

初级商务英语（11）PDF转换可能丢失图片或格式，建议阅读原文

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Correspondence Letter writing 1. Listening First read the letters below. Then listen to the three telephone calls. As you listen, match the telephone calls with the letters. Letter A: Telephone call

_____ CONTAB Dear George Just a waste following our call. Sorry I couldn't lay my hands on the address at the time. I've not found it: Hotel Celeste Sorreuto 5120 Italy Tel: (020) 3981 6582 See you soon and best wishes to the family. Gerladine

Letter B: Telephone call _____ 29 January 199- Mr. R James T F Consultancy 29 Lower Village Rd London SE17 2ST Reference: Financial Consultancy Contract Dear Mr. James We would be grateful if you could send us a quotation for the above-mentioned contract. Details of the contract are attached. Since the work is due to start in December, we would appreciate a reply at your earliest convenience. Yours sincerely J Fish J Fish Corporate Finance

Manager HERITAGE FINANCE LIMITED 22 The Close Hanworth Middlesex TW13 5TB Tel: 081 899 3642 Fax: 081 899 3644 Letter C: Telephone call _____ 16 Transom Way

Cambridge CB2 5RM 1 February 199- Ms C. Johnston Falton Designs 11 The Narrows London E17 Subject: Post of Office Manager Dear Ms Johnston Further to our telephone call this morning. I am writing to inform you of my availability for the above post. I am now free to take up the post from 1 April this year. I look

forward to hearing from you. Yours faithfully Edward Bronson

Edward Bronson Listening Task Call 1 A: I ' m phoning a bout the letter I wrote to you. B: Just a moment, I ' ll get it ... the one dated 15 November? A: That ' s right. I asked for a quotation for a consultancy contract in December. B: Yes, I see. Haven ' t we replied to it? A: No, and as I said in the letter, we need it urgently. B: Right, I ' m sorry. I don ' t know why this has happened. I ' ll get back to you this afternoon. Call 2 A: I ' m phoning a bout the job advertised in The Times for the post of Office Manager. B: Yes, have you put your application in writing? A: Yes, I sent in my application two weeks ago. B: Fine, then you ' ll be hearing from us in the near future. A: I realize that. I just wanted to let you know my availability. B: Right, go ahead. A: Well, I can start the job from the beginning of April. B: Right, I ' ll make a note of that but can you put it in writing? A: Yes, of course. I ' ll get a letter in the post today. Call 3 A: You know that hotel you recommended in your last letter? B: Yes, you mean the one in Southern Italy? A: Right. Well I ' ve lost the letter and I wanted to book in for a couple of weeks this summer. B: Just a moment, I ' ll see if I can find the address... I ' m sorry I can ' t find it. A: Doesn ' t matter. Could you drop me a line? B: Of course. I ' ll do that later this week. A: Great. Nice talking to you. Bye. B: Bye.

2. Presentation Business letters typically contain the following features (although they may not all appear in the same letter): # opening and closing greetings # stating the reference at the beginning of the letter # requesting # explaining the reason for writing # thanking # enclosing documents # apologizing # expressing

urgency # confirming # ending the letter Here is some of the language typical of business letters.

2.1 Opening and closing greetings
If you don ' t have a contact name: Dear Sir or Madam: Yours faithfully
If you know the name of the person: Dr Mr. Jones Mrs. Miss Ms
Yours sincerely
If you know the person as a friend or close business colleague: Dear James
Best wishes/Regards

2.2 Stating the reference at the beginning of the letter
You can start with either:
Subject: _____ Reference: _____ Re: _____
Or an expression like: With reference to... I thank you for your letter of 1 July. Further to our telephone conversation,...

2.3 Requesting I would be grateful if you could... I would appreciate it if you could... Could you please...? (more informal)

2.4 explaining the reason for writing

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