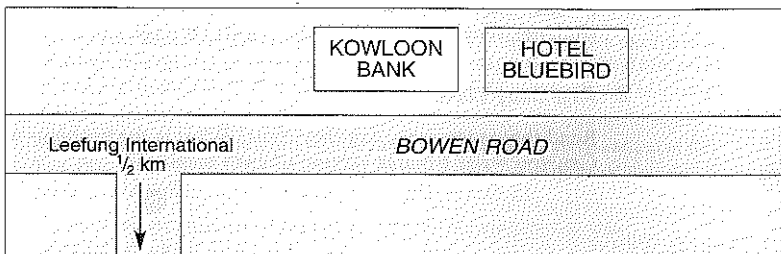


Role cards

- 1 Reply to Mr Mizuno. Tell him if you can meet him on 13 March (see your diary on card 27).

Message plan

- put a subject heading
- say what you are writing about
- tell him if you can meet him or not (give the day and time)
- recommend the Hotel Bluebird to him (tell him where it is – see map)
- ask him to let you know where he will be staying in case you need to contact him
- close the message



- 2 You are Ms D. Hicks, the Purchasing Supervisor at the Court Hotel. You have just received this memo from your manager.



THE COURT HOTEL

MEMORANDUM

DATE 1 February

SUBJECT Siembrouck BVBA Order 256

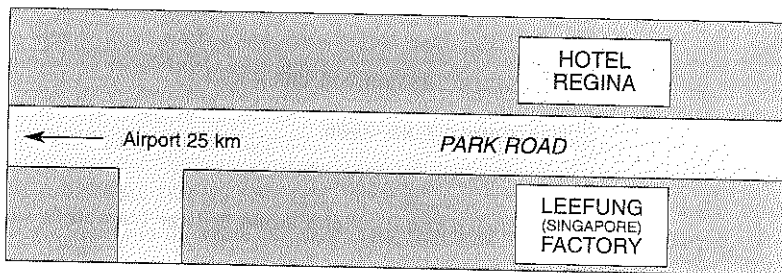
FROM Manager

TO Purchasing Supervisor

We have just received this order. Unfortunately, we ordered 1,000 bottles of orange juice, and they have sent us 1,000 bottles of shampoo. We need the juice for a wedding party in two weeks' time.

Please email Siembrouck BVBA and ask them to deliver the juice that we ordered as soon as possible. They can collect the shampoo at the same time. Their email address is info@siembrouck.be.

- 3 You are the Production Supervisor at Leefung Plastics (Singapore) Ltd. Here is your diary for 10 March and a map showing where your factory is.



Reply to Nagakura.

Message plan

- put a subject heading
- thank Mr Mizuno for his message (say what it was about)
- say if you can or cannot meet him (give the day and time)
- give him the information that he wanted
- close the message

- 4 You are Sujit Singh, from Agricultural Supplies Ltd. Reply to the circular email from India Trade Fairs Ltd.

Message plan

- ask them to provisionally reserve 30 square metres
- tell them that your supplier, Massari Tractors, will probably come
- ask them to arrange a visa for Corina Lombardo (give the following information:
Full name: Corina Rosanna Lombardo; Nationality: Italian; Passport number: 34768C)

- 5 You have just checked your stock levels of Alpha Rapid Bottlers. This is the information you found.

STOCK CONTROL MANAGER v5.1
Date: 7-06-2006
Part no: 675162
Description: Alpha Rapid Bottler (complete system)
Stock: 1 available
Next stock: expected 9-12 months

Write to Jarritos and tell them this.

Message plan

- say what you are writing about
- tell them the information you have
- ask them to tell you as soon as possible if they want the bottling system

- 6 Your business is in serious financial difficulties. You owe £250,000, so you cannot settle your account with Lumino Inks. (The bank refused your last cheque.) To stop legal action against you, your lawyers, Smith & Sons, have told you to go into liquidation. They will write to all the companies involved soon.

- 1 Write to Lumino Inks.

Message plan

- refer to their message
 - tell them about your present situation
 - give the bad news about their bill
 - say what you have had to do
 - tell them about your lawyers
 - apologise and close the message
- 2 Write a short message to Northern Paperworks telling them about your present situation and what you have had to do.

- 7 You work in the Sales Department of Midtec Cables Ltd. You have received a message from Tavridis Ltd, asking for information. Send them a message with the following details:

20,000 metres of 15-amp cable at 24p a metre	£4,800
less 8% for a large order	- £ 384
	<hr/>
packing and freight	£4,416
	£ 270
	<hr/>
C&F TOTAL	£4,686

You can deliver the cable ten weeks after you have received their letter of credit.

Message plan

- refer to their message
- give the information

- 8 You are Charlotte McEvoy from Western Travel. Mr Thomas has sent you this newspaper article. He wants to know what will happen if Pekar Airways collapses while his group is in Mexico or before they go on holiday. Write to Sun Express and ask them.

Pekar Airways collapse fear



THE DIRECTOR of Pekar Airways said last night that the company is in serious financial difficulties. This follows a meeting with the representatives of Northern Bank. The bank has agreed to give Pekar one more month to make interest payments. This is the third time that the bank

has agreed to delay Pekar's repayments.

Pekar's problems began when the airline bought four Concorde planes from British Airways just over a year ago. Pekar expected to find business in organising short flights at above the speed of sound. Unfortunately

Message plan

- refer to the booking
- say that Mr Thomas has given you a newspaper article (say what it is about)
- ask them to tell you exactly what will happen if Pekar collapses
- close the message

- 9 The bank has just telephoned you. They cannot pay the cheque from Wainman Ltd because there is no money in the account. Write to Wainman Ltd and tell them this. Demand payment in cash. Warn them about legal action.

Memorandum



Date: 14 February Subject: Slembrouck BVBA
 From: Manager To: Purchasing & Sales Supervisor

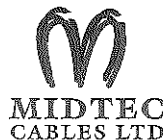
I am very surprised that Slembrouck BVBA are not going to deliver the coffee and the rest of the tea until the end of the month. We have now found a new supplier, so please cancel our order with them.

You can also tell them that we are sorry, but we do not intend to do any more business with them.

Memorandum

To: Sales Dept Ref: Stock order DG 00315
 Date: 20 October Subject: cable prices
 From: Marketing Dept

The price of the 15-amp cable has been reduced.
 The price is now 22p a metre, less any normal discounts.



Write to Tavridis Ltd and tell them this.

Message plan

- refer to your last message (say what you are writing about)
- give the good news
- ask them to tell you as soon as possible if they now want to order

- 12 This surveyor's report has just arrived in the post.



Write to Bauer AG.

Message plan

- apologise for blaming them
- ask them to fit a new heating system as soon as possible
- close the message and apologise again

Remember to refer to any message you have received from them.

- 13 If you have not had a reply from Massari Tractors, send them a short email asking them to reply (the final date for payment is soon). If Massari Tractors agree to pay half the cost, write an email to India Trade Fairs Ltd, confirming your booking.

Message plan

- confirm how much space you will need
- tell them you will pay direct to their account (see their circular letter for details)
- tell them when Corina Lombardo will arrive
- you will contact them again then

- 14 Reply to India Trade Fairs Ltd.

Message plan

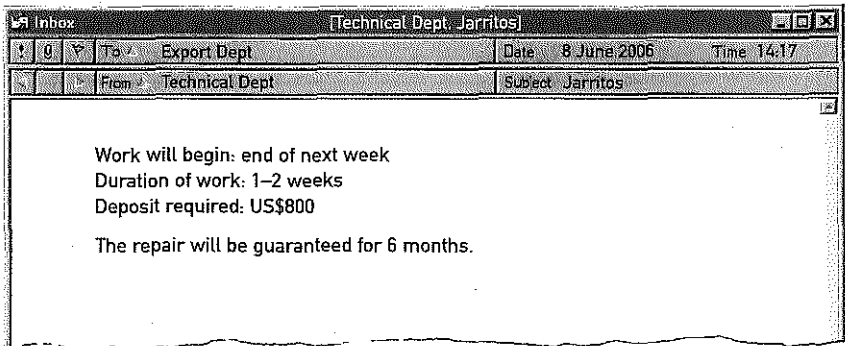
- thank them for their email
- tell them who is responsible for all advertising and promotion in the New Delhi area (they should contact them)
- Corina Lombardo will go to the fair (ask them to arrange her visa, details as follows: full name: Corina Rosanna Lombardo; passport: Italian, 34768C):
- you also need to know exactly where the fair will be

Sun Express**Memorandum****Date:** 1 June **From:** Sales Manager **To:** all branchesTour 6210-New Carrier

1. We have found a new carrier for Tour 6210. This is DTL Aviation Company.
2. All clients who still want to take this holiday must reconfirm their booking as soon as possible.
3. They must also check in at Gatwick Airport by 0825 on the day of departure.
4. Please write to all agencies and tell them this.

Message plan

- say exactly what you are writing about (refer to your last message)
- give the good news
- tell them about reconfirming
- tell them about the check-in time
- close the message

16 You have just received this email from your Technical Department.*Message plan*

- thank Mr Sánchez for his message
- tell him the good news about when the repair will start
- tell him how long the repair will take
- ask him to pay the deposit before you begin the work
- tell him about the guarantee

-
- 17 Your factory is closed due to the cold weather. This is costing you over €50,000 a day. It is extremely important that you get a new heating unit as soon as possible. Write to Aqua Warm BV (Beulingstraat 23, Amsterdam, The Netherlands) to find out when they can deliver a new one and at what price. Remember, you need this heating unit urgently.

Message plan

- say what you are writing about
- tell them what has happened
- tell them about your factory now
- ask them for the information you need

18



THE COURT HOTEL

MEMORANDUM

DATE 11 February

SUBJECT Slembroeck BVBA Order 256

FROM Manager

TO Purchasing Supervisor

We still have not received the orange juice from Slembroeck BVBA.

Please email ABC (Drinks Machines) Ltd, abc@abcdrinks.com, and ask if they can help us. Tell them that we ordered the juice from Slembroeck, but they sent us the wrong goods. We need 1,000 small bottles immediately.

Ask them if they have these available, and if so, what their prices are.

-
- 19 If you are still waiting for the information about the cable from one or both of the manufacturers, send a fax asking them to reply. Keep sending faxes until they do reply. You need the information urgently. When you have the information that you need (prices and delivery time) from both manufacturers, ask for a new card number.
Contact details are: Hanston Electrics fax +44 161 565342; Midtec Cables Ltd fax +44 1392 929610.

20 The following fax has come from head office.

09:47 30-MAY-2006 SUN EXPRESS 0870 567 8768

Memorandum

Date: 30 May **From:** Sales Manager **To:** all branches

Collapse of Pekar Airways

1. Pekar Airways, our carrier for tours to Mexico, has collapsed. This means that Tour 5210 is now cancelled.
2. Please write to all agencies and tell them we will refund their deposits as soon as possible.

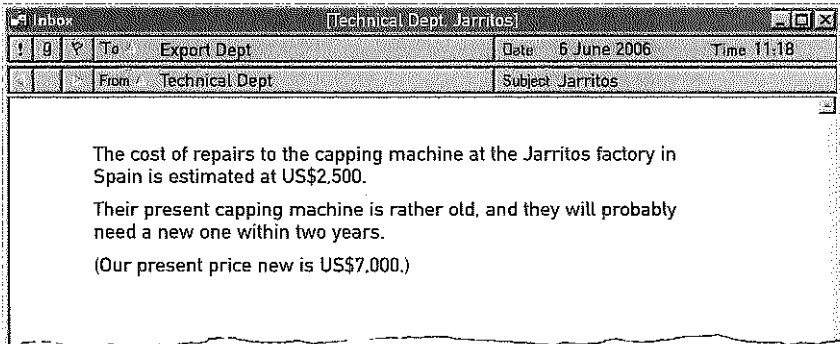
Sun Express



Message plan

- say exactly what you are writing about
- give the bad news (say what you have had to do)
- tell them about their deposits
- close the message

21 You are Tony Smith. You work in the Export Sales Department at Wesco. You have just received this email from your Technical Department.

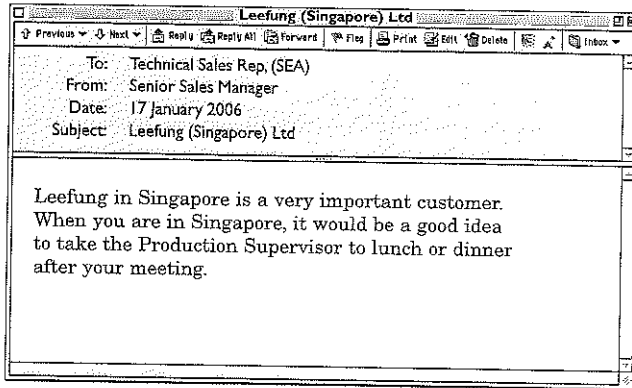


Write to Mr Sánchez and tell him this.

Message plan

- mention the dinner you had with him and the visit to his factory
- give the quotation
- say why the price is high
- make the point about the age of the machine
- tell him the price of a new machine
- mention Cristina Barrios

22 This email has just come from your Senior Sales Manager.



Write to invite the Production Supervisor to lunch.

Message plan

- put a subject heading
- open the message (mention any communication you have received from him/her)
- invite him/her to lunch
- close the message

23 You work in the Production Department at Perfecta Ltd, 61 Bath Road, Worcester, WR5 3AB, England. Write a letter to Bauer AG (Altenberg, 5253 Effingen, Switzerland), making a strong complaint about the explosion. Demand compensation.

Message plan

- say what has happened
- make the point that you wrote to them before
- demand that they replace the heating system and pay for your damaged stock (say how much it was valued at)

24 If you have *not* received a credit reference from Lumino Inks, send them a short fax asking them to reply (fax no: 01539 467723). When you have received the reference from Lumino Inks, decide if you will let Wainman Ltd buy paper from you on credit.

Note: Look at the names of the directors on Wainman's letter (page 74) and the name of the person at Pelican Paper Ltd (page 75).

Write to Wainman Ltd and tell them what you have decided.

Message plan

- say what you are writing about
- give the good/bad news
- if you give good news: ask them to tell you how much paper they want
- if you give bad news: say you can supply them if they pay in cash

25 It is now two weeks before the holiday should begin. You must make sure that Mr Thomas has a confirmed booking.

1 Write a short message to confirm any booking you have made.

Message plan


- refer to your last message
- give the good news (you would like to book/confirm ...)
- close the message

2 Write a short message to the other company, telling them that you have already made a booking.

Message plan

- refer to your last message
- give the bad news
- close the message

26 You have just received this memo from the Production Manager.

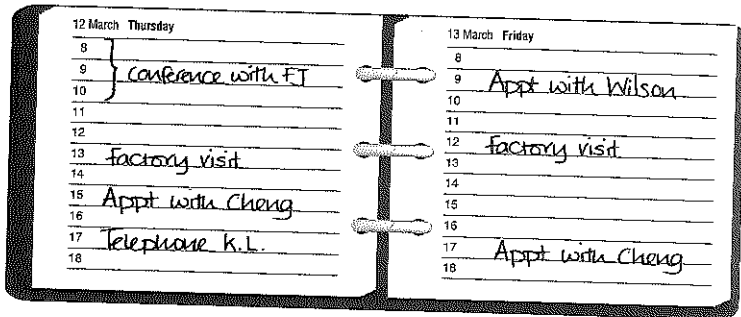
	<h2>Memorandum</h2>	
	To: Sales Dept	Ref: Part no. A7B15
Date: 20 October	Subject: Delivery time for 15-amp cable	
From: Production Manager		
A fire has destroyed part of the factory that supplies us with plastic covering for the 15-amp cable.		
This means that there will be a delay of at least six weeks in the delivery of any order for this cable.		

Write to Tavridis Ltd and tell them this.

Message plan

- refer to your last message (say what you are writing about)
- give the bad news
- apologise

- 27 You work in the International Relations Section at Leefung Plastics (International) Ltd in Hong Kong. Here is your diary for 12 and 13 March and the addresses of your other factories.



Leefung factories in SE Asia:

Leefung Plastics (Indonesia) Ltd, 77 Jalan Rasuma Said, Jakarta, Indonesia.

Manager: S. Mardaung

Leefung Plastics (Singapore) Ltd, Box 226, Brown St PO, Singapore.

Manager: M. Chew

Leefung Plastics (Thailand) Ltd, 48 Ramkhamhang Road, Bangkok, Thailand.

Manager: P. Hemsuchi

Leefung Plastics (Malaysia) Ltd, PO Box 2454, Kuala Lumpur, Malaysia.

Manager: M. Razi

Reply to Nagakura's emails.

Message plan

- put a subject heading
- thank Mr Mizuno for his emails (say what they were about)
- say if you can or cannot meet him (give the day and time)
- give him the information he wanted
- close the email

- 28 Write to Massari Tractors about the Agricultural Equipment Fair.

Message plan

- tell them you have reserved some space (say how much)
- you need this much space for a tractor
- say how much it costs
- say why you think it is important to have a stand at the fair
- ask if Massari Tractors can pay half the cost

- 29 You work in the Project Planning Department at Bauer AG, Altenberg, 5253 Effingen, Switzerland. You have just received this memo from the General Manager.

~~MEMORANDUM-MEMORANDUM-MEMORANDUM-MEMORANDUM-MEMORANDUM~~

TO: Project Planning Dept DATE: Jan. 4
FROM: GM SUBJECT: Aqua Warm BV

I am sure that you have read about the recent explosion at Perfecta Ltd. We have decided not to install any more Aqua Warm central-heating systems until we can be sure that they are absolutely safe.

Please write and inform Aqua Warm of this. Their address is Beulingstraat 23, Amsterdam, The Netherlands.

BAUER AG

Message plan

- say what you are writing about
- give the bad news

- 30 You are the Purchasing and Sales Supervisor at ABC (Drinks Machines) Ltd. You have just received this memo from your manager.

Memorandum



Date: 1 February Subject: Slembrouck BVBA
From: Manager To: Purchasing & Sales Supervisor

Slembrouck BVBA recently delivered our order No. 260. Unfortunately, we ordered 150 kilos of tea and coffee powder, and they only sent us 75 kilos of tea.

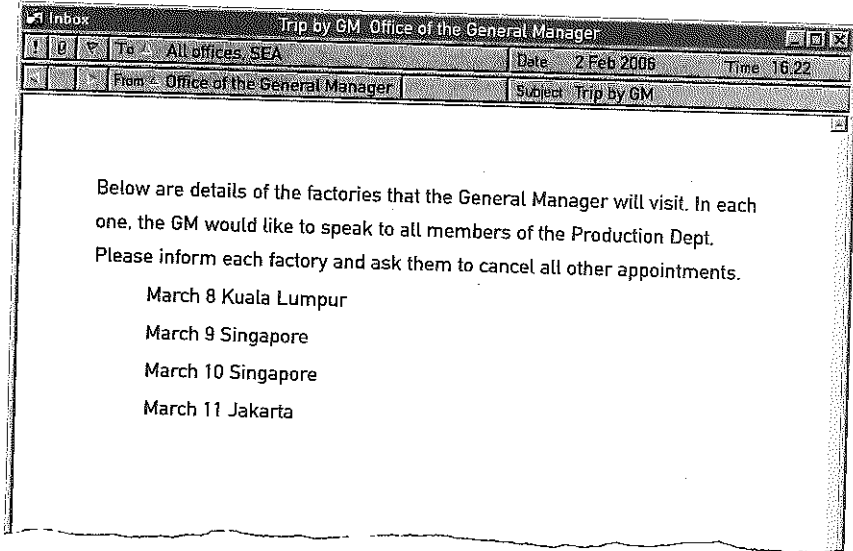
We need the coffee and the rest of the tea at once. Please email them and ask them to deliver this as soon as possible. Their email address is info@slembrouck.be.

- 31** You are the Sales Supervisor at Golden Holidays. You recently sent some information to Western Travel. Write a follow-up message to them, telling them that you can now offer a 10% reduction on the price of your holidays to Mexico. (There has been a change in the exchange rate.)

Message plan

- say what you are writing about (refer to your last message)
- give the good news
- give the reason
- close the message

- 32** This email has just arrived.



Write to Leefung Plastics in Singapore and tell them this.

Message plan

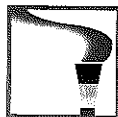
- put a subject heading
- say what you are writing about (GM's forthcoming trip)
- say when the GM will be in Singapore
- say who he wants to talk to while he is there
- ask them to cancel all appointments
- close the message

- 33** If you have not heard from Tavidis Ltd, send them a short fax asking them if they now want to place an order. When they have told you that they want to order, write to confirm their order. Give them the payment details.

Message plan

- refer to their message or fax (thank them)
- ask them to open a letter of credit in your favour for £4,318
- ask them to arrange for a bank in England to guarantee the 1/c

- 34** You are Claire Brown at Lumino Inks. You sent this invoice to Wainman Ltd six months ago, and they have not paid.



LUMINO
INKS LTD

Main Street
Kendal LA9 6TW
Tel: 01539 469985
Fax: 01539 467723

Invoice No 2323-A

15 May 2006

ITEMS	TOTAL
	£
100 Litres, black ink @ £9.00 litre	900 -
VAT	157 50
Total	1057 50

Terms of sale:

All accounts must be settled within ONE MONTH of delivery

VAT Reg. No. 216 3185 80

This is the third time they have broken your terms of sale. Write and ask for payment now.

Message plan

- say what you are writing about
- ask for payment
- make the point about the terms of sale

-
- 35** Send an email to Agricultural Supplies Ltd, saying that you will pay half the cost of a stand at the fair and that Corina Lombardo will arrive on 2 April. She will stay at the Hilton Hotel and will contact them when she arrives.
-

36



Memo

Date: 14 February

Subject: Order No. 260

From: Manager

To: Sales Supervisor

Please write and tell ABC (Drinks Machines) Ltd that we are sorry that we did not send any coffee to them. Our delivery vans will be in their area at the end of this month. We can deliver the coffee and the rest of the tea then.

We can give them a special discount price of €4.50 per kilo for the coffee because of the problems we have caused.

-
- 37** You are Raul Sánchez, General Manager, Jarritos SA. Send faxes or emails to both Alpha (+33-56 81 38 58 29, sales@alpha.fr) and Wesco (+44 117 973 4261, support@wesco.co.uk).

Message plan

Ask them;

- when they can begin the repairs / install the new system
- how long the work will take
- to reply as soon as possible

Keep sending faxes or emails until they reply. When you have received messages from both companies, ask for a new card number.



Memorandum

To: Sales Dept

Ref: Part no. A7B15

Date: 22 October

Subject: Delivery time for 15-amp
cable

From: Production Manager

We have been able to find a new supplier for the plastic covering for the 15-amp cable.

Delivery time is now back to normal. However, there is a small increase in price. The cable is now 23p a metre, less the normal discounts.

Write to Tavidis Ltd and tell them this. Ask them if they can tell you as soon as possible if they want to order.

Message plan

- refer to your last message
- give the good news
- give the bad news
- ask them to tell you if they want to order

- 39** Write to your friend, Robert White, at Northern Paperworks. He wants a credit reference on Wainman Ltd. Tell him about your experience with them. You have also heard that they are in serious financial difficulties. Tell Robert White if you think he should give Wainman Ltd credit or not.

- 40** You have just seen this article in the newspaper. Decide what you are going to do and then:

- send faxes or emails to make sure you have a working bottling system
- send any necessary emails or letters to cancel an order you have made.

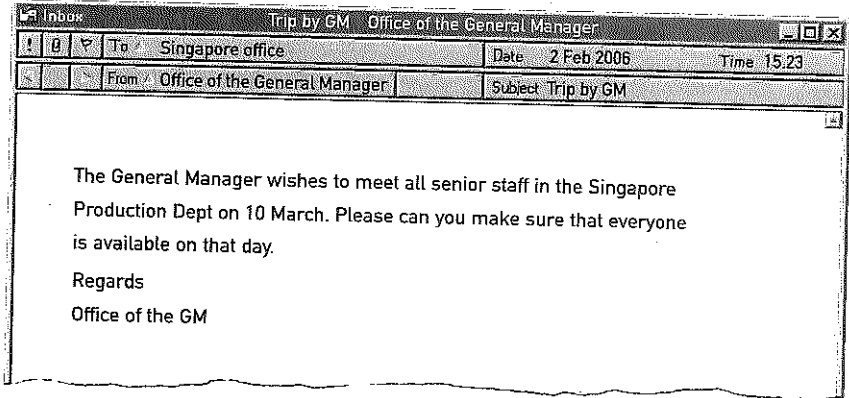
Message plan

- say what you are writing about
- give the bad news
- give the reason
- say what you are going to do instead

New law against disposable bottles

THE government has passed a new law forbidding the use of disposable bottles for soft drinks from the end of next year. The new law aims to reduce the amount of pollution caused by bottles thrown away

41 The following email has arrived.



Write to Nagakura and cancel your meeting with Jun Mizuno.

Message plan

- put a subject heading
- say you are sorry to tell him that you have to cancel the appointment (give the day and time)
- say why
- close the message

42 If you have *not* received a booking, write and tell Western Travel that you only have a few places left.

Message plan

- put a heading
- say exactly what you are writing about
- tell them about the places
- tell them that, if they want to book, they must do it as soon as possible
- close the message

If you *have* received a booking, write to Western Travel and give them the instructions for joining the holiday.

Message plan

- say exactly what you are writing about
- ask them to tell all clients to check in at Gatwick Airport by 0830 on the day of departure
- close the message

-
- 43** You are Robert White at Northern Paperworks.
Write to your friend Claire Brown, at Lumino Inks (Claire@luminoinks.co.uk),
to ask her for a credit reference on Wainman Ltd.

Message plan

- introduce your message (*I was wondering ...*)
- tell her what Wainman Ltd want
- ask her if she knows anything about them
- ask her to reply as soon as possible

44



Memo

Date: 11 February

Subject: Order No. 256

From: Manager

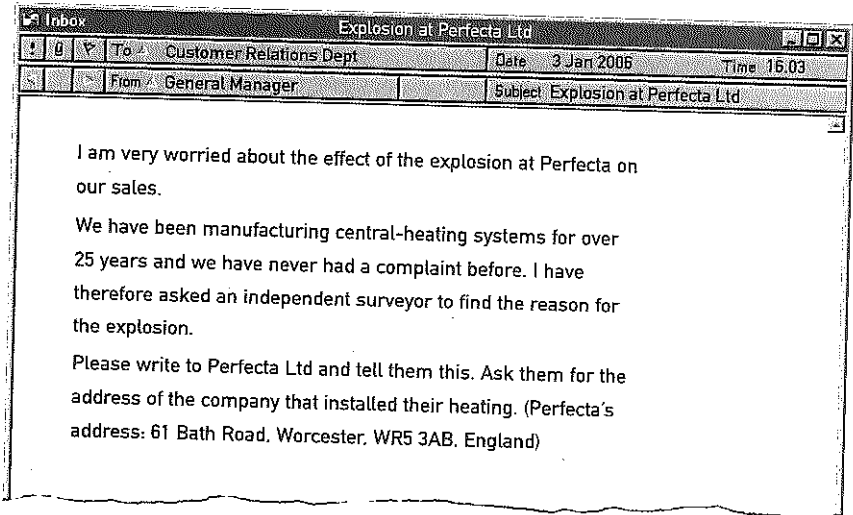
To: Sales Supervisor

Please write and tell the Court Hotel that we are sorry that we made a mistake with their order. (Instead of 1,000 bottles of orange juice, we sent 1,000 bottles of shampoo!) Their email address is manager@courthotel.co.uk.

Our delivery vans will be in their area at the beginning of next month. We will deliver the juice then and collect the shampoo.

-
- 45** If you have not heard from the company that you want to order from, send a short fax asking them for a reply.
You should receive some new information from both companies. Send any necessary letters, emails or faxes to cancel, confirm or place your order. You must be sure that you will get the cable that you need.

- 46 You work in the Consumer Relations Department at Aqua Warm BV, Beulingstraat 23, Amsterdam, The Netherlands. You have just received this email message from the General Manager.



Message plan

- say what you are writing about
- make the point about Aqua Warm's past history
- tell them about the surveyor
- ask them for the address of the company that installed the heating

- 47 You are Paolo Fellini. Reply to Sujit Singh.

Message plan

- thank him for his email and say something about his illness
- you cannot reduce your prices any more, as you already give 26% discount
- your sales agreement with Agricultural Supplies Ltd says they will pay for all advertising in the New Delhi area
- however, you can pay part of the cost of a stand at the forthcoming Agricultural Equipment Fair if they think it is a good idea

- 48** If you have heard from Golden Holidays, write and tell them that you have booked with Sun Express.

Message plan

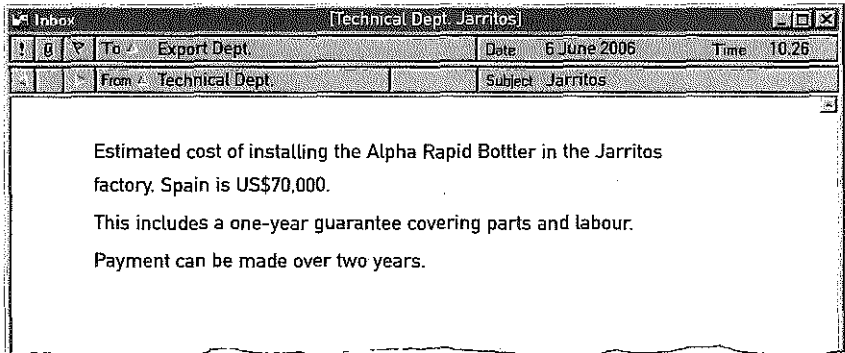
- refer to their message
- give the bad news
- close the message

If Sun Express have *not* replied to your last message, write to them again and ask them for a reply.

Message plan

- refer to your last message
- say your customer, Mr Thomas, is worried about what will happen if Pekar collapses
- ask them for a reply as soon as possible
- close the message

- 49** You are Françoise Molet, Export Sales Department, Alpha Food Machines. You have just received this email message from the Technical Department.



Write to Mr Sánchez and tell him this.

Message plan

- mention the dinner you had with him and the visit to his factory
- give the quotation
- tell him about the guarantee and payment
- mention Cristina Barrios

- 50** You should now have received a quotation from both companies. You have US\$5,000 for maintenance expenses. Your profits each year are US\$60,000. Decide if you want to:

- a repair the capping machine
- b buy a new capping machine
- c buy an Alpha Rapid Bottler.

Then write a fax or email to the right company, accepting their quotation.

Message plan

- refer to their last message
- say you are pleased to accept their quotation for ...
- ask them to start work as soon as possible
- ask them when that will be

51

Memorandum



Date: 11 February

Subject: Court Hotel

From: Manager

To: Purchasing & Sales Supervisor

I have recently heard from Mr Wilson at Western Trading Co. that the Court Hotel need a large quantity of orange juice at once.

We have a large supply of juice that we do not need. Our price is €45 per 100 bottles. Please email the Court Hotel and tell them that we would be happy to supply them if they can tell us how many bottles they need. Their email address is manager@courthotel.co.uk.

- 52** If you have *not* received a booking from Agricultural Supplies Ltd, send a follow-up email, similar to the email that you sent Massari Tractors. If you *have* received a booking from Agricultural Supplies Ltd, write an email confirming their booking.

Message plan

- confirm how much space you have reserved
- tell them they must pay by 3 March
- payments to a/c 456767, National Bank, Mahatma Gandhi Road Branch, New Delhi



LUMINO INKS LTD

Main Street
Kendal LA9 6TW
Tel: 01539 469985
Fax: 01539 467723

Invoice No 2323-A

15 May 2006

ITEMS	TOTAL
	£
100 Litres, black ink @ £9.00 litre	900 —
	VAT 157 50
	Total 1057 50

Terms of sale:

All accounts must be settled within ONE MONTH of delivery
VAT Reg. No. 216 3185 80

You received this invoice six months ago, but you could not pay then because you were waiting for payment from your customers. However, you can now pay. Write to Ms Claire Brown at Lumino Inks (you do not know her).

Message plan

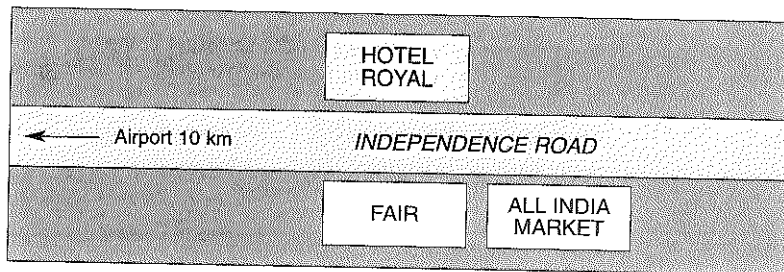
- say what you are writing about
- tell her that you are sending a cheque separately by post
- apologise for the delay
- give the reason

- 54** You are the Booking Supervisor at Sun Express. You have received a booking from Western Travel for 25 people. Write a message confirming the booking and giving further information.

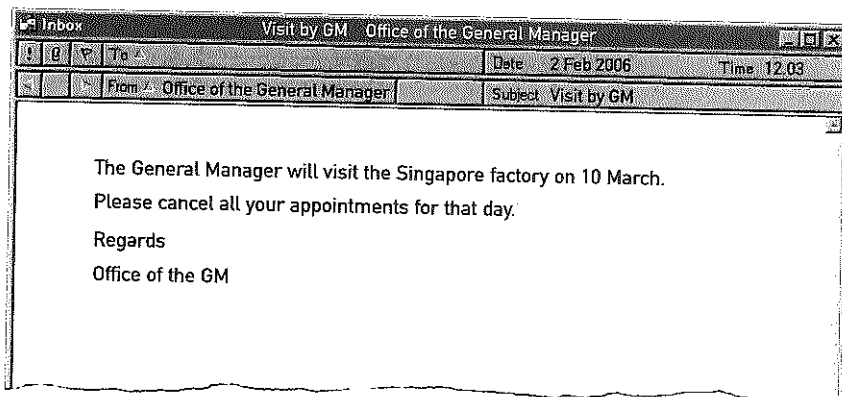
Message plan

- say that you have booked a holiday for 25 people (give the tour number and departure date)
- ask Western Travel to tell their clients that they must check in at Gatwick Airport at 0930
- close the message

- 55 Write to Massari Tractors and confirm that you have reserved some space for their agent. Also tell them that you have arranged a visa for Corina Lombardo. She can collect it at the airport. Tell them where the fair will be.



56



Write to Nagakura. Tell Mr Mizuno that you cannot meet him on 10 March. Your assistant, Helen Cheng, can meet him.

Message plan

- put a subject heading
- say what you are writing about (his forthcoming visit)
- say, unfortunately, you will not be available when he comes (say why)
- tell him about Ms Cheng
- ask him to confirm if he would like to meet her
- close the message

If you have received a message from Mr Mizuno, remember to include an answer in your message to him.

57 You should now have all the information from both companies. Decide which company you are going to buy from and then quickly:

- 1 send a short *fax* to one company ordering the cable (ask for details of how to pay)
- 2 send a normal *letter or email* to the other company, thanking them for the information and telling them that you will not order from them.

Message plan

- put a heading
- say why you are writing
- give the bad news (where appropriate)

58



THE COURT HOTEL

MEMORANDUM

DATE 14 February

SUBJECT ABC (Drinks Machines) Ltd

FROM Manager

TO Purchasing Supervisor

If you have not heard from ABC (Drinks Machines) Ltd, please email them again and ask them if they have received your message.

If ABC Ltd have the juice that we need, please:

1. email them and ask them to send us 1,000 small bottles as soon as possible;
2. email Slembrouck BVBA and cancel our order with them. Tell them that we have found a new supplier for the orange juice and ask them to collect their shampoo as soon as possible. You can also tell them that we do not intend to do any further business with them.

AQUA WARM^{BV}

MEMORANDUM

TO: Consumer Relations DATE: 6 Jan.
 FROM: GM SUBJECT: Perfecta Ltd

Please find attached a copy of the surveyor's report on the explosion at Perfecta.

This shows that the wrong type of heating oil was used. Please write to Perfecta Ltd and tell them that we cannot give them any compensation. We can however supply a new heating unit immediately at a special 12½% discount price of €26,000.

REPORT

ON THE EXPLOSION
 AT PERFECTA LTD

SUMMARY

We have examined the heating system at Perfecta. In our opinion, the wrong oil was put in the heating unit. This caused the central-heating unit to overheat and explode. We found nothing wrong with the heating system itself or the way it was installed.

- 60 You work at India Trade Fairs Ltd. Write a follow-up email to Massari Tractors, reminding them about the fair. Look at the circular for some ideas.

Message plan

- say what you are writing about
- give some details of the fair
- tell them there is still some space available (over 150 companies have already booked)
- tell them the prices

- 61 You are Stefaan Ghislain, the Sales Supervisor at Slembroeck BVBA. You have just received this memo from your manager.



Memo

Date: 1 February

From: Manager

Subject: Order No. 260

To: Sales Supervisor

We recently sent part of an order to ABC (Drinks Machines) Ltd. Please write and tell them that we could only send half of the tea that they ordered; we will send the rest of the order by the end of the month. Their email address is abc@abcdrinks.com.

62 You are Jun Mizuno. You have just found this note on your desk.

NAGAKURA

Telephone Message
date: 15/1 time: 10.30 call taken by: APS

Your travel agent rang. All flights to Hong Kong on 12 March are full. The first available flight arrives at 8.00 a.m. on 13 March. She has booked you on that flight. She also wants to know which hotel you want to stay at.

Write to change your appointment with the International Relations Section at Leefung Plastics (International) Ltd in Hong Kong. Ask them to recommend a hotel to you.

Message plan

- put a subject heading
- say what you are writing about (your forthcoming visit to their company)
- say, unfortunately, you will not be in Hong Kong until 13 March (say why)
- ask if you can meet them on 13 March (at the same time as before)
- ask them about the hotel
- close the message

63 You have received a fax from Tavridis Ltd, asking for information. Send them a fax with the following details:

20,000 metres of 15-amp cable at 22p a metre	£4,400
less 10% for a large order	-£ 440
	£3,960
packing and freight	£ 302
	£4,262
C&F TOTAL	£4,262

You can deliver the cable eight weeks after you have received their letter of credit. Your address is Hanston Electrics, 48 Golden Road, Manchester, M11 4NS, sales@hanstonelectrics.com.

Message plan

- refer to their fax
- give the information

64 You are Harold Wainman.

You are very low on stocks of paper. Write to your friend, Paula Robinson, at Northern Paperworks and ask her to tell you as soon as possible if she can help you. (Refer to your last letter.)

- 65 You have just checked your stock levels of Alpha Rapid Bottlers again. This is the information you found.

STOCK CONTROL MANAGER V5.1	
Date:	9-06-2006
Part no:	675162
Description:	Alpha Rapid Bottler (complete system)
Stock:	0 available
Next stock:	expected 9-12 months

Write to Jarritos and tell them this.

Message plan

- say what you are writing about
- introduce the bad news
- give the bad news
- tell them that you have put their name on the waiting list
- remind them about the waiting time

66

Inbox				Explosion at Perfecta Ltd			
1	0	To	Customer Relations Dept.	Date	5 Jan 2006	Time	11.42
		From	General Manager	Subject	Explosion at Perfecta Ltd		

We have now found the name of the company that installed the heating at Perfecta. It is Bauer AG, Altenberg, 5253 Effingen, Switzerland.

Please write to them. Make the point that we have never had a complaint before (see my last email) and ask them to check that they followed our installation instructions.

Tell them about the surveyor.

Remember to refer to any message that you have received from them.

MEMORANDUM

TO: GM

DATE: Jan. 5

FROM: Project Planning Dept SUBJECT: Aqua Warm BV

I have checked through our records of the work that we did at Perfecta Ltd. The heating system was checked three times before it was turned on. I am absolutely sure that the explosion is not our responsibility.

I suggest, therefore, that Perfecta write to Aqua Warm to claim compensation.

Please write to Perfecta.(address: 61 Bath Road, Worcester WR5 3AB, England) and explain our position.

BAUER AG*Message plan*

- say what you are writing about
- make the point that the system was checked
- suggest that they contact Aqua Warm

Remember to refer to any letter you have received from them.

68 The Sales Manager has just sent you this memo by fax.

9.36 30-5-2006 FROM: Head Office, Golden Holidays 0870 367 9087

MEMORANDUM

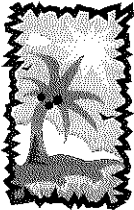
From: Sales Manager

Date: 30-5-2006

To: All branches

Collapse of Pekar Airways

- 1 Pekar Airways have collapsed. A lot of companies use this airline. We can therefore expect more customers for our tours.
- 2 We have arranged for our carrier to take 200 extra passengers each week on our tours to Mexico. We can give an immediate confirmed booking to any customer who had booked a holiday using Pekar.
- 3 Please write to all agencies and tell them this.



*Golden
Holidays*

Message plan

- say exactly what you are writing about
- give the good news
- tell them about the immediate confirmed booking
- close the message

69 Write and tell Wainman Ltd why there is a delay in answering their fax.

Message plan

Explain that:

- Paula Robinson left your company one month ago
- before you allow credit, you normally ask for two references
- you have written to another company and will contact them again soon

70

MEMORANDUM MEMORANDUM MEMORANDUM MEMORANDUM

TO: GM

DATE: Jan. 6

FROM: Project Planning Dept SUBJECT: Aqua Warm BV

We have just received the attached surveyor's report.

This shows that Aqua Warm was not responsible for the explosion. We can, therefore, continue to install their heating systems.

Please write and give them this good news.

BAUER AG

REPORT

ON THE EXPLOSION
AT PERFECTA LTD

SUMMARY

We have examined the heating system at Perfecta. In our opinion, the wrong oil was put in the heating unit. This caused the central-heating unit to overheat and explode. We found nothing wrong with the heating system itself or the way it was installed.

71 Write and tell Jarritos about this new service.

Inbox		[Sales Dept. Jarritos]			
1	0	To: Export Dept	Date: 7 June 2006	Time: 11:46	
		From: Sales Dept	Subject: Jarritos		
<p>New Service: Star Maintenance Agreement</p> <p>For a fixed price of US\$3,500 the agreement includes 12 months' cover of:</p> <ul style="list-style-type: none">- emergency repairs of any bottling system- all charges for parts and labour. <p>All repairs will be started within one week of receipt of a letter or fax. Further details on request.</p>					

Message plan

- say what you are writing about (their bottling system)
- tell them about the new service

72 You have received another telephone message.

NAGAKURA

Telephone Message

date: 20/11 time: 9.15 call taken by: APS

Your travel agent rang again. You must reconfirm your flight to Hong Kong as soon as possible. She has booked you into the Hotel Bluebird.

If Leefung Plastics International in Hong Kong have *not* yet told you if they can meet you on 13 March, write and ask them for a reply.

Message plan

- put a subject heading
- say what you are writing about (your message of ...)
- ask them if the new day is convenient
- say why you need to know soon (your flight booking)
- close the message

If Leefung International have told you that they can meet you, write a short message to them, telling them where you will be staying if they need to contact you.

Message plan

- mention their last message
- tell them about the hotel
- close the message