

Topics for letters

1 a) Write a letter from a potential new customer to your company requesting information about some products you sell.

b) Write a letter in reply: thank them, provide further information about the specific products, suggest action for them to take.

2 a) Write a letter from a real-life customer/supplier abroad to you, asking to visit your company.

b) Then write a letter from yourself in reply: give details of the visit and say how much you are looking forward to seeing him/her.

3 Write a letter from you to a hotel abroad to enquire about accommodation. Say where you found their name, mention rooms and dates and any specific requirements.

4 a) Write a letter from you to one of your real-life suppliers complaining about a typical problem that often occurs.

b) Then write a letter/fax from the supplier in reply: apologize, explain and promise action.

5 a) Write a letter from a real-life customer to your company complaining about a typical problem that can occur in your business.

b) Then write a letter from your company in reply: apologize, explain and promise action.

6 Write a letter from you to a real-life customer telling them that the goods they require are no longer available. Offer an alternative.

7 a) Write a letter from you to a real-life customer requesting payment of an unpaid invoice.

b) Then imagine that you had received a similar letter from one of your suppliers and write a reply.

8 Write a letter thanking somebody from another company for their time or help.

9 Write a letter to a real-life colleague/customer/supplier telling them about a change in your plans. Give a reason and suggest/describe an alternative.