

Lesson material 2

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ex. IV. – suggested answers

1. I am writing in/with reference to your advertisement published in the recent edition of Marketing Monthly.
2. I would be grateful if you could send me some information about the range of goods your company sells.
3. Thank you for your letter dated March 12 enquiring about our products.
4. We regret to inform you that your order is going to be delayed.
5. I look forward to seeing you in Frankfurt next month!

ex. V – suggested answers

1. Thank you for your letter of *(date)*. I am sorry for my delayed reply / I apologize for my delayed reply. We are sorry/We regret to hear about the problem concerning *(type of machine)*. Unfortunately, we have to point out that we are not responsible for this situation/this kind of problem. The problem was probably/most likely caused by improper handling of the device/These kinds of problems usually occur when the device is improperly handled.

2. As far as I understand, you want/would like to claim it under your guarantee. Unfortunately, we have to point out/inform you that you did not renew your maintenance contract last year. However/in any case, I will forward your e-mail/request to our Service Department. They will contact you soon to let you know/to inform/advise you when our engineers are coming.

3. I will be available/present/in my office in case you wish to talk to me/to discuss the matter in person.

Lesson material 3

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Ex. 4 - As:

- 1) when, 2) because, 3) because, 4) because, 5) when, 6) because, 7) when, 8) because

optional exercise (p. 2 / ex. 2)

1. tool; 2. instrument; 3. equipment; 4. instrument; 5. instrument; 6. machine