

Activity 1 B

<p>Great Furniture Inc. 830 James Street Waterville, ST 2 1270</p>	<p>ORDER NUMBER B-7806 MARKS AND NUMBER ACD TO BE PUT ON EACH 78063 PACKAGE AND INVOICE # # No. 1 & UP</p>						
<p>Cable Address: GREATFUR To: Asia Supplies 726 Square Park Arlington, TX 74832</p> <p style="text-align: right;">DATE: 1 December 19..</p> <p style="text-align: right;">DELIVERY: CIF WATERVILLE</p> <p>Please ship to us the goods described below.</p> <p>See shipping instructions and conditions on the reverse side of this order. If you cannot fill this order as stated, notify us at once. Please acknowledge receipt of the order. Failure to comply with instructions on this order makes you liable and responsible for any additional expenses incurred.</p> <p>YOUR QUOTATION DATED: 20 NOVEMBER 19.. TERMS: 60 s/d</p>							
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">QUANTITY</th> <th style="text-align: left;">ARTICLES</th> <th style="text-align: left;">PRICE</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">5</td> <td>cabinet model MK 405 SHIPMENT: WITHIN 40 DAYS</td> <td style="text-align: right;">\$2150</td> </tr> </tbody> </table>		QUANTITY	ARTICLES	PRICE	5	cabinet model MK 405 SHIPMENT: WITHIN 40 DAYS	\$2150
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5	cabinet model MK 405 SHIPMENT: WITHIN 40 DAYS	\$2150					
<p>NOTE IMPORTANT INSTRUCTIONS AND CONDITIONS ON BACK</p>	<p>Great Furniture Inc. by John Michael Purchasing Manager</p>						

Activity 2 A

A.S. & Sons Garments, Inc.
C Building
Dallas, Texas 74832
USA

30 August 19..

Mr. Paul Dean
Branch Manager
Rama & Krappa, Co. Ltd.
37 Asia Road
Bukit Tima, Singapore 25483

Dear Mr. Dean:

Thank you for your order letter of 23 August 1997 for 2 dozen leather raincoats and a bank draft of \$2,040.

We have shipped the merchandise today and you should receive the shipment before 15 September.

We have also enclosed the latest catalog of Spring collection for your consideration. We appreciate the opportunity to be of your service and look forward to receiving your order soon.

Sincerely,

John Krappa

John Krappa
Sales Manager

Enc

Activity 2 B

**Asia Supplies
726 Square Park
Arlington, TX 74832**

7 December 19..

Mr. John Michael
Purchasing Manager
Great Furniture Inc.
830 James Street
Waterville, ST 21270

Dear Mr. Michael:

Thank you for your order letter of 1 December for 5 MK 405 cabinets at \$430 each.

We have shipped your merchandise today and the shipment should arrive Waterville within 40 days.

As an appreciation for our customers' business, we will offer a 10 percent discount program for an order exceeding 10 items during the month of January 1998. We have also enclosed our latest catalog for your consideration as well.

We hope to hear from you again soon.

Sincerely,
James Curtis
James Curtis
President

Enc.

Activity 3 A

1. was adjourned
2. was speaking, called
3. had to attend, took
4. confirmed, had
5. increased
6. was established
7. was doing, ordered
8. resumed, were still removing
- 9.** announced
10. didn't want, was counting

Activity 3 B

1. was managed
2. had been looking
3. had been raising
4. broke/had broken
5. had been waiting
6. had been accruing
7. had improved
8. had been approved
- 9.** was closed
10. hadn't planned

Activity 3 C

1. changed
2. were increased
3. had been **trying**
4. declined
5. were discussing, had
6. was tired, had mismanaged
7. was
8. had worked
9. had been flashing
10. had agreed

CHAPTER 5

Activity 1A

McGuire

387 Tiger Building

Victoria Lane

Houston, TX 78654

7 January 19..

The Manager

Napoleon R. Group

Commercial Building

Richard Avenue .

Houston, TX 78784

Dear Sir/Madam:

I am a widow and I have been working in a well-established company for 20 years. I have been shopping in your store regularly in an amount of not less than \$300 a month for 3 years. I am writing to you to ask to change **from** being a cash customer to a charge customer.

I hope my application will be approved and my request granted. Should you need any references, I would be happy to supply you with their names.

Awaiting your positive reply.

Sincerely yours,

Rena McGuire

Rena McGuire

Activity 2 A

**Southwestern Bell
Collection Division
PO Box 90245
Arlington, TX 76004**

8 July 19..

Ms. Jane Hander
1783 Peachtree Street
Dallas, TX 76 110

Amount: \$143.68

Account: (915) 837-1977 0450

Dear Ms. Hander:

We have not heard from you or received payment on your former account, 915 837-1997 0450. The amount due is \$143.68. If you have not made your payment, please do so today or call us to make definite payment arrangements. If a partial payment plan will help in settling the bill, we will be glad to arrange the details with you. Such arrangements will help us protect your good credit.

To give you additional opportunity to make your payment, we are withholding further action for fifteen (15) more days from the date of this letter.

If you have a question, or wish to make payment arrangements, please call us at 1-800-575-7928 (within Texas) or call at (210) 360-3000 (COLLECT). Thank you for your attention to this important -matter. We appreciate your business and enjoyed having you as our customer.

Sincerely,

Bill Jones

Bill Jones

Activity 3 A

1. will celebrate
2. arrives/will be
3. are going to play
4. will consult
- 5 . has to go
6. need to calculate
7. demand
8. should not apply/is not applying
9. may move
10. expects

Activity 3 B

1. will be working
2. will be preparing
3. will report
4. must have been completed
5. will have been typing
6. will have finished
7. will have
8. will have been
9. will shop
10. will have left

CHAPTER 6

Activity 1 A

The English Club
Ramkhamhaeng University
Bangkok 10240, Thailand

22 March 19 . .

Mr. Alexander Hamilton
Tata McGraw-Hill Pcl.
17 14 **Mandell** Parkway
Fort **Worth, TX** 76111
USA

Dear Mr. Hamilton:

Subject: **Order No. 54143**

On 10 January 19 . ., we sent you an order for 200 copies of Business Correspondence by James T. Fields, pointing out the importance of delivery by 20 February 19 . . You confirmed our order.

However, we are surprised that the books have not yet arrived. Now, we are greatly inconvenienced because the business tutorial session is scheduled to take place at the end of this month. We need these copies immediately.

We should be glad if you would look into the matter and dispatch them without further delay.

Yours sincerely,

Manop Chandee

Manop Chandee

President

Activity 1 B

307 Carlton Street

Long Beach, Ca 90840

10 March 19..

Briggs Footwear Inc.

76 Royal Palm Boulevard

Palm Springs, Ca 90804

Dear Manager:

Briggs Footwear has always represented quality products. That is why I know you will be interested in reading this letter.

I bought a pair of walking shoes from Sneaker Casual, your retailer at Vista Ridge Mall in Long Beach, last month. The beauty and durability of Briggs Footwear prompted me to buy this pair.

To my surmise, after a month's use, the shoes cracked and became very stiff. I have been your customer for **five** years and this is the first time I have had this problem.

Since Briggs Footwear always stands by its reputation for quality, I am looking forward to receiving a replacement. Enclosed are my receipt and the pair of walking shoes.

Yours sincerely,

Linda Jones

Linda Jones

Encl. (2)

Activity 2 A

Tata McGraw-Hill PCL.
1714 Mandell Parkway
Fort Worth, TX 76111, USA

27 March 19 . .

Mr. Manop Chandee
The English Club
Ramkhamhaeng University
Bangkok 10240, Thailand

Dear Mr. Chandee;

Thank you for your letter of 22 March 19 . . . Right after I finished reading your letter, I traced your order No. 54143 and found that the two-week strike that occurred in our printing house was the cause of the delay.

You will receive 200 copies of your order within this week since we dispatched them air freight yesterday. We hope you will have these books before the class starts.

We appreciate an opportunity to serve you.

Sincerely yours,

Alexander Hamilton

Alexander Hamilton

Manager

Activity 2 B

Briggs Footwear Inc.
76 Royal Palm Boulevard
Palm Springs, CA 90804

15 March 19..

Ms. Linda Jones
307 Carlton Street
Long Beach, CA 90840

Dear Ms. Jones:

Thank you for your letter of 10 June 19. . . Normally, our shoes last for a long time providing that they are kept away from too much heat, as indicated in the product description.

We lost no time examining the cause of cracking and stiffness.

Our laboratory personnel reported that this may be the result of alternately exposing the shoes to severe cold, as in snow, and then leaving them in intense heat for too long.

This is the reason that we are unable to grant you a **full** refund, or a replacement. However, since you have been our regular customer for many years, we will be happy to grant you an 80 percent refund. enclosed is a check for \$70.

We are grateful to you for writing to us and hope you give us more opportunities to serve you.

Sincerely yours,
Richard Orten
Richard Orten
Manager

Activity 3 A

1. will receive
2. would type
3. would have sold
4. would stay
5. will hold
6. had not occurred
7. comes
8. order
9. would never have remained
10. would be

Activity 3 B

1. has
2. had met
3. could build
4. could have been employed
5. is reduced
6. would have presented
7. **knew**
8. could use
9. didn't have
10. had saved

CHAPTER 7

Activity 1 A

Life Long Insurance Inc.
1278 St. Benedict Square
Detroit, Michigan 48207

17 March 19..

Ladies and Gentlemen:

Are you parents? If yes, have you ever thought of your beloved children's education?

Statistics show that, on the average, college graduates may expect to earn about 40 percent more than high-school graduates, and about three times as much as those who quit school in the early grades.

I believe you know that there are a great many benefits from a college education than the direct money value. The enclosed literature will tell you about a "College Education for Your Children" program. The brochure will show you how our life insurance policy plays a part in your children's opportunity for higher education.

Please check the enclosed card and return it to us, indicating the time you are available for a briefing on your children's best future.

Sincerely yours,

Danny Jackson

Danny Jackson

Sales Manager

Activity 1 B

World Business Magazine

1482 West Park Street

Chicago, Illinois 60612

20 June 19..

Ladies and Gentlemen:

WOULD YOU LIKE TO BE A SUCCESSFUL BUSINESS PERSON LIKE LEE IACOCCA?

Your chance does come. Only when you choose our World Business Magazine to be a key to your success.

World Business Magazine has been in operation for over ten years and it has gained its reputation and credibility among business people around the world. World Business Magazine consists of crucial business events, business trends, an evaluation and criticism of world business activities and also bibliographies of successful business people. This is a good opportunity for you to learn of their styles of

management of businesses worth billions. You may apply their strategies to your own businesses.

Now you can keep up with the business world by subscribing to World Business Magazine. During the promotion period, enjoy 52 issues for only \$200. If you order now, you will also receive a Webster Business Dictionary, the Business World Review 1997, and a naturally scented bookmark, free. Complete the subscription form and send a check if you want to pay now. Return your completed form to us today and all the free gifts will be yours, along with a great opportunity of success.

Sincerely yours,

Jimmy Johnson

Jimmy Johnson

Sales Manager

Activity 2 A

A luxurious package tour

to the Bahamas!

3 days 2 nights for only \$1,500

Plus free gifts, sports, facilities,

late checkout, free transfer

on Seabird prestigious cruise once a week

Contact **ACM Travel** for reservation

at (9 15) 8 17-7908 Fort Lauderdale, Florida

Activity 2 B

Money Makes Money

Reliable Trust Co. Ltd. Guaranteed by the Bank of Thailand

We give you special interest rates:

3-month period = 10.5% a year

6-month period = 12% a year

12-month period = 13% a year

Contact us at 718 Silom Rd, Bangkok 10100

Tel. (02) 214-8716-20 Fax: (02) 214-8750

Activity 3 A

1. helps the manager to find
2. to move
3. istouse
4. to be repaired
5. **to set up**
6. to change
7. to be chosen
8. to apply
9. ~~not~~ to touch
10. to go

Activity 3 B

1. to be the sole agent for that product
2. to be fired from the present position
3. to investigate the cause of the fire in the warehouse
4. to get a promotion
5. to write a memo report
6. to attend international conferences
7. to expand our business to South East Asia
8. to attend the World Auto Exposition
9. to close down that plant and lay off a thousand workers
10. to write travel itineraries