

1. Dear Simon,

Thank you very much for showing me around your production facilities. I was most impressed.

I'm pleased to tell you that your company is one of two short-listed for the production of our new website video. This is an important part of our marketing strategy and we are sure you will treat this with the importance it deserves.

I need to have a draft outline of your thoughts for this video by the end of the month. Please send this to me by email as an attachment.

If you need any further help, feel free to contact me.

Best wishes,

Sandy Benny

Marketing Manager

2. Dear Harriet,

Thank you very much for sending me your proposal for next year's training courses.

I'm afraid that we have received two other proposals with much lower prices than those in your one. Unless you can find some way of reducing your asking price, I don't think that there is any way that we can continue to work together.

We will be making a final decision next Monday. If you wish to send us an adjusted proposal, we would need to have it by Friday at the latest.

If you need any further information, please email me.

Regards,

Ted Bull

Training Manager

3. Dear Mr White,

Thank you for your recent job application.

I'm afraid to say that we have received a large number of applications from candidates more

obviously qualified for the job than you appear to be. You have not been shortlisted for this particular job.

However, we have retained your job application in our files and will contact you if a vacancy appears that seems to be more in line with your qualifications and experience.

We would like to offer you our good wishes for your continued search for a suitable job.

Yours sincerely,

Conny Black

Executive Vice-President

4. Dear Jane,

Thank you very much for inviting me to your company's Cocktail Evening next month. I'm afraid I won't be able to attend because I will be on a business trip to San Diego at that time.

I'm particularly sorry that I won't be able to come because I particularly enjoyed last year's event. I'm sure that this year's party will be an equally big success.

Could you give me a call as there are one or two problems I need to discuss with you concerning our current contract? It's nothing very serious, just a few teething problems.

Once again, I'd like to thank you for your kind invitation.

Yours sincerely,

Brian Jackson

5. Dear Simon,

Thank you for an excellent lunch. It was good to see you again.

You asked me to give you a quote for equipping your new office in Dubai. My team is dealing with this as a matter of urgency and we will be back to you shortly.

You also asked me to send you our current price list. I am attaching a copy to this email.

If you have any further requests, I will be only too happy to help.

I hope to see you again soon.

Lindsey

6. Dear David,

Thank you very much for your email of the 4th August (or August 4 as you would say.)

I'm afraid I was away on holiday (or vacation as you would say.)

You want me to arrange a meeting in London for week 47. This should be possible but I will have to confirm this after I have spoken to the other participants. Some are still away but I should be able to get back to you by the end of next week.

I will be in New York in week 34 and I suggest that we meet for breakfast one day so that we can go over an agenda for the London meeting, if it is definitely going ahead.

Regards,

Anna.

7. Dear Sir or Madam,

I'm writing to you today to propose my services as an unpaid intern with your organization.

As you can see from my accompanying c.v. I have just finished a degree in Economics from the University of Kent. Unfortunately, in the current job market I am unlikely to get a paid position if I do not have any valid work experience.

This is why I think I could be of big help to your organization. I would be happy to work for you for a minimum of 6 months without any form of payment. All I ask from you is to give me work experience in a variety of areas.

I am somebody that seeks responsibility as I have shown both in the university and in vacation jobs that I have had. I am also an excellent team player. I think I can contribute a lot to your organization.

Yours faithfully

8. Dear Jim,

I want to thank you again for your recent hospitality. It was really generous of you to invite Barbara and me to stay with you for a few days in your house in Nice. We had a wonderful time. The weather was great, the beaches were fabulous and your swimming pool is sensational. I have never had such fabulous meals in my entire life. However, what made the trip so wonderful was the way you looked after us. You and Sally make the ideal hosts. You are both warm and witty and tremendous fun to be with. I cannot thank you enough.

I've been thinking over the suggestions you made about ways in which our companies can work more closely together. I can see a lot of sense in what you said, particularly at a time of economic difficulty. Why don't we arrange a meeting of our senior people?

Once again, thank you.

John

9. Dear Mr Avis,

I'm writing to you again regarding the £5232 that your company owes to my company.

You received delivery of our goods more than three months ago. You were well aware that payment was due at thirty days. However, you have made no attempt whatsoever to pay us.

When we spoke to you two weeks ago, you told us that a cheque was "in the post". No such cheque has been received.

Unless we get full and final payment within five working days, we shall have no alternative but to pursue this matter through the courts.

Yours sincerely,

H. Segal

10. Dear Ms Maggs,

Thank you very much for offering to help us.

We are a small charity operating a hospice for very sick people. We finance this work by running a charity shop in the town centre. People donate items they don't want and we then sell these at cheap prices. The staff are all volunteers so, apart from the rent and electric bills, all the money we make goes directly to the hospice.

However, in the last few years, the income from the shop is going down. We need to increase it or we will be in financial trouble and the hospice will close. That's why we have asked you, a retail consultant, to help us.

Thank you so much for doing this without charge. We really appreciate it.

Penelope Smith

11. Dear Dick,

I am writing to you today to officially tender my resignation from Lipmark Ltd with effect from the end of March.

I never thought I would ever leave such a great company as Lipmark, but I've been offered a senior position with another company at a salary and with responsibilities that I was unable to refuse.

I cannot say enough good things about Lipmark, about all the people I've encountered in my years of service with the company, and especially about you and the senior management team. Your leadership has been excellent, and I have appreciated all your personal and professional advice over the years. It's my hope that we will stay in touch as I begin this new chapter in my life. However, I am sure that you will understand that this new opportunity is one that I cannot turn down.

If you have any questions, please ask. Thanks again for everything.

Yours sincerely,

12. Dear Sir,

I stayed in your Manchester hotel last Thursday. I had a terrible experience and I now wish to make a complaint.

On arrival, about 4.30 p.m., I was informed that my room was not ready as the hotel was full (as there was a wedding party staying.) I had to wait in the reception area for 35 minutes before I could get access to my room. No complementary tea or other refreshments were provided by your staff as I waited.

On access to my room, I immediately noticed that somebody had been smoking in it, even though I had asked for a non-smoking room. In addition, the room contained two single beds when I had specifically ordered a double bed. I went down to reception and asked for a different room but was told that no other rooms were available.

When I looked in my bathroom, I noticed that there was no soap. I had to phone down to reception and then wait for half an hour before housekeeping provided me with any.

I had intended to eat in the hotel restaurant but when I came downstairs I was told that the restaurant was fully booked by the wedding party. I went back to my room and ordered room service. I had to wait for ninety minutes and the food was lukewarm when I received it. During the night, I was kept awake by people speaking loudly, and even singing, in the corridor outside my room. I rang down to reception on three occasions but no action was taken.

On checking out the next morning, I asked to speak to the manager but he was unavailable. On my bill, I noticed that I was billed for several drinks from the minibar in my room. Needless to say, I didn't have anything to drink.

I have had a terrible experience at your hotel. I demand adequate compensation or I will take my story to the newspapers.

Yours faithfully,