look at the suggested answers for D3 / 15-1.6

Acknowledging an order

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- ❖ Thank you for your order.
- ❖ We have noted your order for
- ❖ We can send you your order in the stipulated time.
- ❖ We will deliver these articles in the stipulated time.
- ❖ We will need extra days for delivery.
- ❖ We regret to inform you that there will be a delay in delivery
- ❖ I am afraid that your order has been lost.

WAKKER-FLEURS, the best choice in flowers. www.wakker-plants.net

Dear Madam,

We have noted your order n° 72 140 dated 8 September 2007 for:

- 50 anemone blanda mixed colours;
- 10 double tulips;
- 25 mixed mini-narcissus.

We thank you for placing your order with WAKKER-PLANTS.

Unfortunately, we must inform you of a delay in delivery as we are out of stock of anemones. There will be a two-week delay.

We will of course inform you of your delivery by email as soon as your articles leave the warehouse.

Please excuse us for this delay.

Best regards,

Trevor Horner
Customer Service

The restaurant "The Golden Table" was managed by Mr Chandler, who has fallen ill and had to close. He is renting you the restaurant and you are going to manage it. You have decided to open on 2 February 2008. You have to order some wine. Mr Chandler has warmly recommended the wine dealer that he always bought his wine from:

*The Wine Cellar
Dealers in Fine French Wines
3, Castle Street
Maidstone, Kent*

**Here is a selection from the dealer. Choose the wines that you want to buy.
They are sold in cartons of 6 bottles.**

Red	Year	Unit price
Lalande de Pomerol	2005	€5.45
Gigondas	2003	€7.95
Châteauneuf du pape	2006	€9.70
Cahors	2004	€8.50
Château Tour-du-Roc	2006	€6.70
Médoc	2006	€8.50
Bourgueil	2006	€5.30
Saumur-Champigny	2006	€5.50
Pinot noir d'Alsace	2005	€5.90
Saint-Emilion	2006	€4.45
Margaux	2006	€16
Côte du Rhône	2005	€4.35
Brouilly	2006	€6.50
White		
Chablis	2006	€7.80
Meursault	2005	€13.90
Pouilly-Fuissé	2006	€8.95
Graves	2006	€4.45
Pinot gris	2006	€5.50
Gewurztraminer	2005	€8.90
Riesling	2006	€4.70
Riesling	2003	€6.80
Vouvray	2006	€8.20
Sauternes	2006	€11.90
Rosé		
Rosé de Loire	2006	€3.50
Cabernet d'Anjou	2006	€3.60
Côtes de Provence	2006	€5.90
Tavel rosé	2006	€5.95
Bordeaux rosé	2006	€3.99
Bandol rosé	2006	€8.60
Coteaux du Languedoc	2006	€3.20

THE EXERCISE CONTINUES ON THE NEXT PAGE

You begin your letter by saying why you are writing to this dealer.

You ask for extra time to pay the invoice using one of the following expressions

- I would like to ask for extended payment terms (number of weeks or months).
- I would be grateful if you could grant me an extension to the payment terms.
- I would be grateful if you would accept payment for the order on (date).

Look at the suggested answers for D3 / 15-1.7

Restaurant "The Golden Table"
Address
Telephone
Email

The Wine Cellar
Dealers in Fine French Wines
3, Castle Street
Maidstone, Kent

Date

Subject: Order

Dear Sir or Madam,

Mr Chandler, who managed the restaurant "The Golden Table", warmly recommended you to me. I therefore have pleasure in placing the following order:

Lalande de Pomerol	2005	12 bottles at	€5.45	65.40 €
Châteauneuf du pape	2006	12 bottles at	€9.70	116.40 €
Cahors	2004	6 bottles at	€8.50	51.00 €
Médoc	2006	6 bottles at	€8.50	51.00 €
Pinot noir d'Alsace	2005	12 bottles at	€5.90	70.80 €
Saint-Emilion	2006	12 bottles at	€4.45	53.40 €
Côte du Rhône	2005	18 bottles at	€4.35	78.30 €
Brouilly	2006	12 bottles at	€6.50	78.00 €
Chablis	2006	12 bottles at	€7.80	93.60 €
Pouilly-Fuissé	2006	6 bottles at	€8.95	53.70 €
Riesling	2006	18 bottles at	€4.70	84.60 €
Sauternes	2006	6 bottles at	€11.90	71.40 €
Rosé de Loire	2006	12 bottles at	€3.50	42.00 €
Cabernet d'Anjou	2006	6 bottles at	€3.60	21.60 €
Tavel rosé	2006	12 bottles at	€5.95	71.40 €

Total amount due: 1002.60 €

I would like this order to be delivered to the restaurant by 20 January 2007. As I have just taken over the restaurant from Mr Chandler, I would be very grateful if you could grant me an extra 2 months for payment. I will settle the total amount of the invoice by cheque.

Yours faithfully.

Signature