



# A business letter



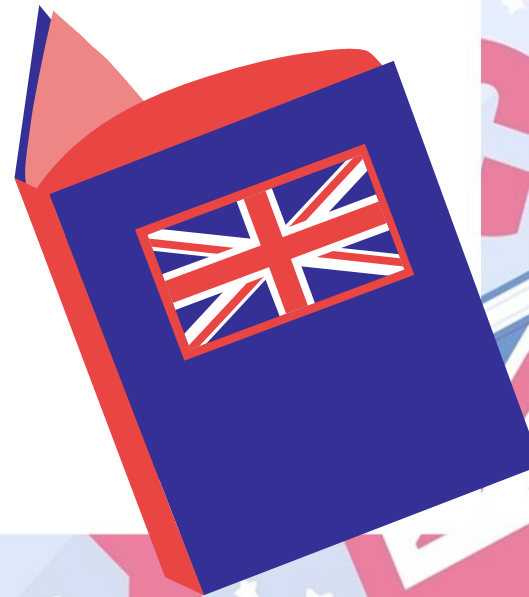
# หัวข้อเรื่อง(Topics)

1. Vocabulary

2. Reading a Letter Form

3. Listening and Reading a Letter Form

4. Worksheets



# Vocabulary

Read the following vocabularies.

| Vocabulary          | Meaning         |
|---------------------|-----------------|
| A business letter   | จดหมายธุรกิจ    |
| An inquiry letter   | จดหมายสอบถาม    |
| A complaint letter  | จดหมายร้องเรียน |
| Invoice             | ใบส่งของ        |
| Terms of payment    | การจ่ายเงิน     |
| Delivery date       | วันส่งของ       |
| Would like          | ต้องการ         |
| Look forward to     | รอคอย           |
| Sale representative | ตัวแทนจำหน่าย   |
| Method of transport | วิธีการขนส่ง    |

| Vocabulary   | Meaning      |
|--------------|--------------|
| Apology      | การขอโทษ     |
| Receipt      | ใบเสร็จ      |
| Merchandise  | สินค้า       |
| Organization | องค์กร       |
| Guarantee    | รับประกัน    |
| Situation    | สถานการณ์    |
| Take place   | เกิดขึ้น     |
| Contract     | สัญญา        |
| Purchase     | การซื้อ      |
| Production   | การผลิต      |
| Headquarter  | สำนักงานใหญ่ |
| Concern      | เกี่ยวข้อง   |



# Reading

## Parts of Business Letter

There are eight parts in every business letter.

- |                                 |                            |
|---------------------------------|----------------------------|
| 1. Heading (letterhead/address) | 2. Date                    |
| 3. Inside address               | 4. Salutation              |
| 5. Body/messages                | 6. Complimentary close     |
| 7. Signature                    | 8. Identification initials |



118 Soi 52, Sukhumvit Road, Bangkok 10110, Thailand  
Tel. 02-091-2154

February 21, 2015

Mr. Jaroon Suksri

25 Soi Chompol

Lad Prao Road, Bangkok

Bangkok 10900

Dear Mr. Suksri

We wish to thank you for answering our advertisement. We had an extremely large number of replies. It took us quite a while to sort through them and make a decision.

We regret to inform you that we have decided to select one of the other candidates who applied. Allow us to wish you the best of luck in the future.

Yours sincerely,

S.

Suwatchai Wacharasak,

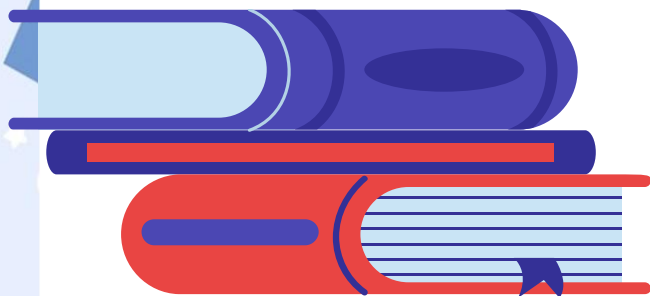
Personnel Manager

SCW/ab

## Parts of Inquiry Letter

An inquiry letter details us about products. The parts are the following:

- a catalogue
- a price list
- a sample
- terms of payment and discounts
- availability of goods
- a brochure
- method of transport
- delivery time



21 Sukhumvit 102  
Bangna, Prakanong  
Bangkok 10260

December 6, 2014  
Mr. Prasert Sirichai  
Sales Representative  
Matthews & Wilson  
6 Suthisarn Rd.,  
Phyathai, Bangkok 10310

Dear Sir,

I am interested in your Sumsung smartphone A7. No. A 201. I would like to know about your terms of payment, discounts and delivery date.

I look forward to hearing from you soon.

Your sincerely,  
K.  
Kembery Ford

## Listening and Reading

Listen and read.

Look at the pieces of advice about writing e-mails.

E-mails follow most of the rules of business letter writing. Use an appropriate ending, an appropriate greeting at the beginning. Use complete words. Don't use contractions or abbreviations.



## Enquiry E-mail

Dear Mr. Mark,

Thank you for your enquiry. Please find attached our full, up-to-date price list. You can see our catalogue on your website by clicking on this link.

I have also attached an order form. Wishing you to place an order with us.

I would be grateful if you could let me know where you are based, so that I can send you details of our delivery options.

If you have any further questions, please do not hesitate to ask.

Your sincerely,

I.

Inthira Thirawut



Listening and Reading 1

## Writing a complaint e-mail

Dear Mr. Adam,

On the 25th of January I ordered skirt (size XL) from you but not the size I ordered.

It seems like some confusion with another order. In addition, you charged me 499 instead of 399 baht. It's too tight for me. Please send me the correct skirt size as soon as possible. You have to reimburse for me the amount you charged.

Yours sincerely,

J.

Jitana



Listening and Reading 2

## Responding to a complaint e-mail

Dear Sir,

I am writing to complain about the recent order we placed with your company. Unfortunately, the order was not supplied correctly, so I am asking for an explanation.

We placed an order with your company for 8,000 items, but you had sent only 6,000 units.

Please check what happened and obviously make up the shortfall immediately. We will be forced to take further action if the problem is not resolved at the earliest opportunity.

I look forward to hearing from you shortly.

Yours sincerely,

K.

Kenbery Ford



Listening and Reading 3