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การเขียนจดหมาย

แบบฝึกหัดที่ 3.1 จดหมายการขาย

Instructions: Write letters concerning the following:

1. Write an announcement for a Mr. John Radcliffe who is planning to open a furniture store in San Francisco. He wishes to send out information to local residents announcing the opening of his new business.

2. Lakeside Inc., Chicago, is announcing a special discount offer on any bulk purchase of goods from their store on Decatur Street. Write a letter to their long-term customers informing them of the offer.

แบบฝึกหัดที่ 3.2 จดหมายการสอบถาม

1. Mr. Ralph Williams, Manager of Delta Fashions, wishes to place an order with Kinnaree Co. Ltd. of Samut Prakhan, Thailand, for 1,000 T-shirts in various sizes and designs. Since this is Delta's first order with the Thai company, however, Mr. Williams would like to know the terms and conditions of payment. Imagine that you are Mr. Williams and write a letter in the appropriate format.

2. The General Manager of Comsomol Ltd., Bangkok is about to place an order for 2,000 tulips from the Zuyder Zee Co. of Amsterdam. Write a letter to the Dutch company from the General Manager inquiring as to the terms of delivery and information regarding the following: the name of the forwarding agent, customs clearance procedures, mode of delivery, expected delivery date, and the insurance costs.

แบบฝึกหัดที่ 3.3 จดหมายการสั่งซื้อสินค้า

1. Thai Ceramics has received an order no. 49685 for 50 Thai Celadon dinner sets from Ms. Macnamara, the purchasing manager of habitat, Leeds, UK. Write a letter acknowledging this order.

2. Peter Greenstreet, Purchasing Officer of Hanuman Transport Ltd., New Delhi, is in urgently need of 10 Thor model tour buses from Volvo of Sweden, England to update the Company's fleet. Write an appropriate letter in the form of an urgent order.

แบบฝึกหัดที่ 3.4 จดหมายการทักท้วง

1. A letter was received by Keith Dowman, Sales Director of Raitt Industries, Toronto, complaining that the offset litho printing press purchased by Polanski Inc., Chicago was defective, and far below the standard required by the company. The writer of the letter, Stephen Manzanek, requested that Raitt rectify the matter since it was holding up the production line in his company. Write the original letter of complaint regarding the faulty goods received by Manzanek's company.

2. Write a letter of complaint to Celadon Co. Ltd., Bangkok, Thailand, regarding delivery of damaged goods (order no. 8635) upon receipt of which Mr. James Rees of Wedgwood Ltd., Birmingham, England, found 15 ceramic vases out of a total of 20 were damaged and unfit for sale. Mr. Rees is requesting that the damaged goods be replaced forthwith.

แบบฝึกหัดที่ 3.5 จดหมายการแก้ไข

1. Write an adjustment letter from Broadway Co. Ltd., London, to Vista International Ltd., Germany, regarding an order for goods that are no longer available. Vista originally ordered 300 Optitron gilt, wire, spectacle frames; however, Broadway replied that the line had been discontinued. Instead, they suggest that Vista try their new line of Vizier gilt, wire frames, which are of similar design and quality to those the company originally ordered.

2. Eric Johansson, Sales Manager of Rainbow Paints Inc., received an order from Gryphon for 1000 x 50 liter cans of their all-weather Gentian paint, suitable for external building surfaces. Mr. Johansson writes a letter to the Manager of Gryphon explaining that the Gentian paint that was ordered. Johansson then inquires whether Gryphon would be prepared to accept Avalon all-weather acrylic instead -- a paint of equivalent price and quality or whether they would care to wait two more weeks for fresh stocks of Gentian to arrive. Write a suitable letter of adjustment for Mr. Johansson.

แบบฝึกหัดที่ 3.6 จดหมายการชำระเงิน

1. Ms. Hannah Silvermann, Sales Manager of Van Giap Fashions Ltd. has received delivery of 200 T-shirts in various sizes and colors from Trans-T Ltd. of Hong Kong. Write a letter acknowledging receipt of payment US4,575 for the T-shirts, plus freight charges, for order no. XS397.

2. Mr. Roland Geoffrey, Accounting Director of Graceland Ltd., Newcastle, UK, needs to send a letter to Pierre Cartouche, Manager of Groenigen Inc., Holland, reminding them about non-payment of euros 9,859 for order no. 7063. Write a first reminder letter to Groenigen in the appropriate format.

แบบฝึกหัดที่ 3.7 จดหมายการประกันภัย

Directions: Write letters concerning the following:-

1. The Managing Director of Wolfstone Inc., Seattle. U.S.A. has received a quotation for the insurance on the upcoming shipment of a supercomputer from Brock and Son Ltd., Birmingham, U.K. Write a letter to the insurance company, Global Insurance Ltd., London accepting this quotation.

2. The Sales Manager of Lakshmi Enterprises Inc., Mr. Virendra Kumar wishes to send a letter to Salazar Inc., of Madrid, confirming the dispatch of order Nr. LMH 5490, consisting of 50 Indian wall hangings. Write this letter.

แบบฝึกหัดที่ 3.9 จดหมายการธนาคาร

Instructions: Write letters concerning the following Situations:

1. Mr. Soames, the Managing Director of Impala International Has requested an extension to his credit limit. Write a letter from the Manager of Siam Commercial Bank confirming that he has been granted the increase he requested.

2. The situation is the same as in item 1, except that the Manager informs Mr. Soames that his request for an extension to his current credit limit has been rejected. Write the letter, giving appropriate reasons for the decision.