**Lesson 2 詢問與相關回覆**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Appreciate | Enquiry for | Place orders | Delivery details | Further details |
| Enclose | Request | Large quantities | Current catalogue | Price list |
| Prompt reply | Regarding |  |  |  |

**Revision of Tenses**

1. Past tense

(用過去分詞: Eg went, enclosed, sent, etc) -＞ Last week, 2 days ago, last month, etc

1. Future tense

(will + 原動詞) 🡪 next week, next month, tomorrow, this Friday, etc.

1. Present perfect tense

(has/ have + p.p.) 🡪 just, already, for, since

Fill in the blanks with the correct form of the verbs.

Dear Mr. Ahsan,

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(attach) five samples of my original designs to this email. The sixth attachment \_\_\_\_\_\_\_\_\_\_(be) a list of designs where I \_\_\_\_\_\_\_\_\_\_\_\_\_\_(collaborate) with other designers including the location (URL) of the designs on the Internet.

Thank you for allowing me to send samples to you. I \_\_\_\_\_\_\_\_\_\_\_\_\_(be) pleased to participate in the forthcoming competition and also introduce my services to your team.

Kindly notify me should you need any other information.

Regards,

Dear Sir,

Thanks for your letter of 10th August, 04 along with quotations and terms.

We \_\_\_\_\_\_\_\_\_\_\_\_(be) ready to accept the quotations as you provided but the terms of trade as you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(mention) is still more than the other valued competitors offering in the market. It would be competitive and justifiable if you allow us 20% Trade Discount for fifteen (15) days. As we \_\_\_\_\_\_\_\_\_\_\_\_\_(order) more than 5000 pieces at a time, you could be able to enjoy a better return on the basis of terms we mentioned above.

We \_\_\_\_\_\_\_\_\_\_\_\_\_(need) “Nokia 2100” on an urgent basis and hence we\_\_\_\_\_\_\_\_\_\_\_(look) forward to getting a prompt reply from you.

Yours faithfully

M.A. Karim

Purchase Manager,

Help Line Communication

Dear Mrs Lee,

I enclose a catalogue and price list of our lawnmowers, as \_\_\_\_\_\_\_\_\_\_\_\_\_(request) in your letter of May 18.

The machine \_\_\_\_\_\_\_\_\_\_\_\_\_\_(buy) by your friend was a 38 cm which \_\_\_\_\_\_\_\_(be) an excellent machine. You \_\_\_\_\_\_\_\_\_\_\_\_(find) details of the smaller size of 30 cm shown on page 15 of the catalogue. Alternatively, smaller than this is the Panther Junior shown on page 17.

**Unscramble the following sentences.**

1. your / enquiry / 8 Feb / dated / Thank you / for
2. Please / me / a / of / copy / current / send / catalogue
3. Thank you for / enquiring / your / electric heaters / letter
4. I am / a copy of / enclose / illustrated / catalogue / pleased / to
5. on / me / please / have/ contact / 6244 5520 / if / you / questions / any
6. appreciated/ prompt/ Your/ would be / reply
7. price list / which / shows / of / is enclosed / our conditions / terms of trading / details / Our

**回覆客戶詢問 EXAMPLE 1**

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| --- |
| Dear Sir/ Madam,  Please send me a copy of your current typewriter catalogue and price list. I am particularly interested in purchasing an electronic typewriter with a memory and single-line display. |

|  |
| --- |
| Dear Mr Wong,  感謝  附上對方要求的東西  提供有關特定商品的細節  以提供示範來結尾 |

**回覆客戶查詢**

**EXAMPLE 2 詢價**

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| --- |
| Dear Sir/ Madam,  I have a large hardware store in Southampton and am interested in the electric heaters you are advertising in the West Country Gazette.  Please send me your illustrated catalogue and a price list.  Yours faithfully,  Mandy |

Information about electric heaters:

Newest heater, the FX21 model

Energy-saving / give out 15% more heat

Details of our terms / price list / catalogue / trial order

回覆

|  |
| --- |
| Dear Mr Johnson,  感謝  提供產品資訊及內容  建議對方行動  結尾 |

**首次詢問MANUFACTURERS**

|  |
| --- |
| Dear Sir / Madam,   1. 背景資料(點樣知道這製造商)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_inform us that you are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. 2. 介妱自己公司We are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. 3. 請求提供詳細資料 4. 詢問採購具體數量的價格 5. 叫對方盡快回覆\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |  |  |
| --- | --- | --- | --- |
| Terms of payment | Discounts | 500 of specific items | Prices quoted |
| Include | Samples of | Details of | Sizes, colours and prices |

**回覆外國進口商的第一次詢問**

|  |
| --- |
| **Dear Sir/ Madam,**  **We learn from Spett, Mancienne off Rome that you are producing for handmade gloves in a variety of natural leathers. There is a steady demand in this country for gloves of high quality, and although sales are not particularly high, good prices are obtained.**  **Please send me a copy of your catalogue with details of your prices and payment terms. It would also be helpful if you could supply samples of the various skins in which the gloves are supplied. I look forward to hearing from you soon.** |

**回覆**

|  |
| --- |
| Dear Mr Lee,   1. 感謝客戶 2. 附上客戶Catalogue 及samples   3, 介妱公司其他產品  4.如有其他問題可以找你 |

**Useful phrases**1. We are interestd in ……….as advertised recently in…..   
2. We would like to receive your current catalogue.

1. We have received an enquiry for your …
2. I was interested to see your advertisement for….

**Body & end**

1. When replying please also include delivery details.
2. Please also state whether you can supply the goods from stock as we need them urgently.
3. If you can supply suitable goods, we may place regular orders for large quantities.

**Reply**

1. Thank you for your letter of….As requested we enclose…
2. I was pleased to learn…that you are interested in our…
3. Thank you for your enquiry dated… regarding…

Ending

1. We look forward to receiving a trial order from you soon.
2. We shall be pleased to send you any further information you may need.
3. Any orders you place with us will have our prompt attention.
4. Please let me know if you need any further details.