Moderné vzdelávanie pre vedomostnú spoločnosť
Projekt je spolufinancovaný zo zdrojov EÚ

OBCHODNÁ
KOREŠPONDENCIA BOA

Pracovné listy

Mgr. Jana Vidová
1. BUSINESS WRITING

The basics of good business letter writing are easy to learn. The following guide provides the phrases that are usually found in any standard business letter. This basic of business letters are important because certain formulas are recognized and handled accordingly.

Think of a basic business letter in three steps:

1. **Introduction** - The reason for writing
   The introduction helps the reader understand in which context the letter should be considered. Possibilities include job interview inquiries, business opportunity requests, complaints, and more. Of course, each type of business letter has its own standard phrases.

2. **Details** - What you would like to accomplish
   The detail section of a business letter is extremely important. This is where you achieve your goals in writing a business letter.

3. **Conclusion / Next Steps** - What you would like to happen in the future
   Provide a call for future action. This can be a chance to talk in person, a follow-up letter or more. It's important and expected to make it clear what you would like for the next step from the person reading your business letter.

The phrases presented in this guide provide a frame and introduction to the content of business letters. At the end of this guide, you will find links to sites that give tips on the difficult part of writing successful business letters - arguing your business objective. By using these standard phrases, you can give a professional tone to your English business letters. Once you understand these basics, you can refine your business letter writing skills by focusing on different types of business letters, as well as other business documents to refine your skills for your business needs at your employers or your own small business organization.

1.1 The Beginning

*The start of any business letter begins by addressing the recipient of the letter.*

Dear Personnel Director,

Dear Sir or Madam: (use if you don't know who you are writing to)

Dear Dr, Mr, Mrs, Miss or Ms Smith: (use if you know who you are writing to, and have a formal relationship with - very important use Ms for women unless asked to use Mrs or Miss).
Dear Frank: (use if the person is a close business contact or friend)

Note: If you are unsure how formal you should be, always choose a more formal form. Writing to a specific person is always preferred if at all possible.

1.2 The Reference

Begin by referencing a specific conversation or other contact means. If this is the first letter in a conversation, you can also provide the reason for writing.

With reference to your advertisement in the Times, your letter of 23rd March,

.... your phone call today,

Thank you for your letter of March 5th.

1.3 The Reason for Writing

I am writing to...

... inquire about ...........................................................................................................................

... apologize for ..........................................................................................................................

... confirm .................................................................................................................................

... comment on ........................................................................................................................

... apply for ..............................................................................................................................

Examples:

I am writing to inquire about the position posted in The Daily Mail.

I am writing to confirm the shipment details on order # 2346.

I am writing to apologize for the difficulties you experienced last week at our branch.

Once you have introduced the reason for writing your business letter, move on to stating more specifically the purpose of your letter. Here are a number of possibilities:

1.4 Requesting

Could you possibly?

I would be grateful if you could

Agreeing to Requests

I would be delighted to…
1.5 Giving Bad News

Unfortunately…

I am afraid that…

Examples:
Would you please forward your job requirements?

I am afraid that I will be unable to attend the conference next week.

I would be delighted to give you a tour of our facility this coming month.

1.6 Enclosing Documents

I am enclosing…

Please find enclosed…

Enclosed you will find…

Closing Remarks
Thank you for your help.

Please contact us again if we can help in any way.

…if there are any problems.

…you have any questions.

1.7 Reference to Future Contact

I look forward to …

…hearing from you soon.

…meeting you next Tuesday.

…seeing you next Thursday.

1.8 The Finish

Yours faithfully, (If you don't know the name of the person you're writing to)

Yours sincerely, (If you know the name of the person you're writing to)

Best wishes,

Best regards, (If the person is a close business contact or friend)
1.9 Sample Letter

Here is a sample letter using some of these forms:

Ken's Cheese House

Address:
Tel:
Fax:
Email:
Date:

Fred Flintstone
Sales Manager
Cheese Specialists Inc.

Address:
Dear Mr Flintstone:

With reference to our telephone conversation today, I am writing to confirm your order for:
120 x Cheddar Deluxe Ref. No. 856

The order will be shipped within three days via UPS and should arrive at your store in about 10 days.

Please contact us again if we can help in any way.

Yours sincerely,
Kenneth Beare
Director of Ken's Cheese House
2. **THE RESUME**

Writing a successful resume depends on many factors. Here is a simple guide to the basics of writing a good resume:

1. Take detailed notes on your work experience. Include both paid and unpaid, full time and part time positions. Include your main responsibilities, any other activities that were part of the job, the job title and company information including the address and dates of employment. Include everything!
2. Take detailed notes on your education. Include degree or certificates, major or course emphasis, school names and courses relevant to career objectives. Remember to include any important continuing education courses you may have completed.
3. Include a list of other non-work related accomplishments. These may include competitions won, membership in special organizations, etc.
4. Based on your detailed notes, decide which skills are transferable (skills that will be especially useful) to the position for which you are applying.
5. Write your full name, address, telephone number, fax and email at the top of the resume.
6. Include an objective for the resume. The objective is a short sentence describing what type of work you hope to obtain.
7. Summarize your education, including important facts that directly relate to the job for which you are applying. You can also choose to include the education section after you have listed your job employment history.
8. List your work experience beginning with your most recent job. Include dates of employment, company specifics. List your principal responsibilities making sure to focus on transferable skills.
9. Continue to list all of your work experience in reverse order. Always focus on skills that are transferable.
10. Finally list information skills such as languages spoken, computer programming knowledge etc. under the heading: Additional Skills
11. Finish your resume with the following phrase: REFERENCES Available upon request

### 2.2 **Tips**

1. Be concise and short! Your finished resume should not be more than page.
2. Use dynamic action verbs such as: accomplished, collaborated, encouraged, established, facilitated, founded, managed, etc.
2.3 Here is an example of a basic resume:

Peter .....

Address:
Phone (503) 456 - 6781
Fax (503) 456 - 6782
E-mail:

Personal Information
Marital status: Married
Nationality: US

Objective
Employment as manager in important clothing retailer. Special interest in developing computer time-management tools for in-house use.

Work experience
1998 - Present / Jackson Shoes Inc. / Spokane, WA
Manager
Responsibilities
• Manage staff of 10
• Provide helpful service to customers concerning shoe choices
• Design and implement computer based tools using Microsoft Access and Excel for staff
• Monthly bookkeeping
• Suggest changes in product offerings on a quarterly basis based on detailed analysis of sales patterns
• Provide in-house training for new employees as needed

1995 - 1998 / Smith Office Supplies / Yakima, WA
Assistant Manager
Responsibilities
• Managed warehouse operations
• Programmed Excel spreadsheet implemented to control sales strengths and weaknesses on quarterly basis
• Interviewed new applicants for open positions
• Travelled locally offering on-site visits to regular customers
• Supervised bookkeeping staff

Education
1991 - 1995 / Seattle University / Seattle, WA
Bachelor of Business Administration

• Four year business administration course focusing and retail work environments

Professional memberships
• Rotary Club Member, Spokane WA
• Young Business Administration Club President 1993-1995, Seattle, WA

Additional Skills
Advanced level skills in Microsoft Office Suite, basic HTML programming, spoken and written proficiency in French

REFERENCES available upon request.
3. LETTER LAYOUT

When you are writing to prospective employers, colleagues, professional and business connections, the layout of your letter is almost as important as what you are writing.

If the letter isn't formatted correctly, doesn't have enough space between paragraphs, and uses a non-traditional font style or size, it can reflect poorly on you.

Here are guidelines for writing a business letter, so all your correspondence makes the best impression.

3.1 Margins

Business letter margins should be about 1” all around. This gives your professional letter an uncluttered look. You should align your text to the left; this is how most documents are aligned, so it will make your letter readable.

3.2 Letter Spacing

Leaving space in your letter creates a clear, uncluttered and easy to read look that the reader will appreciate. Your letter should be in block format: the entire letter should be aligned to the left and single-spaced except for a double space between paragraphs.

3.3 Font Size

The traditional font size for a professional letter is 12. The font should be Times New Roman or Arial. However, if you are using a letterhead, the letterhead may be in a different font size and style.

3.4 Font Style

There is no need to use different styles within a professional letter. Use a uniform font (a bookprint font such as Times New Roman or Arial) and avoid underlining, italicizing, or bolding. However, if you are using a letterhead, the letterhead may be in a different font style.

3.5 Letter Text

Business letter text should be clean and readable. Avoid writing your letter in one large block of text. Break your text into several concise paragraphs. These paragraphs should be aligned to the left; this allows for easier reading.

When you have completed your letter, ask someone else to read it for you. Have them glance briefly at the letter. Is there too much text on the page? Is it easy to see the distinct paragraphs?
3.6 **Contact Information**

The first section of your letter should include your contact information and the contact information of the person you are writing, too. Also include the date you are writing at the top of your letter.

3.7 **Letter Salutation**

Unless you know the reader well and typically address them by their first name, you should include the person's personal title and full name in the salutation (i.e. "Dear Mr. James Franklin").

If you are unsure of the reader's name, include his or her title (i.e. "Dear Executive of Marketing"). If you are unsure of the reader's gender, simply state their full name and avoid the personal title (i.e. "Dear Jamie Smith"). If you are unsure of the reader's gender, name and title, simply write, "To Whom It May Concern." Leave one line blank after the salutation.

3.8 **Letter Paragraphs**

Professional letter paragraphs should be relatively concise. The first paragraph may include a brief friendly opening and a concise explanation of your reason for writing. The second paragraph (and any subsequent paragraphs) should expand upon your reason for writing. The final paragraph should restate your reason for writing and, if applicable, state your plan of action (or request some type of action be taken by the reader).

3.9 **Closing**

When you're writing a business letter or email message it's important to close your letter in a professional manner so you're letter, in it's entirety, is well-written and professional.

3.10 **Signature**

When you are sending a paper letter, finish the letter with your signature, handwritten, followed by your typed name. If this is an email, simply include your typed name.

Finally, don't forget to spell check and proofread your letter before you send it. Again, ask a family member, friend or colleague to review it for you. It's always good for another pair of eyes to take a look because it's hard to catch our own mistakes.
4. BUSINESS LETTER FORMAT

When writing a business letter, the layout of your letter is important, so it's easy to read and looks professional. Use a plain font like Arial, Times New Roman, or Verdana.

Properly space the layout of the business letters you write, with space between the heading, the greeting, each paragraph, the closing, and your signature.

Single space your letter and leave a space between each paragraph.

When sending typed letters, leave two spaces before and after your written signature.

Left justify your letter, so your contact information, the date, the letter, and your signature are all aligned to the left.

4.1 Business Letter Layout

Contact Information

Your Name
Your Address
Your City, State, Zip Code
Your Phone Number
Your Email Address
(space)

Date
(space)

Contact Information

Name
Title
Company
Address
City, State, Zip Code
(space)

Salutation
(space)
Dear Mr./Ms. Last Name:

(space)

**Body of Business Letter**
The first paragraph of your business letter should provide an introduction to why you are writing.

(space between paragraphs)

Then, in the following paragraphs provide more information and details about your request.

(space between paragraphs)

The final paragraph should reiterate the reason you are writing and thank the reader for reviewing your request.

**Closing:**

(space)

Respectfully yours,

(double space)

**Signature:**

Handwritten Signature (for a mailed letter)

(double space)

Typed Signature
5. TYPES OF BUSINESS LETTERS

There are a number of types of business letters in English. Accomplished speakers of English also need to be able to write the following types of business letters to be successful in business. Begin with a clear understanding of business letter writing basics. Once you've understood basic layout styles, standard phrases, salutation and endings, continue to improve your business letter writing skills by learning to write the following types of business letters.

5.1 Making An Inquiry

Make an inquiry when you are requesting more information about a product or service. This type of business letter tends to include specific information such as product type, as well as asking for further details in the form of brochures, catalogs, telephone contact, etc. Making inquiries can also help you keep up on your competition. Use this letter template to ensure you receive a prompt reply.

Remember to place your or your company's address at the top of the letter (or use your company's letterhead) followed by the address of the company you are writing to. The date can either be placed double spaced down or to the right.

Important Language to Remember

- **The Start:** Dear Sir or Madam
  
  To Whom It May Concern - (very formal as you do not know the person to whom you are writing)

- **Giving Reference:** With reference to your advertisement (ad) in...
  
  Regarding your advertisement (ad) in ...

- **Requesting a Catalog, Brochure, Etc.:** After the reference, add a comma and continue
  
  - ... , would (Could) you please send me ...

- **Requesting Further Information:** I would also like to know ...
  
  Could you tell me whether ...

- **Signature:** Yours faithfully - (very formal as you do not know the person to whom you are writing)

An Example Letter

Kenneth...

Address:

Jackson Brothers
3487 23rd Street
New York, NY 12009
September 12, 2000
To Whom It May Concern:

With reference to your advertisement in yesterday's New York Times, could you please send me a copy of your latest catalogue. I would also like to know if it is possible to make purchases online.

Yours faithfully

(Signature)

Kenneth
Administrative Director
English Learners & Company

5.2 Sales Letters

Sales letters are used to introduce new products to new customers and past clients. It's important to outline an important problem that needs to be solved and provide the solution in sales letters. This example letter provides an outline, as well as important phrases to use when sending out a wide variety of sales letters. Sales letters can be improved through the use of personalization in some means in order to ensure attention.

Sales letters are used to introduce products or services to consumers. As such, sales letters tend to use formal letter structures and are rather impersonal because they are sent to more than one person. Sales letters often ask readers to consider a "pain point" - a problem that a person needs solved, and then introduce a product that will provide the solution. It's important to quickly move to your sales pitch in your sales letter as most readers will understand that your sales letter is a form of advertising. Sales letters also often include an offer to encourage customers to try the product. It's important that these offers are clear and provide a useful service to the reader.

Useful Key Phrases

- Are you having trouble ...
- This is why it is important to have ...
- At X, we have the skills and experience to ...
- May we stop by and offer you a FREE estimate of how much it would cost to ...
If so, give us a call at X and set up and appointment with one of your friendly operators.

Example Letter
Document Makers
Address:
Date:

Thomas R. Smith
Drivers Co.
3489 Greene Ave.
Olympia, WA 98502

Dear Mr. Smith:

Are you having trouble getting your important documents formatted correctly? If you are like most business owners, you have trouble finding the time to economically produce good-looking documents. This is why it is important to have a specialist take care of your most important documents.

At Documents Makers, we have the skills and experience to come in and help you make the best possible impression. May we stop by and offer you a FREE estimate of how much it would cost to get your documents looking great? If so, give us a call at and set up an appointment with one of your friendly operators.

Sincerely,

(signature here)

Richard Brown
President

5.3 Replying to an Inquiry

Replying to inquiries are one of the most important business letters that you write. Successfully replying to an inquiry can help you complete a sale or lead to new sales. Customers who make inquiries are interested in specific information, and are excellent business prospects. Learn how to thank the customers, provide as much information as possible, as well as make a call to action for a positive outcome.

It is very important to make a good impression when responding to inquiries from potential customers. Of course, the best impression will be made by providing the materials or
information that the perspective client has asked for, this positive impression will be improved by a well written response.

For further types of business letters use this guide to different types of business letters to refine your skills for specific business purposes such as making inquiries, adjusting claims, writing cover letters and more.

**Important Language to Remember**

- **The Start:**
  
  Dear Mr, Ms (Mrs, Miss VERY IMPORTANT use Ms for women unless asked to use Mrs or Miss)

- **Thanking the Potential Customer for His/Her Interest:**
  
  Thank you for your letter of ... inquiring (asking for information) about ...
  
  We would like to thank you for your letter of ... inquiring (asking for information) about ...

- **Providing Requested Materials:**
  
  We are pleased to enclose ...
  
  Enclosed you will find ...
  
  We enclose ...

- **Providing Additional Information:**
  
  We would also like to inform you ...
  
  Regarding your question about ...
  
  In answer to your question (inquiry) about ...

- **Closing a Letter Hoping for Future Business:**
  
  We look forward to ... hearing from you / receiving your order / welcoming you as our client (customer).

- **Signature:**
  
  Yours sincerely (remember use 'Yours faithfully' when you don't know the name of the person you are writing and 'Yours sincerely' when you do.

**Example Letter**

Jackson Brothers

Address:

Kenneth Beare

Administrative Director

English Learners Company

Address:
Date:

Dear Mr Beare

Thank you for your inquiry of 12 September asking for the latest edition of our catalogue.

We are pleased to enclose our latest brochure. We would also like to inform you that it is possible to make purchases online at http://jacksonbros.com.

We look forward to welcoming you as our customer.

Yours sincerely

(Signature)

Dennis Jackson
Marketing Director
Jackson Brothers

5.4 Letters of Acknowledgment

For legal purposes letters of acknowledgment are often requested. These letters are also referred to as letters of receipt and tend to be rather formal and short. These two examples letters will provide you with a template to use in your own work and can be easily adapted for a number of purposes.

**Useful Key Phrases**

- I hereby acknowledge the receipt of the following documents...
- I am acknowledging receipt of...
- It will be brought to his attention immediately upon his return.
- If I may be of any assistance..., please do not hesitate to call.

**Example Letters**

**Acknowledgment Of Receipt**

[date] ACKNOWLEDGMENT OF RECEIPT

I hereby acknowledge the receipt of the following documents from the firm of [firm] :

____________________________

[Signature of Client]

**Acknowledgment of Letter**

Dear ______
Because ______ is out of the office for the next two weeks I am acknowledging receipt of your letter dated May 20, 1983. It will be brought to his attention immediately upon his return.

If I may be of any assistance during Mr. Jones’ absence, please do not hesitate to call.

Yours Sincerely, 4

5.5 Placing an Order

As a business person, you will often place an order - especially if you have a large supply chain for your product. This example business letter provides an outline to make sure your order placement is clear so that you receive exactly what you order.

5.6 Making a Claim

Unfortunately, from time to time it is necessary to make a claim against unsatisfactory work. Claim letters are used to make claims due to unsatisfactory work or products by companies that have contracted another party to complete work. For example, if a company outsources production of a part required for a final product and is unsatisfied with the contractor’s work, that company will write a claim letter to demand superior products. As such, claim letters have a very formal and serious tone. Use the suggested phrases and model letter below to model claim letters for use in your own business activities. The following letters make claims against unsatisfactory work.

Useful Key Phrases

- As someone who has worked with ...
- we were very disappointed to find / see / have discovered ...
- As our written agreement stipulated, we expected ...
- I think you will agree that a communication problem exists.
- We would like you to ..., or provide us with a refund.

Example Letter
Drivers Co.
Address:
Date:
Richard Brown, President
Document Makers
Salem, MA 34588

Dear Mr. Brown:
As someone who has worked with your company for over 3 years, we were very disappointed to see the documents you produced for our latest Drivers Co. publicity campaign.

As our written agreement stipulated, we expected full color leaflets with fancy explanatory texts, but instead, we found that black and white photos had been included in the prepared leaflets. I think you will agree that a communication problem exists.

We would like you to send out a photographer to provide us with the promised color coverage, or provide us with a refund.

Yours truly,

(signature here)

Thomas R. Smith,
Director

5.7 Adjusting a Claim

Even the best business may make a mistake from time to time. In this case, you may be called upon to adjust a claim. This type of business letter provides an example to send to unsatisfied customers making sure that you address their specific concerns, as well as retain them as future customers.

Useful Key Phrases

• I was very disappointed to read your letter of ... dealing with ...
• As someone who values your business, I have already ...
• Also, we will deduct another X percent of the bill for the misunderstanding.
• Thank you for your patience.

Example Letter

Document Makers
Address:
Date:

Thomas R. Smith
Drivers Co.
Address:

Dear Mr. Smith:
I was very disappointed to read your letter of August 17 dealing with the issue of incorrectly produced publicity leaflets. As someone who values your business, I have already begun to find a solution to resolve this problem.

My top photographer will call you to arrange an appointment at your earliest possible convenience to re-take photos in full color. Also, we will deduct another 15 percent of the bill for the misunderstanding. Thank you for your patience.

Sincerely,

(signature here)

Richard Brown
President

5.8 Cover Letters

Cover letters are extremely important when applying for a new position. Cover letters should include a short introduction, highlight the most important information in your resume and elicit a positive response from your prospective employer. These two examples of cover letters are part of a larger section on the site providing all the information you will need on taking an interview in English during your job search.

The cover letter should always be included when sending your resume or CV for a possible job interview. This letter of application serves the purpose or introducing you and asking for an interview. The most important aspect of a successful cover letter is to introduce yourself as an ideal candidate for the job. To do this, your cover letter should include point out the following.

- How you found the job advertisement
- One or two specific examples of your job experience that matches the job advertisement exactly
  - A call for specific action on the part of the employer
  - A reference to your resume

Here is an outline to writing a successful cover letter. To the right of the letter, look for important notes concerning the layout of the letter signaled by a number.

Cover Letter Outline

Address:

Date:
Mr. Bob Trimm, Personnel Manager
Ideas Inc.
Address:

Dear Mr. Trimm:

**Opening paragraph** - Use one of the following to bring yourself to the attention of the reader and make clear what job you are applying for:

1. Summarize the opening
2. Name the opening
3. Request an opening
4. Question the availability of an opening

**Middle paragraph(s)** - Use one of the following in each of your middle paragraphs to provide the reader with plenty of reasons to invite you to an interview:

1. Education
2. Work experience
3. Ability to work with others and/or alone
4. Interest in your field
5. Interest in the company
6. Responsibilities in previous positions

**Closing paragraph** - Use the closing paragraph to ensure action on the part of the reader.

The last paragraph needs to help ensure that action is taken. You can ask for an interview appointment time, stating that you will be happy to come to the employer's office when convenient. Make it easy for the reader to follow-up by providing your telephone number and email address.

Sincerely,

Kenneth Beare

Enclosure

**Important Salutation Notes**

1. **Begin your cover letter by placing your address first, followed by the address of the company you are writing to.**

2. **Use complete title and address; don't abbreviate.**

3. **Always make an effort to write directly to the person in charge of hiring.**

4. **Always sign letters.**
6. THINGS TO REMEMBER

Contact Information
How you include your contact information will be different based on how you are sending your letter. When you send an email message, your contact information will be at the end of the message instead of the top of the page.

Body of Letter
The body of your letter will include several paragraphs. The first paragraph should include an introduction and a brief explanation of your reason for writing. The second paragraph (and any following paragraphs) should explain further your reasons for writing. The last paragraph should either request action from the reader, if you are requesting something, or state how you will follow-up.

Be sure that the purpose of your letter is clear. The reader will need to know what you are asking for and how they can help you. Or, if you are offering services or assistance what you can provide to the reader.

Closing
A letter is closed with a term like "Best regards" or "Sincerely" which is followed by a comma, then your signature if you're sending a typed letter. If you're sending a email message, simply type your name after the closing.

Signature
The finishing touch to your letter is your signature, which, in an email message, will include your contact information.

How to Address a Letter
It’s important to address the individual you are writing to formally, unless you know them very well.

Letter Writing Guidelines
The next step is to polish up your letter, so there is plenty of space between paragraphs and the top and bottom of the page. You will also want to select a readable, professional style and size of font. What you say will depend on the reason you’re writing, so be sure to tailor your letter to fit your personal and professional situation.

Here are step by step guides to writing a variety of different types of letters, including page margins, fonts, spacing, and details of what to include, along with examples of each.
Examples and Templates
Using a template is a great way to start your own letter or email message because you are starting with the basic format in place. Simply fill in your information in the appropriate section of the letter.

Looking at examples is helpful, too, because you'll get ideas for what to say in your own correspondence.

Letter samples including business letters, cover letters, interview thank you letters, follow-up letters, job acceptance and rejection letters, resignation letters, appreciation letters, business letters, and more letter samples and templates.

Employment, job search and business email message examples, plus email templates, formatted message examples, and subject line, greetings and signature examples.

Proofread and Spell Check
Finally, before you print or upload your letter or send your email message, spell check, grammar check, and proofread it. A tip for making sure there aren't any errors is to read it out loud. You may notice mistakes you didn't catch reviewing it by looking it for.
7. WORDS TO BE USED

It's common to use the verb 'say' over and over again when reporting conversations. The use of he said she said becomes tiresome after time. Not only is he said she said repetitive, but it is not very descriptive. To better describe the feelings behind the reported speech and other statements in narrative writing, it's important to use vocal verbs and adverbs.

Vocal verbs and adverbs help provide motivation behind statements, questions and replies and convey important information to readers. Each vocal verb and vocal adverb has a short description of typical usage, as well as an example statement illustrating how to replace he said she said with something much more descriptive.

7.1 Vocal Verbs

Vocal verbs provide information on the tone of the statement. For example, the vocal verb 'moan' indicates that something is said in a complaining fashion in a low voice. These vocal verbs are grouped by a general indication of the type of statement made.

Say Suddenly
blurt, exclaim, gasp, snap

Examples: Alison blurted out the answer.  
Jack gasped in reaction to the scene.  
I snapped a quick response to his question.

Provide Advice / Opinion
advise, argue, caution, note, observe, warn

Examples: Pete cautioned the children to be careful.  
The teacher observed that the exercise was difficult.  
The driver warned his passengers about the noise.

Say Loudly
exclaim, bellow, call, cry, scream, shout, yell

Examples: She shouted out the answer.  
The boys screamed as they dived into the cold water.  
The mother cried out in disdain when her son was accused of the crime.

Say Softly
The following four vocal verbs are often used as a complaint:
groan, moan, mumble, mutter, whisper
Examples: Jack mumbled his responses to the questions.  
He muttered so badly that they couldn’t understand him.  
I moaned that I was hurt.

Say with Authority / Command
announce, assert, order

Examples: The teacher announced the exam at the end of the week.  
Jane asserted her rights as a voter.  
The police ordered the protesters away from the area.

7.2 Vocal Adverbs
Vocal verbs provide information on the manner in which the statement is made. Vocal adverbs are often used to provide additional information on the feeling that the speaker has when making a statement. For example, the vocal adverb ‘joyfully’ indicates that something is said with great joy. For example: He joyfully exclaimed the news! indicates that the speaker is happy when making the statement. Compare this to: He arrogantly exclaimed the news. which conveys very different information about the speaker.

Common Vocal Adverbs
admiringly - indicates: respect for someone  
Example:  
Alice admiringly noticed his clothes.
angrily - indicates: with anger  
Example:  
She angrily denounced his crimes.
casually - indicates: without much importance  
Example:  
She casually conceded her mistake.
cautiously - indicates: in a careful manner  
Example:  
She cautiously mentioned the extra homework.
cheerfully - indicates: joy, happiness  
Example:  
Frank cheerfully agreed to do the job.
decisively - indicates: belief in statement made

Example:
Ken decisively replied to the question.

defiantly - indicates: challenge to something

Example:
Peter defiantly taunted his classmates.

formally - indicates: proper, correct

Example:
Josh formally complained to the personnel department.

gloomily - indicates: without much belief in something

Example:
I gloomily remarked that I was aware of the problem.

harshly - indicates: critical judgement

Example:
The teacher harshly scolded the children.

jealously - indicates: wanting something that someone else has

Example:
Mary jealously whined the wanted some of the ice cream.

meekly - indicates: without much conviction

Example:
Jennifer meekly mumbled her apology.

mysteriously - indicates: mystery, unexplained situations

Example:
Susan mysteriously warned us about the town in Utah.

offensively - indicates: rudeness

Example:
Alan offensively argued his point about schooling.

sadly - indicates: sadness

Example:
Thomas sadly observed that his business was bankrupt.
serenely - indicates: peace, complete belief in something
Example:
Alice serenely responded to the investigators questions.

shyly - indicates: without conviction, shyness
Example:
The customer shyly complained about the food to the manager.

sternly - indicates: authority
Example:
The teacher sternly stated that all reports were due on Friday.

thankfully - indicates: gratitude
Example:
Jane thankfully accepted the job offer.

wisely - indicates: wisdom, smart decision
Example:
Angela wisely commented on the situation.
8. **THIS SHEET FOCUSES ON CORE VOCABULARY AND PHRASES USED WHEN WRITING BUSINESS LETTERS OR E-MAILS IN ENGLISH.**

This business writing reference can be used in English for specific purposes classes as a starting point for students who need to use English on an everyday basis for written business communications. Teachers are often not equipped with the exact English terminology required in very specific trade sectors. For this reason, core vocabulary sheets go a long way in helping teachers provide adequate materials for students with English for Specific Purposes needs.

<table>
<thead>
<tr>
<th>Expression</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>to act on behalf of</td>
<td>to be late</td>
</tr>
<tr>
<td>to agree with</td>
<td>to have the power to hereby</td>
</tr>
<tr>
<td>always at your service</td>
<td>to be overrun with orders</td>
</tr>
<tr>
<td>as agreed</td>
<td>hereby</td>
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<tr>
<td>as far as I'm concerned</td>
<td>to agree with</td>
</tr>
<tr>
<td>as far as the payment is concerned</td>
<td>to be prepared to - to be willing to before the date we agreed upon</td>
</tr>
<tr>
<td>as follows</td>
<td>in compliance with - accordingly</td>
</tr>
<tr>
<td>as per invoice</td>
<td>to come to a decision</td>
</tr>
<tr>
<td>as per to the conditions</td>
<td>in the absence of</td>
</tr>
<tr>
<td>as per your request</td>
<td>to come to an agreement - to reach an agreement</td>
</tr>
<tr>
<td>as soon as possible</td>
<td>to correspond to the sample</td>
</tr>
<tr>
<td>at your convenience</td>
<td>to correspond with</td>
</tr>
<tr>
<td>at your earliest convenience</td>
<td>letter opening - beginning of the letter</td>
</tr>
<tr>
<td>at your expense</td>
<td>looking forward to hearing from you</td>
</tr>
<tr>
<td>awaiting your reply</td>
<td>to fix an appointment</td>
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<tr>
<td>to be able to to be authorised to to be characterised by</td>
<td>to make the goods available</td>
</tr>
<tr>
<td>to be confident in</td>
<td>following your instructions</td>
</tr>
<tr>
<td>to be delighted to to be held responsible for</td>
<td>to meet a demand</td>
</tr>
<tr>
<td>to be in arrears with payments</td>
<td>from order receipt</td>
</tr>
<tr>
<td>to be in difficulty</td>
<td>to meet customer's requirements</td>
</tr>
<tr>
<td>to be interested in</td>
<td>further to our letter</td>
</tr>
<tr>
<td>on arrival of the goods</td>
<td>to meet the demand</td>
</tr>
<tr>
<td></td>
<td>following our letter</td>
</tr>
<tr>
<td></td>
<td>goods listed below</td>
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<tr>
<td></td>
<td>Messrs</td>
</tr>
<tr>
<td></td>
<td>greeting</td>
</tr>
<tr>
<td></td>
<td>to notify in advance about</td>
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<tr>
<td></td>
<td>on advanced payment</td>
</tr>
<tr>
<td>on behalf of</td>
<td>to have the pleasure to to stop negotiations</td>
</tr>
<tr>
<td>on condition that - provided that</td>
<td>to submit a sample</td>
</tr>
<tr>
<td>on delivery</td>
<td>to suit the quality - to meet the quality</td>
</tr>
<tr>
<td>on receipt of the order</td>
<td>to take into consideration</td>
</tr>
<tr>
<td>on short notice</td>
<td>the aim of this letter</td>
</tr>
<tr>
<td>on written request</td>
<td>the following items</td>
</tr>
<tr>
<td>order to be confirmed</td>
<td>the goods are available in our warehouse</td>
</tr>
<tr>
<td>our best attention</td>
<td>the goods are not similar to sample</td>
</tr>
<tr>
<td>our offer is still open</td>
<td>the goods are sold out</td>
</tr>
<tr>
<td>outside address</td>
<td>the goods arrived in good conditions</td>
</tr>
<tr>
<td>to pay the maximum attention to the matter</td>
<td>the letter remained unanswered</td>
</tr>
<tr>
<td>payable in advance</td>
<td>the matter in reference</td>
</tr>
<tr>
<td>please allow us</td>
<td>the meeting was cancelled</td>
</tr>
<tr>
<td>please send us</td>
<td>to our mutual benefit</td>
</tr>
<tr>
<td>please send us your instructions</td>
<td>to the kind attention of</td>
</tr>
<tr>
<td>prices are increasing</td>
<td>under separate cover</td>
</tr>
<tr>
<td>to reach the destination</td>
<td>up to an amount of</td>
</tr>
<tr>
<td>to refer to to return a letter to the sender</td>
<td>utmost care</td>
</tr>
<tr>
<td>to sell at the best</td>
<td>we acknowledge receipt of</td>
</tr>
<tr>
<td>to send under separate cover</td>
<td>we apologize again for</td>
</tr>
<tr>
<td>sender address</td>
<td>we apologize for</td>
</tr>
<tr>
<td>short term</td>
<td>we apologize for the delay</td>
</tr>
<tr>
<td>similar to sample - up to sample</td>
<td>we apologize for the mistake</td>
</tr>
<tr>
<td></td>
<td>we are sorry to have to we are sorry to inform you</td>
</tr>
</tbody>
</table>