

**I. In each of the following sentences, choose the correct word to fill the gap:**

1. I would be ..... if you could send me details of your PS/2 engines.  
(*thankful - please - grateful*)
  2. You were ..... to us by our associates.  
(*suggested - recommended - informed*)
  3. We were given your .....by the Chamber of Commerce.  
(*identity - company - name*)
  4. Thank you for your letter .....19 June.  
(*on - of - from*)
  5. Please ..... enclosed our current catalogue and price list.  
(*find - look - receive*)
  6. We would appreciate .....you could send us further information on your range of non-impact printers.  
(*it that - this - when - it if*)
  7. I would we grateful if you could arrange for your Technical Director .....on me.  
(*will call - is calling - to call - calls*)
  8. We look forward .....from you.  
(*hear - to hear - hearing - to hearing*)
  9. We would be grateful ..... an early reply.  
(*to - of - for - with*)
1. Should you require anything further at this time, please do not .....to contact me.  
(*avoid - hesitate - delay - prevent*)

**II. Study the following expressions.**

Expressing feelings in formal letters

<b>Dissatisfaction/dislike</b>	<b>Regret/apology</b>	<b>Needs/wants/desires</b>
I am unhappy about/do not like ...	I'm sorry that I ...	What I am looking for is ...
I am not comfortable about/with ...	I regret that I ...	What would suit me best is ...
... is not what I expected/was expecting.	Please accept my apologies for ...ing	I am very keen to ...
... does not suit me/my needs.	Please forgive me for ...	I would very much like to ...
... is too + adjective	Unfortunately/Regrettably I ...	I would be grateful if you could ...
<b>Gratitude</b>	<b>Annoyance</b>	<b>Pleasure/satisfaction</b>
Thank you very much for ...	Although I stated that ...	I was delighted about/by ...
I very much appreciated ...	Despite my request for ...	I thoroughly enjoyed ...
I'm grateful to you for ...	Even though I telephoned you about ...	... was very impressive/enjoyable.

### III. Business letter 1 - enquiry

Read the following letter. Fill in each gap with the correct word from the offer:

*attention - based - faithfully - forward - graphics - Madam - Project - protecting - sell - send - together*

#### PHYSIOLOGICA

17 Princess Street

London

Telephone 071 982 7111

Fax 071 982 7712

Our ref: AN/JS

1 July 2000

DISPRO SA

251, rue des Ramonieres

F – 86256 Poitiers Cedex

France

For the ..... of the Sales Manager

Dear Sir or .....

We are a software company ..... in London and are currently developing a Windows – based scientific ..... package for use in universities and research laboratories. We are interested in ..... the programs we ..... from unauthorized copying and duplication.

Could you please ..... us more information about your RSP-11 software protection system ..... with your current brochure and price list?

We look ..... to hearing from you.

Yours .....

Anne Newson

.....Director

#### IV. Business letter 2 – reply to enquiry

Complete the following letter by filling in the correct prepositions. Some of them will be used more times.

*for - from - in - of - on - to - with*

**DISPRO SA**

Tel. 331 9968 031

251, rue des Ramonieres

F – 86256 Poitiers Cedex

France

5 July 2000

Ms Anne Newson  
Project Director  
Physiologica  
17 Prince Street  
London EC1 7DO  
UK

Dear Ms Newson

Thank you ..... your letter ..... 1 July ..... which you expressed an interest ..... the RSP 11 software protection system. Please find enclosed our latest brochure and price list.

From the information ..... your letter, I can confirm that the range of products we supply would be ideal ..... your needs. .... particular, I would like to draw your attention ..... the RSP 11W ..... page 3 which is designed for software protection in both Windows and O/S environments.

As you will see, our protection systems are tailored ..... individual programs. Please let me know whether you would like to arrange a meeting ..... our Technical Director, Mr Michael Gerard, to prepare a more detailed report ..... your program and particular requirements. He will be in London during the week beginning 15 July.

I look forward to hearing ..... you.

Yours sincerely

P. Varenne  
Sales Manager

**V. Find an advertisement (Czech or English) with a position you could now (i. e. you have not completed your degree studies yet etc.) apply for. Write your letter of application on a separate sheet. Bring it in together with the text of the advertisement (+ its source) – DO NOT SEND A LINK (as it expires). Do not enclose your CV.**