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# Business correspondence

## 1 Starting and finishing emails

When writing an email, it's a good idea to get off on the right foot. Once you've written the salutation ("Dear ..."), how do you start in a friendly and polite way? And how do you close an email in an appropriate manner that indicates what you want from the recipient (if anything at all)?

1

Look at the categories 1–8. Then match them to the corresponding phrase box.

### Starting an email

- 1 Writing to a new contact for the first time
- 2 Friendly opening line before getting down to business
- 3 Writing to someone in reply to a particular matter
- 4 Apologizing for a late response
- 5 Writing a second email because you forgot something

### Finishing an email

- 6 Saying goodbye but expecting an answer or action
- 7 Saying goodbye without expecting further communication
- 8 Friendly closing lines to someone you know well

<b>a</b>	As promised, / As we discussed, I'm writing This is just a quick note I'm (just) writing (to you)	to ask/enquire about ... to confirm/check ... to inform you about ... to follow up on ... to update you on ... about the meeting this/next week.
	Thank you for your email of 12 May concerning ... Thanks for the quick reply.	
	Thank you for	your phone call this morning. the information about ... your interest in ... your help with ... sending me ... informing me about ... your feedback on ...
<b>b</b>	I am writing to you today regarding/concerning ... I received your contact details from ... I would like to introduce myself: I ... I work for ..., and we ... I came across information about your company ...	
<b>c</b>	Have a great evening/day/weekend/holiday. Say "Hi" to ... ( <i>colleague's name</i> ) from me. Please send my best regards to ... ( <i>colleague's name</i> ). Speak soon.	
<b>d</b>	How are you doing? I hope you are well. I hope all is well with you. I do hope you had a good weekend. / trip to ... I do hope you had a relaxing holiday. I'm just writing to ...	

# Business correspondence

<b>e</b>	I look forward to hearing from you	soon. in the near future. as soon as possible.
	Any help you can offer me would be greatly appreciated.	
	Please get back to me when you have time.	
	If you could get back to me soon, / as soon as possible, / by the end of the day,	I would be really grateful.
	In the hope of hearing from you soon.	
<b>f</b>	Please let me know	if there's anything else I can do to help.
	I hope the information I have given	has answered your questions. helps you.
	In the meantime, if you need any more information,	please do not hesitate to contact me. please feel free to contact me just drop me a line.
	It was a pleasure doing business with you. I hope that we might be able to do business together in the future.	
<b>g</b>	Sorry for my late reply. Sorry not to reply sooner, but I had to ... I must apologize for not replying earlier, but ...	
<b>h</b>	Sorry to write again so quickly, but Sorry, in my last email I forgot to I must apologize for writing a second email, but	I forgot to send/attach/ask ...

2

**Look at the following situations and decide which of the phrases above you might want to use to start and close the email. You may need to finish some of the phrases in the list with more information.**

- 1** You have found the details of a new supplier online. You write asking for the details of their product.
- 2** You received an email from a valued customer, who wanted a quote for one of your products, but for some reason you did not read their email.
- 3** A colleague of yours who you don't know that well has just returned from holiday and you need some details about a meeting this week. You want her to send you some information.
- 4** Another firm has finished a project with your firm, and you are writing to thank them for their work.

**NOW  
YOU**

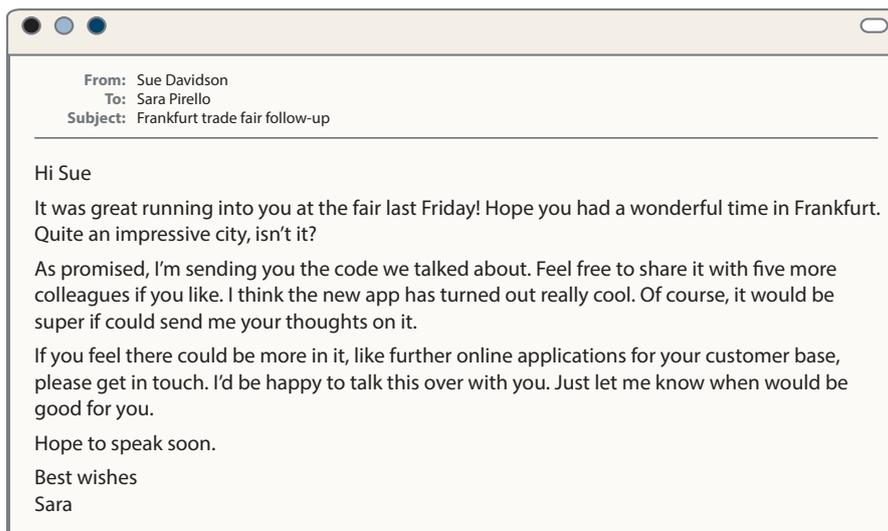
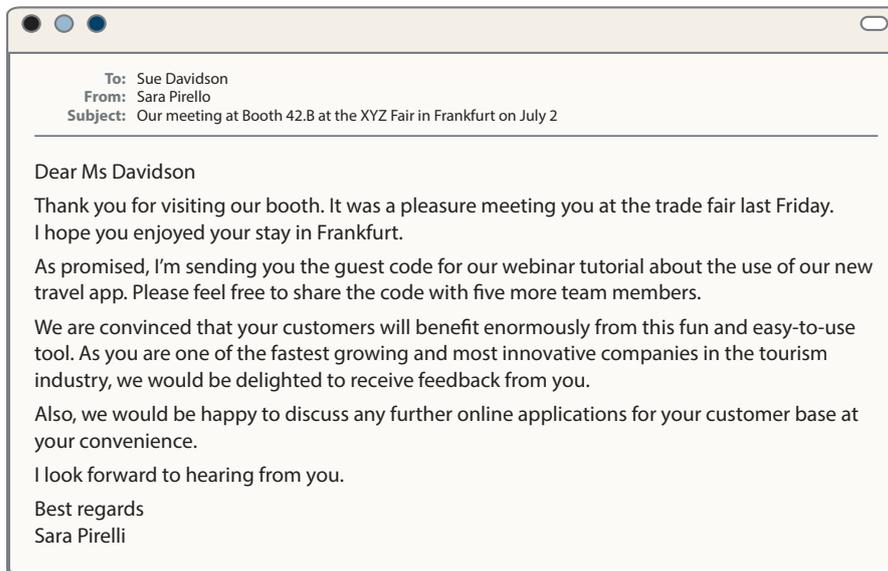
# Business correspondence

## 2 Formal and less formal emails

With the widespread use of instant messaging apps, written communication has become very flexible with regard to style and formality. This has also affected the way people write emails. Email writing can vary from informal chat to highly formal business correspondence.

1

Look at the emails below. Which email do you think is more formal and which is less formal? Explain why.



TIP

If you do not know the gender of your contact person, simply use their first name and surname.

*Dear Lou Cane*

*Hello K. M. Darezza*

If you do not know the name of your contact person, write:

*Dear Sir or Madam (UK)*

*Ladies and Gentlemen (US)*

TIP

The salutation "Dear ..." does not need to be followed by a comma. However, the first word of the email message always starts with a capital letter.

2

Which email style are you more familiar with? Which do you prefer? Why?

# Business correspondence

3

The terms below in the top row are often used with emails. Match them to their German translations in the bottom row.

attachment	bcc	cc	re	signature	subject line
Anhang	Betreffzeile	betrifft	Blindkopie	Kopie	Signatur

4

Read the information below and find suitable closing greetings for these salutations.

- e Dear Mrs. President    f Dear Leila    g Hi Lucy    h Dear Sir or Madam

**Salutations**

There are several ways of addressing your reader. Whether your salutation is seen as formal or informal often depends on the cultural background of the addressee. Salutations may be followed by commas, but don't have to be. An exception is "To whom it may concern", which is usually followed by a colon.

**Formal**

Dear Ms/Mr Smith  
Dear Sir or Madam  
To whom it may concern:

**Less formal**

Dear Sue  
Hello Sue

**Among closer contacts**

Hi Sue  
Hey Sue  
Sue

**Complimentary close**

The complimentary close should correspond to the style of the salutation.

↓

**Formal**

Yours faithfully (highly formal)  
Kind regards (BE), Sincerely (AE)

**Less formal**

Best regards  
Warm regards  
Regards

**Among closer contacts**

Best wishes  
All the best

**Abbreviations**

Only use abbreviations if you are absolutely sure of their meaning and in situations where you know your contact person well. Remember that your contact person might not know the meaning of the every abbreviation. The following abbreviations are commonly used:

asap	as soon as possible
btw	by the way
IMO	in my opinion
pls	please
re	regarding
thx	thanks

5

Use the prompts below to write two emails. Student A writes a formal and student B a less formal email. Then exchange your emails and change the register back to formal or less formal.

- Use an appropriate salutation.
- Tell your addressee that you will come to the meeting tomorrow.
- Tell your addressee that you are looking forward to seeing them.
- Use an appropriate complimentary close.



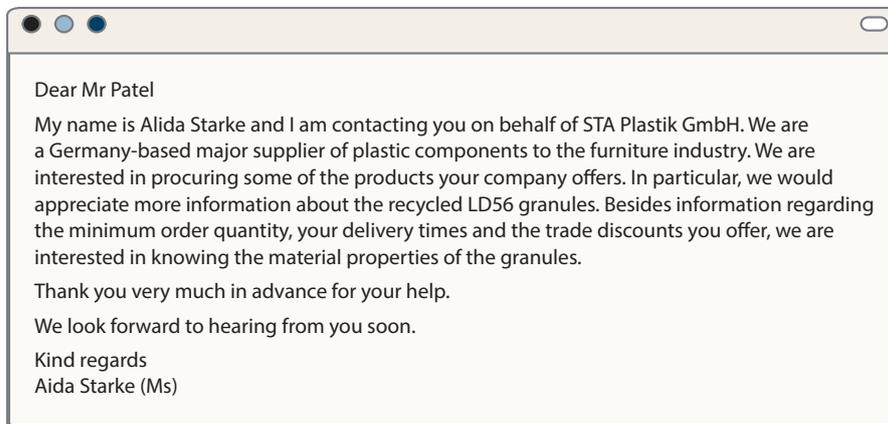
# Business correspondence

## 3 First contact

Alida Starke works in the purchasing department of a company that produces plastic components for the furniture industry. The company has just won two new major clients, so Alida is now looking for an additional supplier of granules – the raw material her company needs to produce plastic components. She has looked at several websites and is using the information provided there to contact the person responsible for international tenders.

1

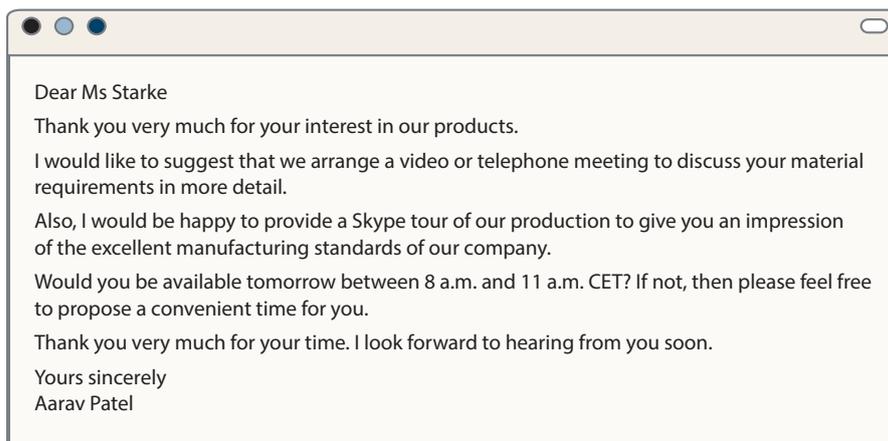
Read the Alida's mail and underline phrases that could be useful for your own correspondence.



TIP

When making first contact, try to find out as much as you can online beforehand. People will appreciate it if you are well-informed so that they don't have to provide information that could easily be searched for online.

Read Aarav's reply and underline phrases that could be useful for your correspondence.



procurement =  
*Beschaffung*  
granules = *Granulate*  
international tenders =  
*internationale Angebote*  
material properties =  
*Materialeigenschaften*

2

Find synonyms for these terms in the emails.

delighted • first rate • I am writing to you •  
I would like to get more information about • organize •  
suitable • talk about • we would be thankful for

# Business correspondence

3

**Write an email. With a partner or in a group, plan a business trip to an English-speaking country. Where would you like to go? What are your requirements?**

**NOW  
YOU**

**Then go online and find a suitable travel agency. Draft an email and make a first contact, using phrases from the lists below.**

Making a first contact		
I'm contacting you	on behalf of ... to enquire about ... to request further information regarding ...	
We are interested in	procuring/buying some of your products. making use of the services you provide.	
In particular,	we would appreciate more information about	your products. your services/rates. the minimum order quantity. your delivery times. any discounts you offer.
Thank you very much in advance for	your help. any information you may be able to provide.	
We (are) look(ing) forward to	hearing from you soon. an early reply.	

Replying to a first contact		
Thank you (very much) for	your interest in	our company/products/services.
I would like to suggest	that we arrange	a telephone meeting a video conference a meeting in person a visit by our sales representative.
We will be happy	to provide	further information.
Please feel free	to propose/suggest	a convenient time a time which would be convenient/suitable for you.
Thank you very much for	your time/consideration.	
We (are) look(ing) forward to	hearing from you meeting you receiving an order from you	soon. in the near future.

# Business correspondence

## 4 Requesting a quote and making an offer

Ebba Nilsson is a buyer at a medium-sized company with offices throughout Europe. The management has recently changed the health-and-safety regulations to protect staff against flu outbreaks. Ebba writes a request for a quote for sanitizing equipment from an Irish company. Aidan Byrne, sales manager at the company, replies to her enquiry.

1

Read the emails below and underline phrases that could be useful for your own correspondence.

### Requesting a quote

Dear Mr Byrne

In order to comply with our new corporate health-and-safety regulations, we are interested in purchasing automatic hand-sanitizer dispensers for our offices in Europe.

We would therefore like to request a quote for 750 units of model HS12 and 400 units of model HS15 as shown on your website. Please quote your unit price for supplying these goods together with a discount price for volume purchases.

Please also indicate the delivery time upon receipt of the purchase order. Unless you state otherwise, we assume that shipping costs are included in your quotes.

All price quotes must be firm and state when they expire.

With many thanks in advance,

Yours  
Ebba Nilsson  
Chief Buyer

flu outbreak =  
*Grippewelle*  
dispenser = *Spender*  
firm = *bindend*  
assume that = *davon ausgehen, dass*  
consignment = *Ware*

### Making an offer

Dear Ms Nilsson

Thank you very much for your interest in our excellent range of products. I'm delighted to be able to send you a detailed offer and our terms and conditions in the attachment.

All prices include shipping costs. We are pleased to offer you an introductory discount of 10 per cent on your first order. Furthermore, please note that the HS12 comes with a free 1-litre refill for each unit.

This offer is valid for 30 days.

You can expect to receive the consignments from us within 15 days of receipt of your order.

I'm confident that you will find our products extremely effective in supporting your staff's health and well-being.

I look forward to receiving your order in the near future.

If you require any further information, please don't hesitate to contact me.

Kind regards  
Aidan Byrne  
Sales Manager

Model	Unit prices	Volume price
HS12 automatic hand-sanitizer dispenser	EUR 75.50	EUR 62.50 for purchases over 500 units
HS15 automatic hand-sanitizer dispenser	EUR 85.00	EUR 72.00 for purchases over 450 units

# Business correspondence

2

In two teams write one request for a quote per team. In your team decide which product you want to buy, what quantities you need, where you want to have it shipped, etc. What further information would you like the seller to provide?

Use the phrases below to do the task.

**NOW YOU**

Requesting a quote	
We are interested in	purchasing new equipment ... buying the following products ...
Please quote	your unit price for ... your best price for ...
Please send us	your discount price for volume purchases. the minimum quantity order.
Please also indicate	the delivery time.
We assume that	shipping costs are included.
All quotes must be	firm and state when they expire.
With many thanks in advance.	

**TIP**

We are interested in buying  
NOT:  
We are interested ~~to buy~~

3

Now exchange the requests and make an offer in response to the other team's request. Use the phrases below to do the task.

Making an offer	
Thank you for	your interest in our products/services.
I'm delighted I'm pleased	to be able to send you a detailed offer/quote. to be able to email you our terms and conditions.
All prices include	shipping costs. free shipping.
We are pleased/happy/delighted to be able to offer you	an introductory discount of 10 per cent.
Please note that	a free refill is included.
The offer is	valid for 30 days.
You can expect to receive	the consignment/goods within 15 days of receipt of your order.
I'm confident that	you will find our product(s) extremely efficient/reliable.
If you require any further information,	please don't hesitate to contact me.
We look forward to	receiving your order in the near future. / soon. doing business with you in the future.

**TIP**

I look forward to receiving ...  
NOT:  
I look forward ~~to receive~~ ...

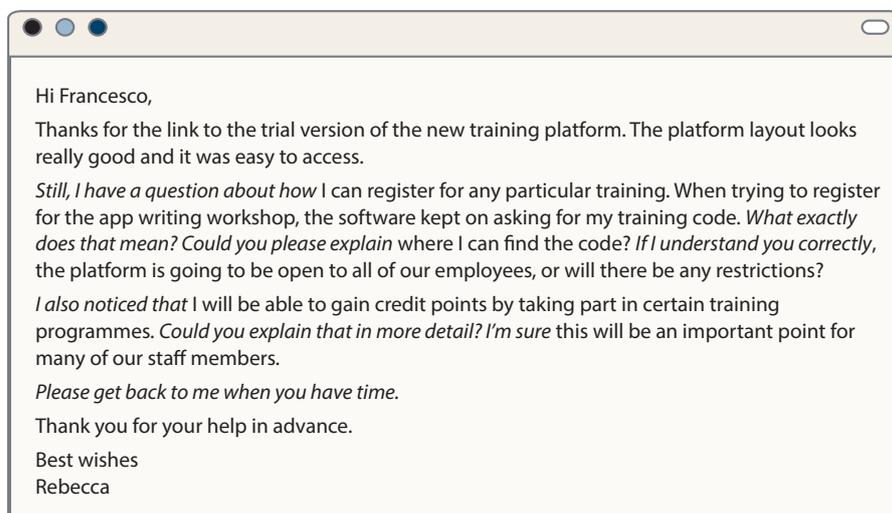
# Business correspondence

## 5 Asking for and clarifying information

Francesco and Rebecca both work for the training department of a large company. Corporate HR has decided to implement company-wide online training programmes. Rebecca has volunteered as a test user of the trial version of the training platform. Francesco has received an email from her in which she asks various questions.

1

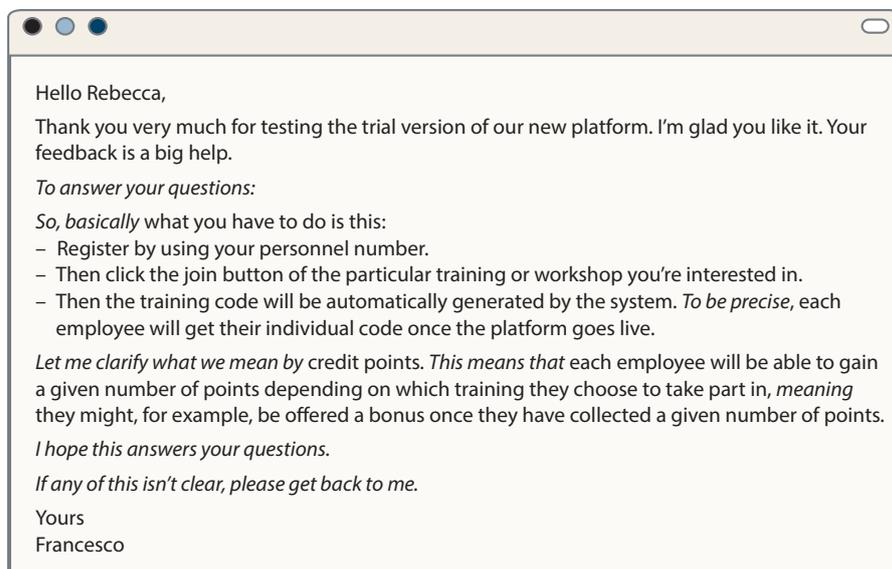
Here is Rebecca's email. Look at the phrases in *italics*. How would you translate them into German?



trial version = *Testversion*  
access = *Zugang*  
restrictions = *Einschränkungen*

2

This is Francesco's email reply to Rebecca's question. Look at the phrases in *italics*. How would you translate them into German?



# Business correspondence

3

With a partner choose one of the following topics, or invent one of your own, to write an email with a request for clarification. Use phrases from the list "Asking for clarification".

**NOW  
YOU**

- what I need to do to apply for a job with your company
- information about a best practice workshop that is going to take place in your company (Is it work time? Is it interesting to people in your department?)

Exchange the request with another pair and write an explanation for the email they gave you. Use phrases from the list "Explaining".

Asking for clarification		
I have	a question about/regarding	a particular training programme. I can register.
What exactly	does this mean? do you mean by that?	
Could you please	explain/clarify	where I can find ...? that in more detail? in more detail where I can find ...?
Would you mind	explaining/clarifying	how I can ...?
If I understand you correctly,	there will be ...	
Thank you very much for your help in advance.		

Explaining		
To answer your questions:		
Basically,	what you need to do is ... the system works like this:	
To be precise,	each employee will be given ...	
Let me	explain/clarify	what we mean by ...
This means that	each employee will be given ...	
This is a new reward system,	meaning that	each employee will be given ...
If any of this isn't clear, please get back to me.		

# Business correspondence

## 6 Writing a complaint

Lena Becker works at a large manufacturing company with plants and offices worldwide. She is in charge of arranging business trips and conferences. Today she is writing an email to the manager of a business hotel in Lyon which she had booked for her company's annual international sales conference. Unfortunately, the company was dissatisfied with the service provided by the hotel.

1

**Linking words are used to structure an email in order to make sure the reader follows your arguments. Read the email and decide which of the following linking words can be used in the gaps below.**

After that • Although • At the same time • Beforehand • Despite this • Eventually • First • First of all • Furthermore • Next • Secondly • Then

Dear Ms Dubois

I'm writing to complain about the poor service we received during our conference stay at your hotel recently.

\_\_\_\_\_ <sup>1</sup>, we had booked adequate amounts of refreshments and coffee to be served when the conference members arrived. \_\_\_\_\_ <sup>2</sup>, the amount of coffee and tea was insufficient, which resulted in people who arrived late not receiving any beverages at all.

\_\_\_\_\_ <sup>3</sup>, two of the four conference rooms were not equipped with smartboards, despite the fact that I had specifically discussed your conference facilities with you over the phone. When we mentioned this to your staff on site, we were very disappointed to discover that they were knew nothing about our arrangement.

\_\_\_\_\_ <sup>4</sup>, the air conditioning in the conference room "Nepal" stopped working on day 2 of the conference. \_\_\_\_\_ <sup>5</sup> we brought this matter to the attention of the reception, the issue remained unresolved until the end of our stay. Indeed, the hotel's front staff seemed absolutely unable to cope with the situation.

In view of this rather unsatisfactory experience we suggest you refund in full the money we paid for the use of your conference facilities.

We look forward to hearing how you are planning to deal with this matter.

Kind regards  
Lena Becker  
Travel and Event Manager

refreshments = *Erfrischungen*  
insufficient = *nicht ausreichend*  
conference facilities = *Konferenzräume*  
unresolved = *ungelöst*  
to cope with = *bewältigen*

**TIP**

When writing a professional complaint, keep your letter of complaint well structured. Use linking words like those above to make your point.

2

**Make notes about your company's policy about complaints.**

**If you receive a complaint, is there a timeframe by when you need to react?**

**If you are making a complaint, do you complain in writing or over the phone?**

**Why?**

# Business correspondence

3

Write two emails, one in which you write a complaint, and one in which you reply to a complaint. Use phrases from the list at the bottom of the page.

**NOW  
YOU**

**Email 1: Write a complaint email to the rental car company which your company uses. These are the reasons for your complaint, but add any further reasons you can think of:**

- Cars are often dirty at pickup.
- Recently your colleagues have been offered car models below the booked category.
- Staff at the drop-off counter are unfriendly.
- You were twice charged for petrol even though the cars were returned with a full tank.

**Email 2: Write a complaint email to an international technical help desk. These are the reasons for your complaint, but add any further reasons you can think of:**

- Your company has submitted a complaint three times about your company's virtual meeting platform. The problem remains unresolved.
- You tried calling them, but no one answered.
- You managed to get through once, but your contact person could not speak English.

Making a complaint		
I'm writing to complain about	the poor service ... the delay in delivery ... the additional charges ...	
Despite the fact that Although	we had discussed ... you confirmed in writing ...	
I was / We were	very disappointed rather unhappy extremely disconcerted	to find out that / about the ... when we realized that ... when we noticed that ...
We brought this matter to the attention of	the reception. the service staff. the service technician.	
The poor service The bad quality	resulted in	some people not getting/receiving/being ...
The issue/problem	remained unsolved. was not taken care of.	
The staff	were unable to cope	with the situation.
In view of this	rather unsatisfactory experience bad service	we suggest that... we propose that ...
We look forward to hearing Please let us know	how you are planning to how you will	deal with this matter/issue. resolve this situation.

# Business correspondence

## 7 Writing an apology

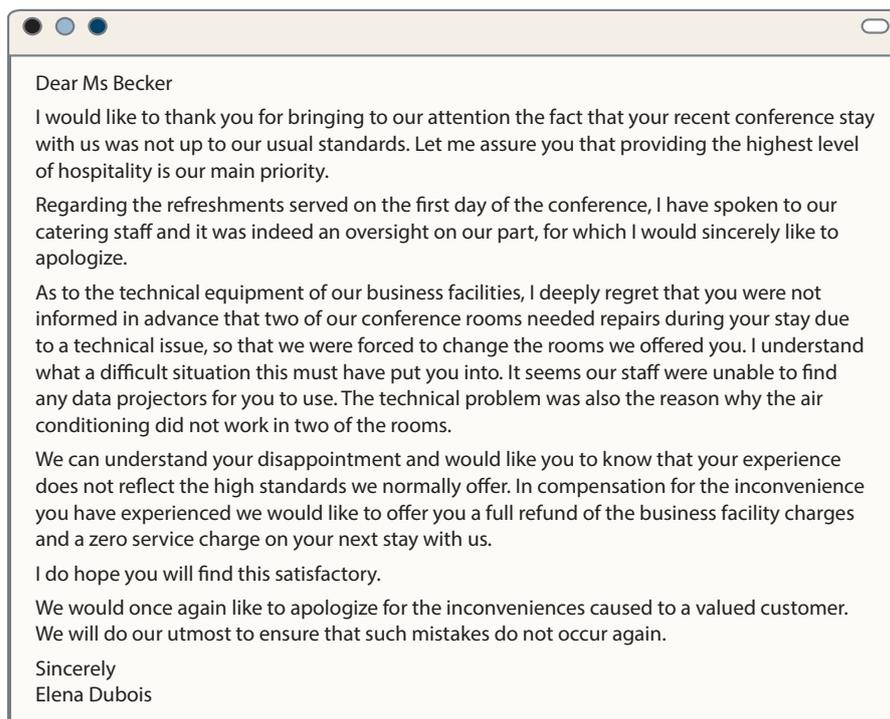
Elena Dubois works as the manager of a hotel in Lyon that specializes in business conferences. She reacts to a complaint email that she has received from Lena Becker, the Travel and Event Manager of a major business client. Elena's hotel had hosted the client's annual international sales conference the week before.

1

**Most apology letters consist of the following elements:**

- Acknowledgement (*Eingeständnis*)
- Apology (*Bedauern*)
- Explanation (*Erklärung*)
- Action (*Ausblick/Entschädigung*)
- Promise (*Versprechen*)

**They don't necessarily have to come in that order. Use different colours or codes to underline the sentences in the email that match the above elements.**



assure = *versichern*  
hospitality = *Gastfreundlichkeit*  
an oversight = *ein Versäumnis*  
inconveniences = *Unannehmlichkeiten*  
do our utmost = *unser Bestes geben*

**TIP**

If you work with companies from around the world, you will notice that people from different cultures apologize in different ways. However, in every culture there are three things that make for a proper apology:

- Be sincere in what you write.
- Admit your mistake.
- Offer to take corrective action.

2

**Have you ever had to apologize in writing? If so, explain why you had to apologize and how you settled the matter.**

3

**If you work with clients and suppliers from different cultures, do they or do you write apologies that are different from those you write to clients and suppliers from your own culture?**

# Business correspondence

4

**Together with a partner choose one of the three scenarios below to write an apology.**

**Think about who you are writing to, e.g. a customer, a client, a supplier, a project team member. Use phrases from the list below.**

**NOW  
YOU**

- 1 Apologize for the faulty or bad quality of one of your products or services.
- 2 Apologize for an unforeseen change in a project schedule.
- 3 Apologize for the non-attendance at or the postponement of a very important meeting or event.

Thank you for	bringing to our attention the fact that ... letting us know about... informing us about ...	
Let me assure that	providing the highest level of quality/ service/hospitality	is our main priority.
This was indeed	an oversight / a mistake	on our part. / by my team. / by our department.
I would sincerely like to apologize	for the mistake/inconvenience.	
Please accept We would to extend	our deepest/sincerest apologies	for our mistake. for your inconvenience.
We deeply regret that We are very/terribly sorry to hear that	you were not informed ... you did not receive ... you were not provided with ... you had to experience ... the item you received/ordered ...	
In our efforts to ...,	we unfortunately overlooked ...	
The defect/problem was caused by The error was due to	a technical issue / misunderstanding	
I understand	what a difficult/awkward/terrible situation	this must have put you in. this must have created for you.
We appreciate	your situation. that this caused you inconvenience/problems.	
We can understand	your disappointment/dissatisfaction/anger.	
We will do our utmost We've increased our efforts We will be reviewing our procedures	to ensure / make sure that	such mistakes/errors do not happen again.
I can promise you that	we will endeavour to meet the high standards	our customers expect. we set ourselves.
In compensation for the ... In order to compensate you for the ...	we would like to offer you ...	
I (do) hope you will find this	satisfactory/acceptable.	
We would once again like to apologize for the inconveniences caused.		

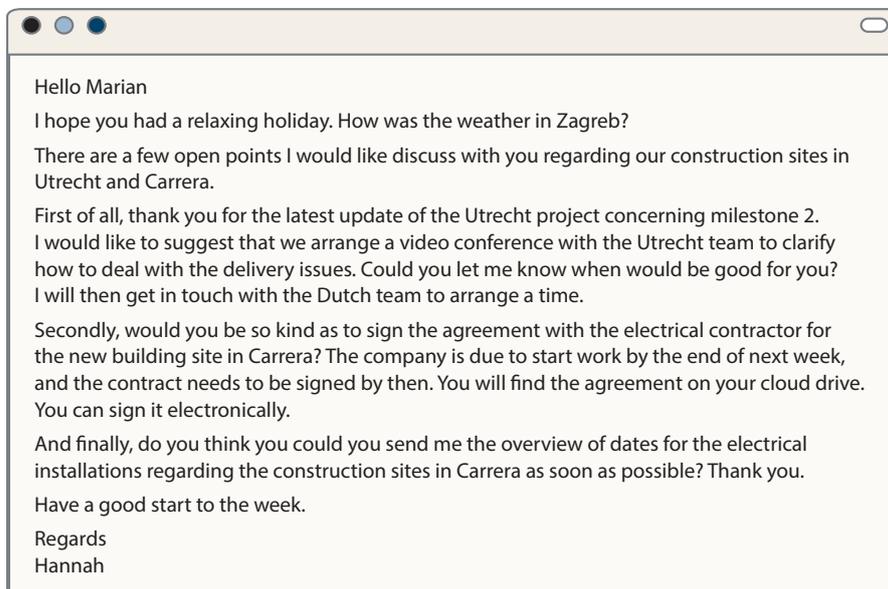
# Business correspondence

## 8 Expressing urgency

Hannah works as a project assistant at a large building company. It is her responsibility to ensure a smooth communication flow among the projects' stakeholders. A lot of her correspondence has to do with setting and keeping deadlines. Today she is writing to the project manager in charge of two projects in Italy and the Netherlands.

1

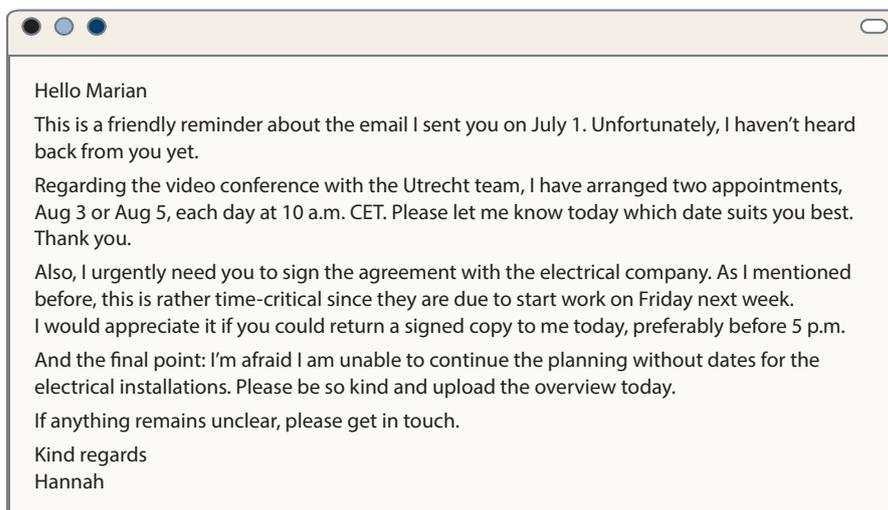
**Read the email. If the email was directed at you, how urgent do you think the three "open points" in the email would be?**



electrical contractor =  
*Elektronunternehmer/in*  
be due to start = *beginnen*  
*sollen/müssen*  
preferably before =  
*vorzugsweise/gerne vor*  
remain = *bleiben*

2

**Unfortunately, Hanna didn't get an answer to her email. Four days later, she writes a second email. Which phrases in her email indicate that things are getting urgent now?**



### TIP

Although things might seem urgent to you, the recipient of your email might see this differently. They might have various reasons why they could not get back to you as quickly as you would like: workload, the need to clarify things in the team or with management first. It could be a good idea to offer help:

- *Is there anything I can do to speed things up?*
- *Do you need anything from me to finish the report?*

# Business correspondence

3

Here are some useful phrases to express different degrees of urgency. In your view, which phrases indicate that the person using them is getting worried about the lack of response?

Need for discussion		
There are a few	open points minor/major issues problems	I would like to discuss. I would like to talk with you about.
This is a friendly reminder	about the email	I sent you on ...
Unfortunately,	I haven't heard back from you yet.	
Making a suggestion		
I suggest/propose	that we arrange	a video conference. a meeting/telecon.
We should arrange a meeting	to clarify	how to deal with the delivery issues.
Could you please let me know Please let me know	when would be good for you? which date suits you best.	
Request for action		
Would you be so kind as to	sign/check/revise/send	the agreement/contract/draft?
Please be so kind and upload	the data/report/quote	today / within office hours / by the end of the day.
I urgently	need you to	sign the contract.
Please get back to me	as soon as possible / ASAP.	
Talking about times and deadlines		
The company is due to	start/begin work	by the end of the month.
As I mentioned before	this is	rather time-critical. an important deadline.
Do you think you could	send me the dates	as soon as possible?
I would appreciate it	if you could send me the copy	today / preferably before 5 p.m.
I'm afraid, I am unable to continue	the planning	without the dates / missing information / data / update.
If anything remains unclear, please get in touch.		

4

Read these email excerpts and make them sound more urgent.

- 1 ... this is why it would be nice if we could meet on Monday, perhaps at 4 p.m.
- 2 Do you think you could email me the missing figures some time today? That would be great. Thank you.
- 3 Could you possibly return a signed copy to me? That would be helpful. Thanks.
- 4 It seems to me that the deadline could be important. Could you possibly attend a video conference to discuss matters?
- 5 I have a few small things that we could talk about.

5

Think of a scenario in which you urgently need to clarify or organize an issue. Use these prompts to write an email.

**NOW  
YOU**

- Are you writing to a colleague, a supplier or a client?
- What points do you need to clarify?
- How urgent is the deadline? Who/What might be affected?
- What information are you missing? When did you expect it to reach you?
- What would you like the other person to do?

# Business correspondence

## 9 Writing and responding to an invitation

Networking on social media business platforms has become an important part of business, as many companies now post invitations to events like trade fairs or networking events on social media platforms.

Danil Fletcher is an app designer at a start-up creating health and fitness apps. He has posted an invitation to attract trade fair visitors to his company's stand at an international lifestyle fair in Frankfurt.

1

**Read the invitation and state how he hopes his invitation will attract other business professionals.**

We are very pleased to announce that our company will be attending the international fair in Frankfurt from 10–13 August.

We are particularly excited that our very latest health app HTHT is going live on 10 August. It will be available for testing at our stand and our staff will be offering demonstrations. So why don't you visit us at our stand B747 in Hall 3 and attend our showcase event on August 10 from 11 a.m. onwards?

To mark the occasion, we would also like to invite you to join us at a wine and cheese reception on 10 August at 6 p.m. Make sure you bring enough business cards as many people from the industry will be there. It will be a great occasion to do networking.

We are looking forward to seeing you there.

Best regards  
Danil Fletcher

to mark the occasion =  
*zur Feier des Tages*  
showcase- = *Vorzeige-*

**TIP**

Although you may be enthusiastic about your invitation, avoid using capital letters. Many speakers of English will get the impression that they are being shouted at. The same applies to exclamation marks.

2

**A short time after his posting, Danil gets an answer from a business partner. Explain why Danil is pleased to receive this email, even though Amy will be missing the important launch.**

Hello Danil

Thank you very much for the invite. Unfortunately, I won't be able to attend the showcase event in the morning because of another commitment. However, I'm confident your launch will be a big success.

I would love to come to the wine and cheese reception though. I'm going to bring our new chief buyer Hakan Berber. We're very excited to discuss your new application with you.

I'm very much looking forward to seeing you then.

Regards  
Amy Foster

# Business correspondence

3

**Write an invitation. In two teams think about a business event you might want to invite the other team to. Use phrases from the list below. Exchange the invitations.**

**NOW  
YOU**

Writing invitations		
We are	very pleased/happy	to announce ...
	(particularly) excited	to let you know that ...
To mark the occasion	we would like to invite you to ...	
We would like to invite you	to join us at a wine and cheese reception to celebrate the launch of our very successful ... to mark our company's 25 <sup>th</sup> anniversary	in/at ... ( <i>place</i> ) at ... ( <i>time</i> ) on ... ( <i>date</i> ).
Partners/Spouses/Friends	are invited too. are most welcome.	
Why don't you	visit us at / come to our	stand in hall B4?
	attend our event/presentation/talk	on Monday at 4 p.m.?
I'm looking forward to	seeing you there.	
We hope very much to	see you there.	

4

**Depending on your schedule and preferences, write a positive or negative answer to the other team. Use the phrases below.**

Replying to invitations		
Thank you for	the invite/invitation	to the event / (launch) party / anniversary / celebration.
I would love to	come / attend / join you.	
Unfortunately, / I'm afraid,	I won't be able to attend / join you / come	due to prior commitments because of another commitment.
We're very excited to	hear about ... / see ... / meet ...	
I'm looking forward to	seeing you there.	

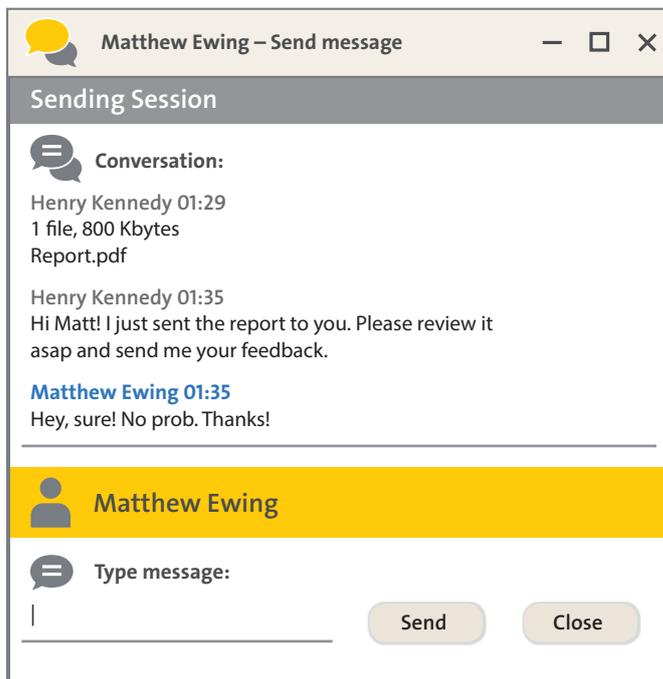
# Business correspondence

## 10 Instant messaging

In order to make communication faster, a lot of companies use instant messaging systems to communicate in real time with colleagues, clients and suppliers. This form of communication tends to be less formal and more chat-like.

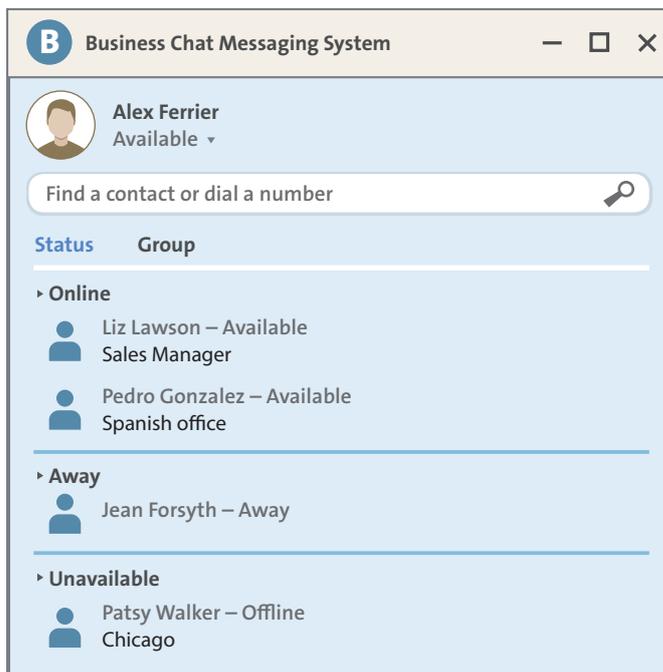
1

**Read the instant messages. Which terms can you also find in the system you use? Add any others that might be useful and make a short glossary.**



### TIP

People use a lot of abbreviations when communicating with people they know well. This is a fun and fast way to exchange information. When using abbreviations yourself, try to use only those the recipients of your message would use themselves. Be careful when making jokes using pictures or emoticons. Remember not everybody has the same kind of humour you have.



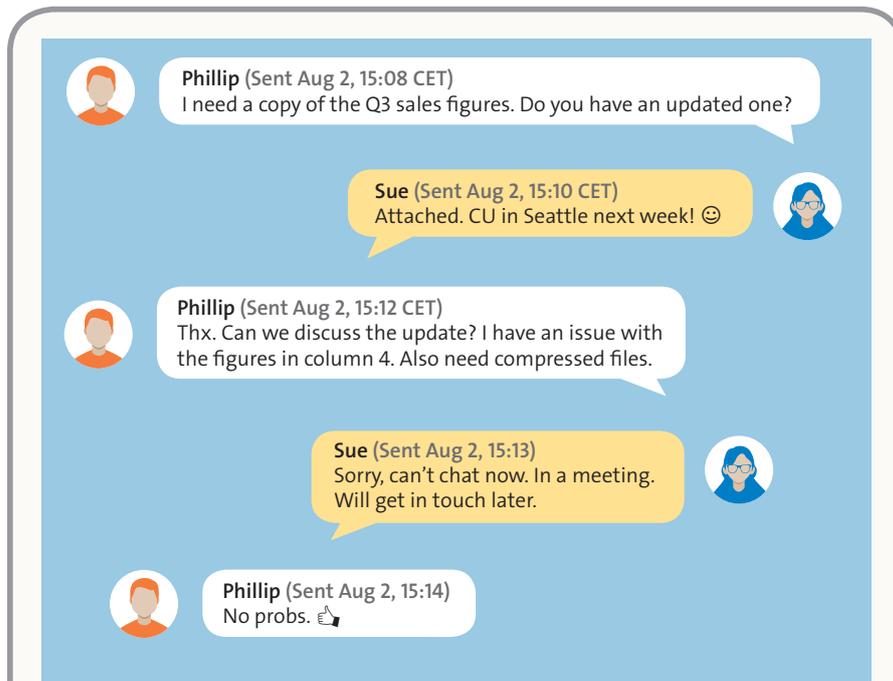
# Business correspondence

2

Do you use instant messaging systems at work? Why or why not? What would you not use them for?

3

Look at these instant messages between two colleagues. How do they differ from the same messages sent as an email?



4

When writing a quick message, people often shorten their sentences by leaving out words like “I” “we”, “this” and “that” or the beginning of the sentence or question.

Change the following sentences into their complete form:

- 1 Need to revise the report now. Sorry will be late by 15 mins.  
I need to revise the report now. I'm sorry, but I will be about 15 minutes late.
- 2 Sounds good. Meet you in room 4 at 3 p.m.  
\_\_\_\_\_
- 3 Stuck in traffic. Could talk now?  
\_\_\_\_\_
- 4 Thx for the message. Filepath: driveC:X/reports2020  
\_\_\_\_\_
- 5 Pls look at the draft. Need your feedback asap.  
\_\_\_\_\_
- 6 Any news on the contract? What's the status?  
\_\_\_\_\_
- 7 CU at the stand, B 5.24.  
\_\_\_\_\_

**NOW  
YOU**

## Suggested answers

Most of the tasks do not have specific answers, but some do.

For these tasks we provide suggested answers below:

### Section 1

#### Task 1

**1 b, 2 d, 3 a, 4 g, 5 h, 6 e, 7 f, 8 c**

#### Task 2

##### 1

I am writing to you today regarding your range of products, as we are looking for a new supplier.

I would like to introduce myself: I work for XYZ and we are looking for a new supplier.

I came across information about your company on the internet.

I look forward to hearing from you soon.

If you could get back to me soon, I would be really grateful.

##### 2

I must apologize for not replying earlier, but I've had so much work that I was unable to get back to you sooner.

In the hope of hearing from you soon.

I look forward to hearing from you in the near future.

##### 3

I do hope you had a relaxing holiday. This is just a quick note about the meeting this week.

I do hope you had a good trip to England. I'm just writing to you about the meeting this week.

If you could get back to me as soon as possible, I would be really grateful.

Please get back to me when you have time.

##### 4

I hope all is well with you. I'm just writing to thank you for your work on the project.

It was a pleasure doing business with you.

I hope that we might be able to do business together in the future.

### Section 2

#### Task 3

attachment = *Anhang*

bcc = *Blindkopie*

cc = *Kopie*

re = *betrifft*

signature = *Signatur*

subject line = *Betreffzeile*

#### Task 4

**a** Yours faithfully

**b** Best/Warm regards

**c** Best wishes / All the best

**d** Yours faithfully / Kind regards

### Section 3

#### Task 2

delighted: happy

first rate: excellent

I am writing to you: I am contacting you

I would like to get more information about:

We are interested in

organize: arrange

suitable: convenient

talk about: discuss

we would be thankful for: we would appreciate ...

### Section 5

#### Task 1

Still, I have a question about how ... = *Ich habe noch eine Frage dazu wie ...*

What exactly does that mean? = *Was genau bedeutet das?*

Could you please explain ...? = *Könntest du / Könnten Sie bitte erklären ...?*

If I understand you correctly ... = *Wenn ich Sie / dich richtig verstehe ...*

I also noticed that ... = *Mir ist auch aufgefallen, dass ...*

Could you explain that in more detail? = *Könnten Sie / könntest du das mehr im Detail erklären?*

Please get back to me when you have time. =

*Bitte melden Sie sich / melde dich, wenn Du Zeit hast.*

# Business correspondence

## Task 2

To answer your questions = *Hier zu Ihren / deinen Fragen*

So, basically ... = *Also, grundsätzlich ...*

To be precise = *Um genau zu sein ...*

Let me clarify what I mean by ... = *Lassen Sie mich / Lass mich erklären, was mit .... gemeint ist.*

This means that ... = *Das bedeutet, dass ...*

meaning ... = *was bedeutet, dass ...*

I hope this answers your questions. = *Ich hoffe, das beantwortet Ihre / deine Fragen.*

If any of this isn't clear please get back to me. = *Wenn es noch irgendwelche Unklarheiten gibt, melden Sie sich / melde dich bitte bei mir.*

## Section 6

### Task 1

- 1 First of all
- 2 Despite this
- 3 Secondly / Furthermore
- 4 Finally /Furthermore
- 5 Although

## Section 7

### Task 1

**Acknowledgement:** "I would like ... usual standards" / "Regarding the ... of the conference" / "as to the technical ... facilities" / "I understand ...this must have put you into" /

**Apology:** "for which I would ... apologize" / "I deeply regret that" / "We would like once again ... customer"

**Explanation:** "it was indeed an oversight on our part" / "two of our conference rooms ... offered you" / "it seems our staff were unable to ... two of the rooms"

**Action:** "In compensation ... next stay with us"

**Promise:** "We will do our utmost ... do not occur again"

## Section 8

### Task 1

Three paragraphs deal with three points.

Here they are ranked according to urgency:

Paragraph 3: "as soon as possible"

Paragraph 2: "the contract needs to be signed by then (end of next week)"

Paragraph 1: "Could you let me know when would be good for you?"

## Task 2

"friendly reminder"; "Unfortunately" "I haven't heard back from you yet"

"I urgently need"; "time-critical"; "preferably before 5 p.m."; "I'm afraid I'm unable to ... without ..."; "Please be so kind and upload the overview today"

## Task 4

- 1 I suggest that we meet on Monday at 4 p.m.
- 2 Would you be so kind as to send me the the missing figures by the end of the day.
- 3 I urgently need you to return a signed copy to me.
- 4 This deadline is very time-critical. I propose that we arrange a video conference to discuss matters asap.
- 5 There are a few open points we need to discuss.

## Section 10

### Task 4

- 2 That sounds good. I'll meet you in room 4 at 3 p.m.
- 3 I'm stuck in traffic. Could we talk now?
- 4 Thanks for the message. The filepath is driveC:X/reports2020.
- 5 Please look at the draft. I need your feedback as soon as possible.
- 6 Have you received any news about the contract? What's the status of the contract?
- 7 I'll see you at the stand, B 5.24.