

**T.C.
MİLLÎ EĞİTİM BAKANLIĞI**

TEKSTİL TEKNOLOJİSİ

MESLEKİ YABANCI DİL (İNGİLİZCE) 2

ANKARA, 2013

-
- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
 - Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
 - **PARA İLE SATILMAZ.**

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AÇIKLAMALAR

ALAN	Tekstil Teknolojisi
DAL/MESLEK	Tüm Dallar
MODÜLÜN ADI	Mesleki Yabancı Dil (İngilizce) 2
MODÜLÜN TANIMI	Tekstil Teknolojisi ile ilgili İngilizce doküman okuyup, hazırlama, mesleği ile ilgili terimleri ve konuları yabancı dilde konuşma ile ilgili bilgi ve becerilerin verildiği derstir.
SÜRE	40/32
ÖN KOŞUL	“Mesleki Yabancı Dil (İngilizce)1” modülünü başarmış olmak
YETERLİK	Yabancı dilde mesleki konuları dinlemek, konuşmak, okumak ve yazmak
MODÜLÜN AMACI	Genel Amaç Öğrenci, bu modül ile uygun ortam sağlandığında mesleği ile ilgili terimleri ve konuları yabancı dilde konuşabilecektir. Amaçlar <ul style="list-style-type: none">➤ Üretim öncesi iletişimi eksiksiz olarak kurabilecektir.➤ Üretim sürecindeki iletişimi eksiksiz olarak kurabilecektir.➤ Tekniğine uygun mesleki yazışmaları yapabilecektir.
EGİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ders notları, kalem, kağıt, silgi.
ÖLÇME VE DEĞERLENDİRME	Modül içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçlarıyla kendinizi değerlendireceksiniz. Modül sonundaysa, kazandığımız bilgi ve becerileri belirlemek amacıyla öğretmeniniz tarafından hazırlanacak ölçme aracıyla değerlendirileceksiniz.

INTRODUCTION

Dear Student,

This book will help you learn business words and concepts. You should begin each lesson by looking at the dictionary. It will help you learn the meanings of the words. If you see a word you do not know in the reading, you should continue reading until the end of the sentence. Then read the sentence again and try to guess the meaning of the word. If you still have difficulty read the paragraph completely through, and if necessary, reread the paragraph to try to learn the meanings of the unfamiliar words. You should think about the main idea of the paragraph—what the paragraph is mostly about. You should then be able to guess the meaning of the word. If you cannot guess the meaning, look again at the dictionary. Try to understand the explanation of the word. And remember you may need to do the exercises and read the lessons several times before you understand them completely.

Many of the exercises concentrate on a specific section of the text. The note-taking and listening comprehension exercises will teach you how to outline material you read, which is a good way to help you remember it. You learn to recognize details, main ideas, and methods of explaining. You can use the outlines for reviewing the material. To answer the questions in the reading comprehension exercises you need to note details and make inferences. Details are specific items of information and inferences are ideas which occur to you after thinking about what you have read. The details will be found in the text, but the exact answer for an inference question may not be found there. To find it, you need to think about the topic and form your own opinion.

The writing exercise requires you to consider the entire text you have read and how it was written. In order to do the writing exercise, you need to be able to organize all that you have read in a logical order according to the prescribed formula. Writing helps you to determine what your own ideas are and to express them so that others may read them. When you write, you are trying to convince the reader that your ideas and opinions are correct.



LEARNING ACTIVITY-1

AIM

If suitable conditions provide, you can set up the communication of the pre-producing completely

SEARCH

- Search some English materials about textile from different sources.
- Bring the materials to the class.
- Discuss about the materials.

1. COMMUNICATION OF PRE-PRODUCTION

Since communication is a central factor in the emerging knowledge economy and a major consideration for anyone entering today's workforce, we need to look more closely at the total process of communication. Just what is communication? For our purposes communication is the *transmission of information and meaning from one individual or group to another*. The crucial element in this definition is *meaning*. Communication has as its central objective the transmission of meaning. The process of communication is successful only when the receiver understands an idea as the sender intended it. Both parties must agree not only on the information transmitted but also on the meaning of that information. This entire module is devoted to one objective: teaching you the skills of communication so that you can transmit meaning along with information. How does an idea travel from one person to another? Despite what you may have seen in futuristic science fiction movies, we can't just glance at another person and transfer meaning directly from mind to mind. We engage in a sensitive process of communication that generally involves five steps, discussed here.

- Sender has an idea

The process of communication begins when the person with whom the message originates—the sender—has an idea. The form of the idea will be influenced by complex factors surrounding the sender: mood, frame of reference, background, culture, and physical makeup, as well as the context of the situation and many other factors. The way you greet people on campus or on the job, for example, depends a lot on how you feel, whom you are addressing (a classmate, a professor, a colleague, or your boss), and what your culture has trained you to say ("Good morning," "Hey," "Hi," "Howdy," or "How ya doing?").

The form of the idea whether a simple greeting or a complex idea, is shaped by assumptions based on the sender's experiences. A manager sending an e-mail announcement to employees assumes they will be receptive, whereas direct-mail advertisers assume that receivers will give only a quick glance to their message. The ability to accurately predict how a message will affect its receiver and skill in adapting that message to its receiver are key factors in successful communication.

➤ Sender Encodes Idea in Message

The next step in the communication process involves encoding. This means converting the idea into words or gestures that will convey meaning. A major problem in communicating any message verbally is that words have different meanings for different people. When misunderstandings result from missed meanings, it's called bypassing. Recognizing how easy it is to be misunderstood, skilled communicators choose familiar words with concrete meanings on which both senders and receivers agree. In selecting proper symbols, senders must be alert to the receiver's communication skills, attitudes, background, experiences, and culture: How will the selected words affect the receiver? For example, a Dr. Pepper cola promotion failed miserably in Great Britain because American managers had not done their homework. They had to change their "I'm a Pepper" slogan after learning that pepper is British slang for prostitute. Because the sender initiates a communication transaction, he or she has primary responsibility for its success or failure. Choosing appropriate words or symbols is the first step.

➤ Message Travels over Channel

The medium over which the message is physically transmitted is the channel. Messages may be delivered by computer, telephone, cell phone, letter, memorandum, report, announcement, picture, spoken word, fax, pager, Web page, or through some other channel. Because communication channels deliver both verbal and nonverbal messages, senders must choose the channel and shape the message carefully. A company may use its annual report, for example, as a channel to deliver many messages to stockholders. The verbal message lies in the report's financial and organizational news. Nonverbal messages, though, are conveyed by the report's appearance (showy versus bland), layout (ample white space versus tightly packed columns of print), and tone (conversational versus formal).

Anything that interrupts the transmission of a message in the communication process is called noise. Channel noise ranges from static that disrupts a telephone conversation to typographical and spelling errors in a letter or e-mail message. Such errors damage the credibility of the sender. Channel noise might even include the annoyance a receiver feels when the sender chooses an improper medium for sending a message, such as announcing a loan rejection via postcard or firing an employee by e-mail.

➤ Receiver Decodes message

The individual for whom the message is intended is the receiver. Translating the message from its symbol form into meaning involves *decoding*. Only when the receiver

understands the meaning intended by the sender—that is, successfully decodes the message—does communication take place. Such success, however, is difficult to achieve because no two people share the same life experiences and because many barriers can disrupt the process.

Decoding can be disrupted internally by the receiver's lack of attention to or bias against the sender. It can be disrupted externally by loud sounds or illegible words. Decoding can also be sidetracked by semantic obstacles, such as misunderstood words or emotional reactions to certain terms. A memo that refers to all the women in an office as "girls" or "chicks," for example, may disturb its receivers so much that they fail to comprehend the total message.

➤ Feedback Travels to Sender

The verbal and nonverbal responses of the receiver create *feedback*, a vital part of the communication process. Feedback helps the sender know that the message was received and understood. If, as a receiver, you hear the message "How are you," your feedback might consist of words ("I'm fine") or body language (a smile or a wave of the hand). Although the receiver may respond with additional feedback to the sender (thus creating a new act of communication), we'll concentrate here on the initial message flowing to the receiver and the resulting feedback.

Senders can encourage feedback by asking questions such as, am I making myself clear? And is there anything you don't understand? Senders can further improve feedback by timing the delivery appropriately and by providing only as much information as the receiver can handle. Receivers can improve the process by paraphrasing the sender's message with comments, such as Let me try to explain that in my own words. The best feedback is descriptive rather than evaluative. For example, here's a descriptive response: I understand you want to launch a used golf ball business. Here's an evaluative response: Your business ideas are always weird. An evaluative response is judgmental and doesn't tell the sender whether the receiver actually understood the message.

1.1. Order Dialogues

Walker Oil Company offers maintenance service for oil heating units and home or business delivery of oil. They have chosen to broaden their customer base by implementing a telemarketing program. The following is an interaction between a Walker Oil Company telemarketer, Jenny, who is using a script, and a prospective customer, Mr. Adams, whom she has contacted. The phone rings...

Jenny: Hello, may I speak to Mr. Adams?

Mr. Adams: This is Mr. Adams.

Jenny: Hi, Mr. Adams. My name is Jenny Shields and I am calling from Walker's Oil Service. How are you today?

Mr. Adams: I'm fine, thanks.

Jenny: As you may or may not know, Walker Oil is one of the oldest and best-known oil companies in Massachusetts, with a reputation for high-quality oil, excellent maintenance service, and timely delivery. Mr. Adams, could you tell me if you use oil, gas, or electric heat?

Mr. Adams: We use oil heat.

Jenny: That's great! While oil burners are fuel-efficient and are workhorses, they do need regular maintenance to prevent costly fuel bills. Could you please tell me if you have had your burner inspected or cleaned in the last six months?

Mr. Adams: I don't really recall the last time we had the burner checked. Maybe last year.

Jenny: I would like one of our service people to stop by so that you can take advantage of our free inspection and cleaning. Is Wednesday afternoon at 2:00 p.m. a convenient time for you?

Mr. Adams: You know, my wife and I are on a fixed income and we really can't afford to explore trial offers at this time.

Jenny: I completely understand, Mr. Adams. Walker Oil is known for delivering efficient and affordable solutions for home heating. In addition, you will also save a lot of money each year on your fuel bills with our free annual cleaning and inspection service.

Mr. Adams: My burner seems to be working just fine.

Jenny: Mr. Adams, do you remember how cold it was last winter? Fuel prices skyrocketed and many people had burners that broke down during the coldest weeks of the year. With our free annual inspections, you never have to worry about breakdowns during those fierce cold spells.

Mr. Adams: Okay, well, I suppose I could see you Wednesday.

Jenny: Mr. Adams, this offer will allow you to have peace of mind this winter knowing that you took the time to have your burner inspected and cleaned, thus reducing your overall fuel costs. Plus you get a free oil fill-up when you sign up for our regular oil delivery service. Mr. Adams, I have you down for Wednesday afternoon at 2:00 p.m. We look forward to seeing you on Wednesday. Have a pleasant evening.

These are some order samples by e-mail:

Sample-1

Ordering;

From: Resul Kaya <rkaya@pkimya.com>
Sent: Friday, September 16, 2005 6:11 AM
To: Santi Affifi
Subject: one pack stabilizer

Dear Mr. Santi Affifi,

My name is Mr. Resul Kaya from sales department in Platin Kimya.

We would like to inform you that we are interested in Lead based PVC stabilizers one pack compounds (granule).

We are selling Impact modifier to PVC window profile and looking for One pack stabilizers. For this subject we need really more technical support because in Turkey there are two producers that they are strong. Could you please let us know if you can supply us technical support and give us competitive price?

FYI, In Turkey, total market is 20000MT/year and more than 60 customers and 4 main supplier of Lead based compound PVC stabilizers active.

Please do not hesitate to contact us if you need any more info.

Answering;

From: Santi Affifi [mailto:saffifi@yahoo.com]
Sent: Friday, September 16, 2005 10:11 AM
To: Resul Kaya
Subject: RE: one pack stabilizer

Dear Mr. Resul Kaya,

We have INDOSTAB IL 708 P type for one pack stabilizer, not one pack compound.

One pack compound mix from pvc resin, stabilizer, filler, and lubricant.

One pack stabilizer only contains stabilizers (mix from lead stearate, dibasic lead stearate, tribasic lead sulphate) and some lubricant.

We will send sample INDOSTAB IL 708 P. Pls inform the quantity we must sent.

Our price US \$ 1.150/mt, CNF turkey port, L/C at sight.

Sample-2

Ordering

From: Resul Kaya
To: pchem@sify.com
Cc: Coys Zibil ; Murat Zavaro ; Lisy Mordoh
Sent: Tuesday, July 05, 2005 2:57 PM
Subject: FW: (Ludigol, Resist Salt or MNBS // Rongalite C

Dear Mr. Kurup,
Could you please send us Technical specification of Ludigol?

Best Regards,

Answering;

From: Primechem Enterprises [mailto:pchem@cify.com]
Sent: Wednesday, June 15, 2005 8:08 PM
To: Lisy Mordoh
Subject: Re: (Ludigol, Resist Salt or MNBS // Rongalite C

Dear Ms. Lisy Mordoh

Our best offer for Ludigol is as under:

Product Name : Resist Salt (MNBS) / Ludigol, Powder form.

Price : 1) USD. 900/MT CIF Istanbul
payment by T/T directly after shipment.

Packing : 50 Kg HDPE bags with inside liner

Shipment : Prompt.

We hope that our offer is competitive and look forward to receive your valued orders.

Rongalite C

Presently we do not handle this product. Could you please inform us more about this product like, its CI name, CAS no. etc. so that we shall locate a good manufacturer

Sample-3

Ordering

From: Rkaya
To: jung@aeurope.com
Sent: Wednesday, August 27, 2003 8:09 AM
Subject: Tosyl isocyanate

Dear Madam/Sir,

We are a trading company and one of our customer interested in following product. Could you please let us know if you can supply this product to us? If yes, please let us know your offer?

Tosyl isocyanate
CAS:[4083-64-1]
Formula: C₈H₇NO₃S
Synonyms: p-Toluenesulfonyl isocyanate; PTSI; Tosyl isocyanate;

Best Regards,

Answering;

From: Michael Jung [mailto:jung@atechnologies.de]
Sent: Thursday, August 28, 2003 8:26 AM
To: Resul Kaya
Subject: Re: Tosyl isocyanate

Dear Resul Kaya,

Thanks for your interest in our company. Unfortunately we are manufacturer for uninterruptible Power Supplies, not for chemical products. Isocyanate does not belong to our product line. Sorry for no better answer.

Best regards,
Michael Jung
Alpha Germany

Sample-4

Ordering;

From: Resul Kaya
To: maskimi@po.jaring.my
Sent: Wednesday, July 07, 2004 3:04 PM
Subject: Flexible block foam

Dear Chua,

We would like to inform you that we are looking for polyol which is for flexible block foam. We are selling TDI to the flexible foam industry and we need polyol.

Could you please let us know if you can supply us?

- 1-) Polymeric polyol
- 2-) CONVENTIONAL POLYOL

Answering;

From: Maskimi Polyol [mailto:maskimi@po.jaring.my]
Sent: Tuesday, July 13, 2004 11:43 AM
To: Resul Kaya
Subject: Re: Flexible block foam

Dear Mr. Resul,

Thanks for your inquiry. Sorry to inform that we do not supply flexible polyol, as we are specialized in rigid polyol only at the moment.

Thanks and best regards,
Chua

1.2. Dialogues About Planning

PLACING ORDERS

Helen is going through the morning post with Diana Jenkins.

Helen: There are quite a lot of orders this morning.

Diana: Good. We need them. Business has been very slack this month.

Helen: Do you want to go through them all or shall I send them down to Invoicing?

Diana: Is there anything that needs special attention?

Helen: There's one from Asia Travel. The order is subject to dispatch within 60 days.

Diana: That shouldn't create any problems. The stock situation is good.

Helen: They want both the wallets and the bags overprinted.

Diana: Ah, then I'd better deal with that. I'll speak to the people in Production about the order so that there won't be any delays. Anything else ?

Helen: Bargain Stores have placed a large order. Are we prepared to supply them on credit?

Diana: Have they provided references?

Helen: Yes. Two.

Diana: Then hold that order until Accounts have checked them out.

Helen: Right. That's all. The others are routine.

Talking about the dialogue

A. True or False? Correct the false statements.

None of the orders needs special attention.

Diana is worried about the stock situation.

Diana wants to avoid any delays in overprinting Asia Travel's order.

Most of the orders are routine.

B. Answer these questions in complete sentences.

Why is Diana pleased with the morning post?

What is 'special' about the Asia Travel's order?

What will Diana talk to Production about?

Why won't Diana supply Bargain Stores immediately?

Why doesn't she look at all the orders?

The Letters

Letter A

ASIA TRAVEL LTD.

TS/BB/2

7th July 2000

Dear Madam,

Thank you for your prompt reply to our inquiry of 14th June. We have studied your catalogue and samples and are prepared to place an initial order as follows:

400 overnight bags Cat. Ref. 643 Blue
800 document wallets Cat. Ref. 942 Blue

Both bags and wallets should be overprinted with the words 'Asia Travel Ltd.' in gold in the style of your sample. (Cat. Ref. 545)

This order is subject to dispatch being within 60 days of today's date.

Government regulations require us to obtain an import licence for plastic articles. All goods imported against licences must be paid for in advance by irrevocable letter of credit. We look forward, therefore, to receive your proforma invoice as soon as possible in order that we may attend to the formalities.

Yours faithfully,



T. Sukwiwat Manager

Answer these questions in complete sentences.

1. What has Asia Travel ordered?
2. How do they want the goods overprinted?
3. How will they pay for the goods?

Letter B

BARGAIN STORES LTD.
18 HIGH STREET ENTER, DEVON
TEL: 897867

14th June 2000

Dear Ms Jenkins,

Further to our discussion with your Mr. Williams, we are now able to confirm our order for your range of travel goods. Our official order form is enclosed.

We should like to take advantage of your monthly terms. For information concerning our credit standing please refer to Wilcox & Brown Ltd., 14 Chancery Lane, London, W.C.2., and to the National & Country Bank Ltd., 16 Fore Street, Exeter.

Please acknowledge receipt of this order.

Yours sincerely,

Edwin Simpkins

Senior Buyer

Luggage Department

Answer these questions in complete sentences.

1. What is Bargain Stores confirming?
2. How will they pay?
3. How can National Plastics find out about their credit standing?

Note: 'Ms' (in letter B above) is often used when addressing a woman whose marital status is not known by the writer. (Pronunciation: /miz/)

Letter C

MALAYSIAN TRAVEL SERVICES SDH.BHD.
598 Jalang Ampang
Kuala Lumpur
Tel: 147625 Telex: MALTAS 61752

Our ref; AR/JR/2

9th July 2000

Dear Madam,

Thank you for your letter of 21st June and catalogues. We are pleased to place a trial order, and enclose your official order form. Kindly note that any items that cannot be supplied immediately from stock should be cancelled.

We do not wish to take advantage of your printing service and we shall pay for the goods by banker's draft on receipt of documents.

Yours faithfully,

Abdul Rahman

Abdul Rahman

Managing Director

Answer these questions in complete sentences.

1. What kind of order are Malaysian Travel Services placing?
2. What must be done to items that cannot be supplied from stock?
3. How will M.T.S. pay?

APPLICATION ACTIVITY

Steps of process	Suggestions
➤ Translate the order e- mails below	➤ Use a dictionary for the unknown terms ➤ Make research about order e-mails

Ordering;

From: Resul Kaya [mailto:rkaya@pkimya.com]
Sent: Saturday, May 14, 2005 12:02 PM
To: Kyle Rhodes
Cc: Murat Zavaro
Subject: Product search

Dear Kyle Rhodes,

As PLATIN KIMYA, we become a serious alternative in Chemical Industry that can present chemicals on Proforma basis to the Turkish market as well as to other regions. Our working system with the suppliers is to be purchased the material via our purchasing agent in Europe or selling directly to our customer on commission basis under representation agreement.

As far as Silicone (Adhesive, Sealant, Coatings and etc) is being concerned, we take the liberty of sending you this message offering you our services and our long experience on the Turkish Market. If you are free for a possible collaboration, it would be our pleasure to establish a close business relationship with your Company and to receive per return your best quotations and full details for the above product.

We are looking for a regular source that can supply us this product and also other chemicals on representation basis and hoping to receive your positive reply to establish mutually beneficiary business relationship.

We are waiting for your reply with your comments,

Best Regards,

Answering;

From: Kyle Rhodes [mailto:kyle@nusil.com]
Sent: Monday, May 16, 2005 4:00 PM
To: Resul Kaya
Cc: Murat Zavaro
Subject: RE: Product search

Dear Resul,

Thank you for your e-mail. However at this time I do not have any plans to expand into the Turkish market. I will keep your email on file in the event that we plan to expand into this region. I appreciate your interest, and wish you the best of luck.

Sincerely,
Kyle Rhodes
NuSil Technology

CHECKLIST

If you have behaviors listed below, evaluate yourself putting (X) in "Yes" box for your earned skills within the scope of this activity otherwise put (X) in "No" box.

Evaluation Criteria	Yes	No
1. Have you had the knowledge of writing skills on order mails?		
2. Have you had the knowledge of writing skills on response to order mails?		
3. Have you had the knowledge of reading and interpreting skills on order and response mails?		

EVALUATION

Please review your "No" answers in the form at the end of the evaluation. If you do not find yourself enough, repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation".

MEASURING AND EVALUATION

Match the instruction questions with the following situations

1. Malaysian Travel Services want to make payment by banker's draft against documents.
 2. Jones Quality Products want to return five damaged bags.
 3. Mr Van Poorter wants to settle his account by installments.
 4. Pricerite want an extra 2% discount.
 5. Europe Agencies want the goods immediately.
-
- A. Do we consider extra discount wishes?
 - B. Do we deliver the goods immediately before deadline?
 - C. Do we let damaged goods return?
 - D. Do we accept payment by banker's draft against documents?
 - E. Do we allow accounts settle by installments?

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next learning activity.

LEARNING ACTIVITY-2

AIM

If suitable conditions provide, you can set up the communication during production completely.

SEARCH

- Search some English materials about communication from different sources.
- Bring the materials to the class.
- Discuss about the materials.

2. COMMUNICATION DURING PRODUCTION

2.1. Dialogues During Process

Dialogue-1

Inquires

National Plastics Ltd. is a manufacturing company. It manufactures a wide range of goods made from plastics. Diana Jenkins is the sales manager of the Travel Goods Division. The sales representative is John Williams. Helen Parsons is Diana Jenkins' secretary. She is taking the morning's mail into Diana's office.

Diana: Ah, come in, Helen.

Helen: There's a lot of mail this morning.

Diana: I'm not surprised. I understand from John that there were a lot of people at our stand at the International Travel Exhibition.

Helen: Yes, so he told me. And some of them were particularly interested in purchasing our range of travel goods. They've written in for more information.

Diana: Splendid. Can you deal with the inquiries?

Helen: Most of them. I can send details of discounts and terms of payment. But some of them would like to know if we can send them samples.

Diana: Mmm.. What's their volume of business?

Helen: They don't really say.

Diana: Then I'll write to them and find out more about them. We can't send samples to everyone who asks for them.

Helen: One or two of them would appreciate a visit from John.

Diana: Good. Pass those letters on to him. He can contact them himself.

Talking about the dialogue -1

A

True or False ? Correct the false statements.

1. National Plastics Ltd. manufactures travel goods.
2. Diana and Helen are at the International Travel Exhibition.
3. Helen can deal with all the inquiries.
4. National Plastics will supply everyone with samples.
5. Helen will write to the people who John will visit

B

Answer these questions in complete sentences.

1. Where did National Plastics exhibit some of its goods?
2. Why was there a lot of mail?
3. What will Helen send to the people who wrote letters of inquiry?
4. Why won't Diana send samples to everyone?
5. Why will Helen pass on some of the letters to John Williams?

Similar Language use Practice

National Plastics *import* nearly all their raw materials from the U.S.A.

Talking about the materials, Tom Gooding said:

"Nearly all our raw materials are imported from the U.S.A."

Answer these questions, using the passive.

1. What is some luggage made from?
2. How raw materials and components are usually purchased?
3. What are some important letters sealed with?

2.2. Dialogues Between Workers

Dialogue-2

Acceptance of Orders

National Plastics Ltd. has received a number of orders from customers who want to be supplied on credit. These customers' credit references have been checked and National Plastics are now prepared to accept the orders, although they are not prepared to supply all the customers on credit. Diana Jenkins, the sales manager, is talking to Linda Simpson, the senior invoicing clerk, and handing her some correspondence.

Diana: These orders have to be invoiced, Linda. Will you see them, please?

Linda: Yes, of course. I see that they have asked for credit. Has Mr Biggin checked their references?

Diana: Yes. I'm glad to say we'll be able to extend normal credit terms to Europe Agencies and Continental Airlines.

Linda: And what about Malaysian Travel Services?

Diana: No. Mr Biggin thinks we should be careful about them, so we shan't be able to help them at the moment.

Linda: I see that Continental Airlines want dispatch within 15 days. Can we guarantee that?

Diana: Yes. Unless there are circumstances beyond our control such as strikes or shipping delays.

Linda: Right. Should I send a covering letter with the proforma invoice to Malaysian Travel Services?

Diana: Yes. Will you be able to get the invoices down to the warehouse today, do you think?

Linda: Yes, I'll do them this morning. Is there anything else?

Diana: No, that's all for the moment

Talking about the dialogue -2

A

True or False ? Correct the false statements.

1. National Plastics Ltd. will extend normal credit terms to all their customers.
2. Malaysian Travel Services might not be a good credit risk.

3. Linda will invoice all the orders.
4. She will send a proforma invoice to all customers.
5. National Plastics are not able to guarantee dispatch of Continental Airlines' order within fifteen days.
6. Linda will send the invoices to the warehouse without delay.

B

Answer these questions in complete sentences.

1. What did Diana want Linda to do with the orders?
2. To which customers are National Plastics able to extend normal credit terms?
3. Why won't Diana extend credit to Malaysian Travel Services?
4. What circumstances could prevent dispatch of the Continental Airlines' order within fifteen days?
5. Why will Linda send a covering letter to Malaysian Travel Services?

Similar Language use Practice

Europe Agencies want National Plastics to extend normal credit terms to them. National Plastics can do this.

Example (a): National Plastics **will be able to** extend normal credit terms to them.

Example (b): National Plastics are **pleased to be able** to extend normal credit terms to them.

Make two statements about the following in the same way, using be able to.

1. Continental Airlines want National Plastics to guarantee delivery within fifteen days.
2. Bargain Stores want National Plastics to offer them improved credit terms.
3. Asia Travel wants National Plastics to send them a range of samples.

2.3. Dialogues during Shipping

Dialogue-3

Corresponding Related To Shipping

Helen Parsons want to gain experience in all aspects of business and commerce, so she asked for a transfer from the sales department to the purchasing department. She now works for Tom Gooding, who is the purchasing manager.

Tom: I'm afraid you'll find most of the correspondence in this department very routine, Helen.

Helen: That doesn't matter. It will all be new to me.

Tom: Yes, well, most of it is concerned with shipping. Nearly all our raw materials are imported from the U.S.A. and most of the components we use are manufactured overseas.

Helen: What sort of components?

Tom: Well, take the luggage department, for example. They manufacture the plastic fabric from imported raw materials. And the locks are all made in Hong Kong and Taiwan.

Helen: How does the purchasing system work?

Tom: Each of the manufacturing departments has a store manager. He indents to this department for what he needs and then it's my job to arrange for the requirements to be ordered and supplied.

Helen: But why doesn't each department order direct from the suppliers?

Tom: Because several different departments may need the same things.

Helen: I see! The luggage department which makes cases and bags might need the same kind of locks as the fancy goods department.

Tom: Exactly. And to enable us to buy materials at the lowest possible price, we buy everything in bulk. That way we benefit from economy of scale.

Talking about the dialogue-3

A

True or False ? Correct the false statements.

1. Helen now works in the purchasing department.
2. National Plastics imports all its products.
3. Tom Gooding decides which raw materials and components to import.
4. Tom arranges the supply of raw materials and components.
5. It is often cheaper to place one large order than several smaller ones.

B

Answer these questions in complete sentences.

1. Why has Helen asked to be transferred to the purchasing department?
2. Why will she find her new job interesting at first?
3. What does National Plastics import from overseas?
4. Who decides what raw materials and components are needed?
5. Why does National Plastics prefer to buy in bulk?

Similar Language use Practice

Tom does not order the raw materials himself: he tells someone else to order them. He arranges for the materials **to be ordered** (by someone else). In the following situations, Helen did not do the jobs herself: she arranged for them **to be done**.

APPLICATION ACTIVITY

Say what she did in each case, beginning: Helen arranged for...

1. Tom wanted some invoices checked.
2. He wanted some flowers sent to his wife.
3. Someone wanted some coffee made.

Dialogue-4

Request and Demands for Payment

Helen Parsons has transferred from the purchasing department to the accounts department. She is now the personal assistant (P.A.) to Edward Biggin, the credit controller. She is discussing with him the overdue accounts.

Edward: Who owes us the most money?

Helen : Europe Agencies. They owe £4,000

Edward: How many days overdue is it?

Helen : Just a month.

Edward: Well, I can't remember having trouble with them before. They've probably overlooked it. Send them a polite reminder. Who's next?

Helen : Asia Travel. They're two months overdue, and they owe £1,500.

Edward: Mmm. They usually pay on time, but some of these travel agencies can go out of business overnight. We must insist on immediate payment. Send a short but strongly worded letter. No. Send a telegram and follow it up with a letter. What is next?

Helen : International Bargain Stores, Harrogate. They owe £750 and they are three months overdue. We've sent them three statements and written to them twice.

Edward: What's their past payment record like?

Helen : I don't know. This seems to be a new file.

Edward: Then look up the old file. Find out whether they've paid promptly or not in the past. If they haven't, threaten to take legal action.

Helen : Alright. And that's all

Edward: Only three overdue accounts? That's not bad, is it out of over three hundred?

Talking about the dialogue-4

A

True or False ? Correct the false statements.

1. National Plastics owe a lot of money.
2. National Plastics have many customers who do not pay their bills on time.
3. Edward Biggin will write to the customers himself.
4. Helen will send a telegram to all the overdue accounts.
5. Europe Agencies often pay their account late.
6. National Plastics will take legal action against International Bargain Stores.

B

Answer these questions in complete sentences.

1. What is Helen's new job?
2. Why isn't Edward Biggin worried about the Europe Agencies' account?
3. Why has he decided to cable Asia Travel?
4. Which of the three accounts is most overdue?
5. What must Helen find out before she writes to International Bargain Stores?

Similar Language use Practice

Diana asked Edward Biggin about supplying Malaysian Travel Services on credit. Edward was hesitant about it.

Example:

DIANA: What about Malaysian Travel Services?

EDWARD: I think we **should** be careful about supplying them on credit. I **don't think we should** do it.

Make conversations about the following in the same way.

1. Discount Stores—give them special terms?
2. Asia Travel—send them free samples?
3. Continental Airlines—guarantee dispatch within 10 days?

Steps of process	Suggestions
<ul style="list-style-type: none"> ➤ Chose one of the topics and find a dialogue about the situation. ➤ Translate it into Turkish. <ul style="list-style-type: none"> • Inquires • Request and Demands for Payment • During Shipping • Acceptance of Orders 	<ul style="list-style-type: none"> ➤ Use a dictionary for the unknown terms ➤ Make research about communication processes during production. ➤ Use target language phrases from samples above.

CHECKLIST

If you have behaviors listed below, evaluate yourself putting (X) in “Yes” box for your earned skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Have you had the knowledge of writing skills on communication during production?		
2. Have you had the knowledge of reading skills on communication during production?		
3. Have you had the knowledge of interpreting skills on communication during production?		

EVALUATION

Please review your "No" answers in the form at the end of the evaluation. If you do not find yourself enough, repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation".

MEASURING AND EVALUATION

Express the following inquiries more politely.

Example: Can you send samples?

I would like to know if you can send samples.

Do you mind sending samples?

Would you mind sending samples?

Could you send samples?

- 1 Can you send a representative?
 - A) Will you send a representative?
 - B) Do you send a representative?
 - C) Send a representative
 - D) Could you send a representative, please?

- 2 Can you accept small orders?
 - A) Could you accept small orders?
 - B) Accept small orders?
 - C) Will accept small orders
 - D) Did you accept small orders?

- 3 Can you supply goods on credit?
 - A) I want to know if you can supply goods on credit
 - B) I have to know if you can supply goods on credit
 - C) I would like to know if you can supply goods on credit
 - D) I wonder if you can supply goods on credit

- 4 Can you dispatch the goods this month?
 - A) Are you going to dispatch the goods this month?
 - B) I want to learn if you can dispatch the goods this month.
 - C) Can you inform me if you can dispatch the goods this month?
 - D) Would you mind dispatching the goods this month?

- 5 Can you settle the balance of your account this week?
 - A) I have to be sure if you can settle the balance of your account this week
 - B) I would like to know if you can settle the balance of your account this week
 - C) I want to learn if you can settle the balance of your account this week
 - D) I wonder if you can settle the balance of your account this week

LEARNING ACTIVITY-3

AIM

If suitable conditions provide, you can make business writings technically.

SEARCH

- Search some English materials about Business writings from different sources.
- Bring sample of business letter to the class.
- Discuss about the letters.

3. BUSINESS WRITINGS

Business letters are formal paper communications between, to or from businesses and usually sent through the Post Office or sometimes by courier. Business letters are sometimes called "snail-mail" (in contrast to email which is faster). This lesson concentrates on business letters but also looks at other business correspondence. It includes:

- letter
- memo
- fax
- email

Most people who have an occupation have to write business letters. Some write many letters each day and others only write a few letters over the course of a career. Business people also read letters on a daily basis. Letters are written from a person/group, known as the sender to a person/group, known in business as the recipient. Here are some examples of senders and recipients:

- business «» business
- business «» consumer
- job applicant «» company
- citizen «» government official
- employer «» employee
- staff member «» staff member

There are many reasons why you may need to write business letters or other correspondence:

- to persuade
- to inform
- to request
- to express thanks

- to remind
- to recommend
- to apologize
- to congratulate
- to reject a proposal or offer
- to introduce a person or policy
- to invite or welcome
- to follow up
- to formalize decisions

Read through the following pages to learn more about the different types of business letters, and how to write them. You will learn about formatting, planning, and writing letters, as well as how to spot your own errors. These pages are designed to help you write business letters and correspondence, but they will also help you learn to read, and therefore respond to, the letters you receive. You will also find samples that you can use and alter for your own needs.

3.1. Internal Writings

Internal communication includes sharing ideas and messages with superiors, coworkers, and subordinates. When those messages must be written, you'll probably choose e-mail or a printed memorandum. When you are communicating externally with customers, suppliers, the government, and the public, you will generally send letters on company stationery.

Some of the functions of internal communication are to issue and clarify procedures and policies, inform management of progress, develop new products and services, persuade employees or management to make changes or improvements, coordinate activities, and evaluate and reward employees. External functions are to answer inquiries about products or services, persuade customers to buy products or services, clarify supplier specifications, issue credit, collect bills, respond to government agencies, and promote a positive image of the organization.

Memos are sometimes used internally to inform an entire company or department of something. This is an example of a memo referring to a staff Christmas party.

3.2. External Writings

Sample Business Letters

Here is a selection of sample business letters.

1. Requesting Information

How to ask somebody to send you information.

2. Letter Of Sending Information

What to say when you send information

3. Letter Changing Information

When a person or company changes important information, such as an address, price, or date, it is necessary to send valued customers a letter with the new information. This letter informs customers of a change in price.

4. Letters Of Request For Payment

Sometimes it is necessary to remind customers that they owe you money!

5. Letter Of Invitation

It is often necessary in business to send an invitation to a person or group requesting their attendance at a special event.

6. Business Correspondence Glossary

The letters above contain useful vocabulary you may want to use in your own business correspondence. If you decide to copy and modify any of these letters for your own personal use, make sure that you are choosing the correct words. This glossary offers simple definitions of the vocabulary used in these samples.

Requesting Information

Dreamtime Movies Universal Ltd
54 Oxford Road, Skagnes SK3 4RG
Tel: 0223 123 4567 Fax: 0223 765 4321
Email: info@dreamtimemovies.com.uk

Date

Lingua Services Galactic Ltd
69 Milk Street
LONDON SW7 6AW

Dear Sirs,

Translation Brochure

I should be grateful if you would send us your brochure and price list about your translation services.

We are currently developing our sales literature and web sites and are interested in translating these into five languages apart from English.

I look forward to hearing from you.

Yours faithfully,

Andrea Philips

Andrea Philips
Marketing Manager

Letter of Sending Information

Lingua Services Galactic Ltd

69 Milk Street, LONDON SW7 6AW, UK
Tel: +44 20 123 4567 Fax: +44 20 765 4321
Email: info@linguaservicesgalactic.com

Date

Ms Andrea Philips
Dreamtime Movies Universal Ltd
54 Oxford Road
Skagnes
SK3 4RG

Dear Ms Philips,

Translation Services & Fees

Thank you for your letter of 22 January enquiring about our translation services.

Lingua Services Galactic offers a full range of translation services to help you in the development of sales literature and web sites. I have pleasure in enclosing our latest brochures and price list from which you can see that our prices are highly competitive.

I look forward to call you in a few days.

Yours sincerely,

James Brown

James T Brown
Sales Manager

Letter Changing Information

Symphony of Sound
12 Main Street, Arrington, Tennessee, 37014
Tel: (615) 395-8765

November 21st, 20--

Alicia Hathoway
14 Sparks Rd
Arrington, Tennessee, 37014

Dear Ms. Hathoway:

Forthcoming Price Change

Season tickets for this year's symphony are going on sale next month and we wanted you to be among the first to know.

As you probably know, rental prices have skyrocketed throughout Tennessee this year. Due to our increase in rent at the Arrington Forum, we are finding it necessary to raise the price of our season tickets from \$228 to \$275. Single viewing tickets will also be subject to a price increase.

We hope that you will consider purchasing season tickets for next year despite this change. The Arrington Symphony has been together for 23 years, and relies on season-ticket holders to fill 25% of the seating at each event. Without your support the Arrington Symphony could be forced into retirement before its 25th anniversary.

To purchase tickets for the 20-- season, please visit our website at www.arringtonsymphony.net, or call the ticket agent representative at (615) 395-8750.

We look forward to having you in our audience again next year.

Yours truly,

Colin Fairchild

Colin Fairchild
Promotional Director

Letters of Request For Payment

Sampson's Stationary

30 Silverstone Ave
Kamloops, BC
V2A 8B1
Tel: 250-429-0002

February 21st, 20--

Mr. Ken Davis
Hanson's Montessori School
15 Main St.
Kamloops, BC
V2A 7B5

Our ref: #223

Dear Mr. Davis,

Outstanding Invoice

Our records show that you have an outstanding balance dating back to January, 200-. Your January invoice was for \$445.00 and we have yet to receive this payment. Please find a copy of the invoice enclosed.

If this amount has already been paid, please disregard this notice. Otherwise, please forward us the amount owed in full by March 1st, 20--. As our contract indicates, we begin charging 5% interest for any outstanding balances after 30 days.

Thank you in advance for your cooperation. We hope to continue doing business with you in the future.

Sincerely,

Maria McPhee

Maria McPhee
Accountant

Enclosure: Invoice #223

Letter of Invitation

PJ Party

22 Yew Street, Cambridge, Ontario

Tel: 416-223-8900

April 7th, 20--

Dear Valued Customer,

Our records show that you have been a customer of PJ Party Inc. since our grand opening last year. We would like to thank you for your business by inviting you to our preferred customer Spring Extravaganza this Saturday.

Saturday's sales event is by invitation only. All of our stock, including pajamas and bedding will be marked down from 50-80% off.* Doors open at 9:00 AM sharp. Complimentary coffee and donuts will be served. Public admission will commence at noon.

In addition, please accept the enclosed \$10 gift certificate to use with your purchase of \$75 or more.

We look forward to see you at PJ's on Saturday. Please bring this invitation with you and present it at the door.

Sincerely,

Business Correspondence Glossary

apologize <i>verb</i>	say "sorry"
approach <i>noun</i>	method or style of doing something
attitude <i>noun</i>	outlook on life
by invitation only	only those who are asked to come will be allowed in
commence <i>verb</i>	start
complimentary <i>adjective</i>	free
concerns <i>noun</i>	problems, issues
confidential <i>adjective</i>	private
conscientious <i>adjective</i>	cares about quality of work
contribution <i>noun</i>	individual effort or support in a group
convenient <i>adjective</i>	suitable, favourable, makes life easy
cooperation <i>noun</i>	the act of working together
coordinator <i>noun</i>	person who organizes something
dedication <i>noun</i>	a lot of effort put into something
dependable <i>adjective</i>	can be trusted
disregard <i>verb</i>	ignore, pay no attention to
do not hesitate <i>phrase</i>	don't wait
dropped <i>verb</i>	fell to a lower amount
effective <i>adjective</i>	produces a positive response
efficient <i>adjective</i>	performs well
enclosed <i>adjective</i>	included inside

encouraged <i>verb</i>	persuaded or inspired
enquire (BrE) inquire (AmE) <i>verb</i>	looking for information
extravaganza <i>noun</i>	exciting and rare event
formal <i>adjective</i>	following set requirements
grateful <i>adjective</i>	thankful
guarantee <i>verb</i>	promise
impact <i>noun</i>	effect
indicates <i>verb</i>	shows
invoice <i>noun</i>	document detailing purchases and money owed
latest <i>adjective</i>	most modern
lay-off <i>verb</i>	take a job away from an employee (when employee is not at fault)
notice <i>noun</i>	document that indicates a change or event
outstanding balance <i>adjective</i>	money still owed
pleasure <i>noun</i>	enjoyment
postpone <i>verb</i>	delay until later
preferred customer	buyer who comes back often
present <i>verb</i>	award something to someone
professional <i>adjective</i>	exhibits suitable behaviour on the job
profound <i>adjective</i>	deep
punctual <i>noun</i>	always on time
reach me <i>verb</i>	find and talk to me

records <i>noun</i>	files that keep track of business matters
regarding <i>verb</i>	being about
regret <i>verb</i>	feel bad
reliable <i>adj</i>	dependable
replacement <i>noun</i>	someone who fills the position of another
representative <i>noun</i>	a person who acts on behalf of another person, company, policy...
resignation <i>noun</i>	the act of leaving a job position
respected <i>adj</i>	considered good and honest
retirement <i>noun</i>	a permanent leave from the workplace (usually due to aging)
senior staff <i>noun</i>	employees who hold high positions or have been working at the same place for a long time
severance <i>noun</i>	money paid to make up for a separation
sharp <i>adverb</i>	exactly (in reference to time)
skyrocketed <i>verb</i>	went up higher very quickly
stock <i>noun</i>	share in ownership
struggle <i>verb</i>	work at with difficulty
sufficient <i>adj</i>	enough
support <i>noun</i>	financial help
T.B.A	To Be Announced
versatile <i>adj</i>	with a variety of skills and abilities
welcome <i>adjective</i>	(happily) permitted to do something

More Samples of Business Letters

LETTER A

NATIONAL PLASTICS LIMITED

Travel Goods Divisional Tenth Avenue, Harlow, Essex, England Tel: Harlow 9878643
Telex: TG8997

Continental Airlines,
Haymarket,
London W.I.

our ref: TG/DJ/LS

7th September 2000

Dear Sirs,

Thank you for your letter and order of 1st September, reference CA/NP/456. We are pleased to be able to guarantee dispatch of the goods within 15 days of the date of your order unless there are circumstances beyond our control, such as strikes or shipping delays.

The goods will be supplied on our normal monthly terms. Payment should be made in full on receipt of our statement.

We hope that the goods will be to your complete satisfaction, and look forward to receiving further orders from you.

Yours faithfully,
L.Simpson
pp. Sales Manager

Answer these questions in complete sentences.

1. What can National Plastics guarantee?
2. How will the goods be supplied?
3. When should payment be made?

LETTER B

NATIONAL PLASTICS LIMITED

Travel Goods Division, 71 Tenth Avenue, Harlow, Essex, England Tel: Harlow 9878643
Telex: TG8997
Malaysian Travel Services Sdn Bhd.

Our ref: TG/DJ/LS

7th September 2000

Dear Sirs,

Thank you for your order, reference AR/JR/3 dated 28th August. We regret that at this time we are unable to extend to you credit facilities. Accordingly, we are enclosing our proforma invoice for the items listed in your order. Payment should be made against this invoice by banker's draft.

On receipt of your payment, the goods will be dispatched to you within a few days, subject to availability of stock.

Yours faithfully,
L. Simpson
pp. Sales Manager

Answer these questions in complete sentences.

1. What are National Plastics unable to do?
2. How should Malaysian Travel Services make payment?
3. When will the Malaysian Travel Services order be dispatched?

LETTER C

Hong Kong Magic Lock Company Ltd.,
7th Floor, Block A,
Kwung Tong industrial Estate,
Kwung Tong, Kowloon,
Hong Kong

Cables: Lokco Tel: 3-618171

The Manager,
Purchasing Department,
National Plastics Ltd.

our ref: MZC/PL

1st November 2000

Dear Sir,

Further to your order of 14th September, reference 097856, for 50,000 one meter, brown Magic locks (cat. No. 768) we are pleased to inform you that the goods have now been dispatched in accordance with your instructions.

They have been packed in wooden cases, secured with metal bands, marked N.P.L. London. They are being shipped on board M.V. Oriental, which sailed from Hong Kong on 30th October, and which is due to arrive at Liverpool on 29th November.

A complete set of Bs/L, together with the Commercial Invoice and Insurance certificate in-triplicate have been sent to the Chartered Bank, Hong Kong, with our draft for \$10,000.00 in-accordance with the L/C opened with them. This sum has been paid by the bank.

We hope to hear from you in due course that the goods have reached you safely.

Yours faithfully,

P.Li

P.Li

Manager

Answer these questions in complete sentences.

1. What had National Plastics ordered?
2. How have the goods been packed?
3. How are they being shipped?
4. What documents relate to the shipment?

LETTER D

Marine Agencies Ltd.
12 Dock Road, Liverpool

National Plastic Ltd.

20th November 2000

Dear Sirs,

As agents for the South China Shipping Line, we wish to inform you that on board M.V. Oriental due to arrive at Liverpool on 29th November, there are the following goods for your account:

5 cases: 50,000 Magic locks

In order to enable us to effect customs clearance and delivery of the goods to you, please send the Bill of lading, properly endorsed. We shall also require a letter from you to H.M. Customs and Excise authorizing us to act on your behalf.

If you will let us know the address for delivery, we can arrange for the cases to be delivered to you as soon as they have cleared Customs.

Yours faithfully,



p.p. Marine Agencies Ltd.

Answer these questions in complete sentences.

1. Why have Marine Agencies Ltd. written to National Plastics Ltd.?
2. What do they require from National Plastics Ltd.?

LETTER E

NATIONAL PLASTICS LIMITED
Travel Goods Divisional Tenth Avenue, Harlow, Essex, England
Tel: Harlow 9878643 Telex: TG8997

H.M. Customs and Excise
Liverpool

22nd November 2000
PD/TG/HP

Dear Sirs,

Please accept this letter as our official authorization for Messrs Marine Agencies Ltd., of 12 Dock Road, Liverpool, agents for the South China Shipping Line, to act on our behalf in the matter of Customs clearance of our shipment on board M.V. Oriental, due to arrive at Liverpool 29th November.

Yours faithfully,
J. Gooding
Purchasing Manager

Answer this question in a complete sentence.

1. What does National Plastics' letter to H.M. Customs and Excise authorize Marine Agencies to do?

LETTER F

NATIONAL PLASTICS LIMITED

Travel Goods Division, 71 Tenth Avenue, Harlow, Essex, England Tel: Harlow 9878643
Telex: TG8997

Marine Agencies Ltd.

22nd November
IS PD/TG/HP

Dear Sirs,

Thank you for your letter of 20th November. We enclose the B/L relating to the goods on board M.V. Oriental, and a letter to H.M. Customs and Excise authorizing you to act on our behalf in clearing the consignment through Customs.

The five cases should be delivered to the above address.

Thank you for your assistance in this matter.

Yours faithfully,
J. Gooding
Purchasing Manager

Answer this question in a complete sentence.

1. What document have National Plastics sent to Marine Agencies?
2. What instructions have National Plastics given Marine Agencies Ltd.?

LETTER G

NATIONAL PLASTICS LIMITED
Travel Goods Divisional Tenth Avenue, Harlow, Essex, England
Tel: Harlow 9878643 Telex-. TG 8997

Europe Agencies
Place de la Vendome, 114
Paris, France

TG/EB/HP

14th January 2000

Dear Sirs,

As you know we are able to grant credit facilities to customers only on the condition that monthly accounts are paid in full on receipt of statement.

Payment of your account is now one month overdue. As you have always paid your account promptly in the past, we are sure that on this occasion you have simply overlooked the matter.

We enclose a copy of your statement and look forward to receive your cheque in full settlement in the very near future.

Yours faithfully,

pp. Edward Biggin
Credit Controller

LETTER H

NATIONAL PLASTICS LIMITED

Travel Goods Divisional Tenth Avenue, Harlow, Essex, England
Tel- Harlow 9878643 Telex: TG 8997

Asia Travel Ltd.,
14 Patpong Road,
Bangkok,
Thailand

TG/EB/HP

14th January 2000

Dear Sirs,

We greatly regret that we have not received a reply to our letter of 1st December or your cheque in payment of your account for £1,500.

We cabled you today, as follows:

KINDLY REMIT STERLING 1500 NOW 2 MONTHS OVERDUE

Unless you have any reasonable grounds for not settling your account in full, we must insist on immediate payment.

Yours faithfully,
Helen Parsons
pp. Edward Biggin
Credit Controller

LETTER I

NATIONAL PLASTICS LIMITED

Travel Goods Divisional Tenth Avenue, Harlow, Essex, England

Tel: Harlow 9878643 Telex: TG8997

International Bargain Stores,
45 Market Street,
Harrogate, Yorks

TG/EB/HP

14th January 19

Dear Sirs,

Your account with us for £750 is now three months overdue. We have submitted our statement to you three times, and written to you twice. You have ignored all our communications.

It is with the greatest regret, therefore, that we have to inform you that unless we receive full settlement of this account within 7 days, the collection of the amount due will be placed in the hands of our solicitors.

Yours faithfully,
Helen Parsons
pp. Edward Biggin
Credit Controller

APPLICATION ACTIVITY

Steps of process	Suggestions
<ul style="list-style-type: none"> ➤ Chose one of the topics and find a letter on the situation. ➤ Translate it into Turkish. <ul style="list-style-type: none"> • Letter Of Invitation • Letters Of Request For Payment • Letter Changing Information • Letter Of Sending Information • Requesting Information 	<ul style="list-style-type: none"> ➤ Use a dictionary for the unknown terms ➤ Make research about communication processes during production. ➤ Use target language phrases from samples above.

CHECKLIST

If you have behaviors listed below, evaluate yourself putting (X) in “Yes” box for your earned skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Have you had the knowledge of writing skills on business letters?	<input type="checkbox"/>	<input type="checkbox"/>
2. Have you had the knowledge of reading skills on business letters?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you had the knowledge of interpreting skills on business letters?	<input type="checkbox"/>	<input type="checkbox"/>

EVALUATION

Please review your” No” answers in the form at the end of the evaluation. If you do not find yourself enough, repeat learning activity. If you give all your answers "Yes" to all questions, pass to the "Measuring and Evaluation".

MEASURING AND EVALUATION

Express the following inquiries more politely.

Example: Can you send samples?

I would like to know if you can send samples.

Do you mind sending samples?

Would you mind sending samples?

Could you send samples?

- 1 Can you send a representative?
A) Will you send a representative?
B) Do you send a representative?
C) Send a representative
D) Could you send a representative, please?
- 2 Can you accept small orders?
A) Could you accept small orders?
B) Accept small orders?
C) Will accept small orders
D) Did you accept small orders?
- 3 Can you supply goods on credit?
A) I want to know if you can supply goods on credit
B) I have to know if you can supply goods on credit
C) I would like to know if you can supply goods on credit
D) I wonder if you can supply goods on credit
- 4 Can you dispatch the goods this month?
A) Are you going to dispatch the goods this month?
B) I want to learn if you can dispatch the goods this month.
C) Can you inform me if you can dispatch the goods this month?
D) Would you mind dispatching the goods this month?
- 5 Can you settle the balance of your account this week?
A) I have to be sure if you can settle the balance of your account this week
B) I would like to know if you can settle the balance of your account this week
C) I want to learn if you can settle the balance of your account this week
D) I wonder if you can settle the balance of your account this week

MODULE EVALUATION

Match the letter types with the definitions listed “A” to “F” below.

1. Requesting Information _____
 2. Letters Of Request For Payment _____
 3. Letter Changing Information _____
 4. Letter Of Sending Information _____
 5. Letter Of Invitation _____
 6. Invoice means _____
- A. It is often necessary in business to send an invitation to a person or group requesting their attendance at a special event.
 - B. Document detailing purchases and money owed
 - C. How to ask somebody to send you information
 - D. Sometimes it is necessary to remind customers that they owe you money
 - E. When a person or company changes important information, such as an address, price, or date, it is necessary to send valued customers a letter with the new information. This letter informs customers of a change in price.
 - F. What to say when you send information

Write “(T) True” or “(F) False” for the definitions below.

7. () Inquire dialogues are made during pre-production process.
8. () Request and Demands for Payment dialogues are made during production.
9. () During Shipping dialogues are made between workers.
10. () Acceptance of Orders are the dialogues between workers.

ANSWER KEYS

LEARNING ACTIVITY 1 ANSWER KEY

1	D
2	C
3	E
4	A
5	B

LEARNING ACTIVITY 2 ANSWER KEY

1	D
2	A
3	C
4	D
5	B

LEARNING ACTIVITY 3 ANSWER KEY

1	D
2	A
3	C
4	D
5	B

MODULE EVALUATION ANSWER KEY

1	C
2	D
3	E
4	F
5	A
6	B
7	True
8	True
9	False
10	True

SOURCES

- METHOLD K.,J.TADMAN.,**Office To Office**, Britain, 2004
- GUFFEY Mary Ellen, **Business Communication**, UK, 2006
- KAYA Resul,**Platin Kimya**,İstanbul,2008