

5

การตอบจดหมาย

แบบฝึกหัดที่ 5.1 จดหมายการขาย

5.1.1

***BTR Plc.***

292 Waltham Rd., Christchurch, New Zealand  
Tel. 64 03 3791699 Fax. 64 03 3791692

August 24, 2007

The Purchasing Officer  
Wilhiem Pharmaceutical Company  
4 Rue Petit Coquempot, Montreuil sur Mer 6217  
France

Dear Sir,

I am writing to inform you a new line of product, that your company will take great interest into.

After many years of exhaustive research by our team of scientists, our company has discovered a cure for bowel cancer, which will revolutionize the medical treatment of cancer sufferers worldwide.

This remedy will take the form of a tablet, consisting of a three-month treatment, under the formal observation of a cancer specialist. All of the exact details to this are covered in our prospectus, which you will find enclosed with this letter.

We are sure you will be very excited in this cancer treatment benefit, as we are.

Faithfully yours,

*Gerry Rice*

Gerry Rice  
Export Sales Director

## **Reply to 5.1.1**

5.1.2

***Bufag Marketing, Company***

203A Upper Thomson Road , Singapore 574370

Tel. 65 64759280 Fax. 65 62341355

June 27, 2008

Gatehouse Designs Inc.  
20 Shorncliffe Rd., Unit 2  
Toronto, Ontario  
Canada

Dear Sir,

As the Director of Bufag Marketing, I commanded the 2002 Singapore International Fashion Show. As your fashion house was one of the entrants of this show, I am requesting the following information: -

- What is the full range of the Spring/Summer collection of garments for 2009?

- How long after the garments are ordered, will they be delivered?

- I need the prices of your garments, as they were missing from your catalogue.

Your quick reply, would be most appreciated.

Yours sincerely,

*Jikte Rubins*

Jikte Rubins  
Purchasing Manager

## **Reply to 5.1.2**

## แบบฝึกหัดที่ 5.2 จดหมายการสอบถาม

### 5.2.1

#### ***Billiton Office Supplies***

1360 Royale, Suit 1002, Trois\_Riveres, Quebec, Canada G9A 4J4  
Tel. 819 6946661 Fax. 819 6946667

May 13, 2008

Canon (UK) Ltd.  
Ramsey Business Park  
Stocking Fen Road  
England

Dear Sir,

I am inquiring into the supply of 45 x XJ 564 Canon Copiers that were out of stock in our preceding order.

We are requesting the availability of these goods for our upcoming order or to any other similar stock you have in stock, as we need to fill our own orders urgently.

We hope you can deal promptly with this request.

Yours sincerely,

*Paul Radison*

Paul Radison  
Purchasing Manager

## Reply to 5.2.1

5.2.2

***Samuels Shipping Company***

72-78 Parramatta Rd., Concord, NSW 2137, Australia

Tel . 61 2 97446900 Fax. 61 2 97446900

April 22, 2008

Jannagu Moorings Ltd.  
6B Jalan Grisek  
Singapore 419434

Dear Sir,

We would be very much obliged if you could provide information regarding the nylon ropes that your company supplies.

We request information about the following: - sizes, elasticity tensions, lengths. We hope you can follow up on this request.

Sincerely yours,

*Joseph K. Sonquist*

Joseph K. Sonquist

Manager

## **Reply to 5.2.2**



## แบบฝึกหัดที่ 5.3 จดหมายการสั่งสินค้า

### 5.3.1

#### ***Grobys Inc.***

2882 31<sup>st</sup> Avenue, Unit 3-A, Greeley, Colorado, U.S.A. 80631

Tel. 970 506 9500

Fax 970 506 9260

November 30, 2007

Mr. Lee Tung  
Wang Jou Corporation  
192-2 Kangdong-Dong  
South Korea

Dear Mr. Tung,

I pleasure in informing you of our company's first order with the Wang Jou Corporation. We hope that this initial order will flourish into a long and happy business relationship.

The order no. 3893347 is as follows: - 1200mtrs of Chrushall Superior leather.

We trust that you will make every effort to accommodate us, as we intend to place regular orders with you in the near future.

Yours truly,

*Wes Fellows*

Wes Fellows  
General Manager

**Reply to 5.3.1**

5.3.2

***CJ Electrical Import Company***

**389 Fairweather Street, Santa Clarita, California 91351, U.S.A.**

**Tel. 1-661-251-9593 Fax. 1-661-251-9594**

November 24, 2008

Sanmo Company  
180 Naraba, Sakai  
Osaka  
Japan

Dear Gentlemen:

With reference to your quotation, we enclose our order 170 x 34" TV's, 230 x VCR's and 480 x VCD's, for your immediate attention. Please confirm delivery date and the method of transportation of our order.

An early reply would be most appreciated.

Yours truly,

*Pickett Hams*

Pickett Hams  
Manager

## **Reply to 5.3.2**

## แบบฝึกหัดที่ 5.4 จดหมายการชักชวน

### 5.4.1

#### ***BNK Company***

317 Monasterious Street, Thessaloniki, Greece

Tel. 30 2310 538028 Fax. 30 2310 527 583

**March 26, 2009**

Ayurveda Impex Company  
229 Arjun Nagar  
Safdarjung Enclave  
New Deli 110029  
India

Dear Sirs:

We would like to inform you of a discrepancy that we have found with our invoice, for the construction work we performed on the Gardens Shopping Centre.

The invoice reads for US\$12million, instead of the US\$14million that was quoted, and signed for in the contract. Enclosed is a copy of the quotation and contract. We believe this is just an oversight, but we need the statement to be corrected before we can make remittance.

Could you please attend to this error at your earliest convenience.

Yours very truly,

*John C. Dunkenberg*

John C. Dunkenberg  
Sales Promotion Department

## Reply to 5.4.1

5.4.2

***KTT Co. Ltd.***

192-3 Kangdong\_Dong, Kangseo-Gu, Pusan, Korea  
Tel. 82-51-972-8792 Fax. 82-51-972-8793

May 5, 2009

Diamant Nord Company  
6, place des hros  
62000 Arras  
France

Dear Gentlemen,

We thank you prompt delivery of our order No. 8635, but we regret to inform you, that 76 die sty cylinders were found to be broken or severely damaged. As these goods were urgently required to complete our deliveries to our customers, we are requesting immediate replacements.

We have boxed the broken cylinders and are returning them to you for your investigations.

We should be very glad if you would attend to this problem.

Yours very truly,

*Ronald J. Mayer*

Ronald J. Mayer

Staff Inspector

## Reply to 5.4.2



แบบฝึกหัดที่ 5.5 จดหมายการแก้ไข

5.5.1

***Jefsert Company***

78-79 Paramatta Rd., Concord, NSW 2137, Australia  
Tel. 61-2- 9744 0539 Fax. 61 2 9744 6900

May 24, 2007

Ms. Mary Doohlan  
Forier International Ltd.  
7-9 Harbour Rd.  
Wan Chai  
Hong Kong

Dear Ms. Doohlan,

We are very sorry for the delay in the delivery of order no.9832W, which we very much regret.

We have pleasure in informing you that the delayed delivery is on its way and hope that this delay in dispatching the order will not affect our future business relationship. Also, we promise to enhance shipment of future orders that you place with us as quickly as possible.

We are offering your company a 20% discount on your next order, for the inconvenience that we may have caused your company.

Yours faithfully,

*Smith Draper*

Smith Draper

General Manager

## **Reply to 5.5.1**

5.5.2

***Alternative International Company***

16 Beach Rd., Auckland, New Zealand  
Tel. 64- 9- 302-0530 Fax. 64-9-302-3535

**April 2, 2007**

Mr. Moore Casey  
Asian International Ltd.  
19, Woodlands Terrace  
Singapore

Dear Mr. Casey,

Please accept our apologies for the Turbines that we mistakenly left out of your order no.4765.

We are enclosing this letter with the 8 x Celto Turbines and we regret any disturbance we may have caused your business.

We can assure you that this will not happen again as we value as a business partner.

Yours truly,

*William Matre*

William Matre

Owner

## **Reply to 5.5.2**

แบบฝึกหัดที่ 5.6 จดหมายการชำระเงิน

5.6.1

***BPP International Ltd.***

49 Jiangpin Rd., Madian, Taixing, Jiangsu, China  
Tel. 86-523-7531089 Fax. 86-523-7531088

March 25, 2009

Suwon Co., Ltd.  
191-3 Kangdong-Dong  
Korea

Dear Sir,

We would like to notify you that payment has not yet been received from you, even though you promised payment by the end of last month.

We have asked you repeatedly to settle this outstanding amount for 7,585euros. We have received or heard no reply on your behalf. Unless we receive payment within 10 working days, we will be forced to take legal action against you.

However, we still hope that your overdue payment will be repaid.

Please give this matter your most urgent regard and settle the matter to our full satisfaction.

Faithfully yours,

*Norman Walpolin*

Norman Walpolin  
Manager

## **Reply to 5.6.1**

5.6.2

***Filis International Company***

20, Dodekanisou St., Thessaloniki, Greece  
Tel. 30 1 3286952 Fax. 30 1 3221268

May 4, 2005

Grenouillere Ltd.  
7 Rue Petit Coquempot  
Montreuil sur Mer 62170  
France

Dear Sir,

We are writing to request an extension of credit, regarding our order no. 45756.

We are unfortunately hard pressed to make payment, as we have a huge outstanding debt owed to us by one of our customers.

I assure you that we will be able to make our future payments on time.

We shall be very grateful for any assistance you can give us in this matter.

Yours faithfully,

*Raymond Gilberg*

Raymond Gilberg

General Manager

## **Reply to 5.6.2**



## แบบฝึกหัดที่ 5.7 จดหมายการประกันภัย

### 5.7.1

#### ***Rick Insurance Company***

**Gary and Daphne Clayton, 42 Lawrence St. Herne, Auckland, New Zealand  
Tel./ Fax. 64 9 3608836**

June 4, 2005

Cedo Company  
540 Manilla Rd.  
Calgary Alberta  
Canada

Dear Sir,

After investigations made, we are declining your insurance claim in regard to the receiving of damaged goods on delivery.

These investigations established that the inspection seals of the order were found to be broken, when our Insurance Agent, Mr. Gerry Rice, examined the packages of this order. The breaking of these inspection seals has clearly contaminated the order and does not comply with clause 13b of the insurance policy. These seals are to help us maintain that no more damage or contamination happens to the order in question of an insurance claim.

Also, as the claim was made 17 days after the receipt of the goods, this breaks the conditions of clause 29a of the insurance policy. It states "all claims are to be made 14 days from the receipt of the order"

The non-compliance of these clauses of the insurance policy allows our decision on the claim to be final.

Yours faithfully,

*Abraham Donling*

Abraham Donling

Manager

**Reply to 5.7.1**

5.7.2

***Laketown Insurance Ltd.***

166 John Rd., Newbold, Chesterfield, Derbyshire S41 8SE  
Tel. / Fax. 01246 456679

July 7, 2005

Darkhan Company  
229 Arjun Naga  
Safdarjung Enclav  
New Delhi 110 029  
India

Dear Sir,

In reference to your letter concerning the delayed payment of our insurance claim, we accept this delay, as we were fully prepared for an appeal by Radiation Australia Ltd.

Could you please keep us updated about the developments of this appeal and quickly notify us of any changes to the present situation.

We thank you for your correspondence and the help you have provided our company.

Yours faithfully,

*Donald Arghis*

Donald Arghis

Manager

## **Reply to 5.7.2**

แบบฝึกหัดที่ 5.8 จดหมายการขนส่งและการส่งสินค้าทางเรือ

5.8.1

***Longxian International Ltd.***

Hong Kong Rd., Central, Qingdao, China

Tel.\ Fax. 86 532 5712345

August 9, 2008

Ampro Company  
4628 Santa Rosa Avenue  
CA 5862974  
U.S.A.

Dear Gentlemen:

We are pleased to report to you that your order no. 79334 of 24,000 Helico Aligning Clips has been dispatched and will arrive to you by the end of this month.

Please give us the opportunity of serving you again in any way we can.

Yours truly,

*Blake Luthan*

Blake Luthan

Manager

**Reply to 5.81**

5.8.2

***Guan Hay Ltd.***

**7 Lim Chu Kang, Agrotech Park Lane 5, Singapore 718858  
Tel.\ Fax. 65 67941588**

August 7, 2005

Mr. FRed Marks  
Rm. 501, Lee Wai Comm Bldg.  
1-5A Hart Avenue, T.S.T.  
Kowloon, Hongkong

Dear Mr. Marks,

As per telephone conversation with you this afternoon, this is confirmation that your order no. 20484 of 250 x 100m rolls of 180cm Heesian will be delivered late, owing to the unfortunate breakdown of our binding loom.

We care very apologetic for this delay, and the inconvenience that this has caused your company.

Yours sincerely,

*Robert Kormin*

Robert Kormin

Manager

**Reply to 5.8.2**



แบบฝึกหัดที่ 5.9 จดหมายการธนาคาร

5.9.1

***Toronto Bank***

300 Curragh Ave., Burnaby, Canada  
Tel.\ Fax. 604 430 2365

September 27, 2007

Mr. Harry Newton  
PKK International Ltd.  
Gary and Daphne Clayton  
34 Lawrence Street  
Herne Bay, Auckland  
New Zealand

Dear Mr. Newton,

In reply to your letter of a request for an increase in your company's credit limit, we regret to inform you that we are refusing this application, as the maximum credit limit has been reached. We do not provide credit to our customers of ore than US\$30million.

Therefore, we are suggesting that your company apply for a merchant loan with our bank, which we could provide to your company. Enclosed is the terms, details and application form for this merchant loan.

If you have any further queries, please feel free to contact us.

Yours faithfully,

*Will Dunkun*

Will Dunkun

Manager

## **Reply to 5.9.1**

5.9.2

***Concord Bank***

453 Concord Rd., Concord W, NSW 2138, Australia  
Tel.\ Fax. 61 2 9745 6568

December 28, 2007

JBM Ltd.  
542 Heraklion Ave.  
Heraklion-Attica  
Athens, Greece

Dear Sir,

We are writing to inform you that we are intending to close your account with our company, as it has been inactive for over three months and it has a zero balance.

We are giving you 14 days to reply to our intentions. If you still require your account to be left open, please do not hesitate to contact us. Or if you require the account to be closed, then please disregard this letter.

We expect your prompt reply.

Yours sincerely,

*Robin Athon*

Robin Athon

General Manager

**Reply to 5.9.2.**