



Balogh Józsefné

Megrendelések idegen nyelven



A követelménymodul megnevezése:

Közlekedésüzemvitel általános előírásainak alkalmazása

A követelménymodul száma: 0663-06 A tartalomelem azonosító száma és célcsoportja: SzT-a19-50



E-MAIL

ESETFELVETÉS–MUNKAHELYZET

Let's imagine that you want to take a group of students on holiday where they can learn English as well. How can you start organizing the trip?

SZAKMAI INFORMÁCIÓTARTALOM

From: Kate.Tiny@gmail.com
To: Mary.Mahon@freemail.hu
Date: Wed 21 July 2010
Subject: Language learning trip

Dear Mary,

I would like to take a group of students on holiday where they can improve their English as well. Your travel agency is the best. Will you recommend me a place that's not too expensive for us?

Best wishes

Kate

Wordlist

to imagine	elképzel
to organise	megszervez
trip	utazás, kirándulás
to recommend	ajánl, javasol
travel agency	utazási iroda
expensive	drága
to receive	megkap
greeting	üdvözlés, köszönés
to appear	feltűnik, megjelenik
casual	lezser
time zone	időzóna
decision	elhatározás
reason	ok
take drugs	kábítószer szed

TANULÁSIRÁNYÍTÓ

Task 1.

Read the e-mail above and answer the questions.

1. Where is the electronic address?

2. What does it tell the receiver?

3. Why doesn't the writer usually use traditional greetings?

4. What about the style of it?

Task 2.

Read the answers of the travel agency and complete the e-mail with the words in the box.

wishes, us, mobile, stay, from, best, subject, long, details, will

.....(1): Mary.Mahon@gmail.com

To: Katy.Tiny@freemail.hu

Date: Fri 23 July 2010

.....(2): Re:Language learning trip asking for info

Dear Kate,

I'm happy that you've chosen(3) . I'll do my(4) to find a good and cheap place for you. But(5) you give me some(6) ? When would you like to go? How(7) can you(8) ? Don't you hate(9) homes?

Best(10)

Mary

Key:

Task 1.

1. at the top
2. who the message is from
3. Because information about the sender and receiver appears at the top.
4. It is much more informal than letters and can be casual.

Task 2.

1. from
2. subject
3. us
4. best

5. will
6. details
7. long
8. stay
9. mobile
10. wishes

MUNKANYAG

ÖNELLENŐRZŐ FELADATOK**Task 1.**

Answer the questions below.

1. Try to explain what an e-mail is. What does the abbreviation "e" stand for?

2. When is it useful?

3. When can messages be read?

Task 2.

Use the clues below and write an e-mail of 40–50 words.

You have decided to change school. Write an e-mail to a friend of yours.

- telling her about your decision
- saying when you are leaving
- explaining the reasons for your decision

Lined writing area with 18 horizontal lines.

MUNKANYAG

MEGOLDÁSOK

Task 1.

1. E-mail or electronic mail is how the messages are sent over the internet.
2. It is useful for differences in time zones.
3. When the receiver is ready to read it.

Task 2.

From:
To: Daisy.Smarty@gmail.com
Date:
Subject: Changing school

Dear Daisy,

I don't know whether you've heard about it or not, I've decided to change schools. I'm going to leave on Wednesday. I'm fed up with kids who take drugs here. Although I will be sad to leave, I hope my new school will be better.

Keep in touch

Kate

SZAKMAI INFORMÁCIÓTARTALOM

28 July 2010 Wed 09.50 FAX 01234256

FAX MESSAGE

ALMOND STREET HIGH SCHOOL

To: Mary Mahon, Speedy Snail Travel Agency

From Kate Marton

Date: 28 July

Re: Booking

Following our e-mail conversation this fax is to book a language learning course for 15 students plus two teachers, who accompany them from school.

We would like to go to Malta from 23 Oct to 2 Nov by air. Staying at mobile homes is not convenient for us, we would like to stay at host families.

Will you organise English language classes for us for three afternoons?

Please inform us about the costs: How much is the plane ticket, the accommodation and the language course? Is the airport transfer included?

Best wishes

KM

Wordlist

to accompany	elkísér
convenient	megfelel
cost	költség
to inform	értesít, tudat, tájékoztat
include	magában foglal, tartalmaz
accommodation	szállás
transfer	átszállítás
transmission	továbbítás, átvitel
initial	kezdőbetű
heading	címsor, sorok

MEGRENDELÉSEK IDEGEN NYELVEN

detail	részlet
sender	küldő
response	válasz
booking	foglalás
reservation	foglalás
in advance	előre, előzetesen
confirmation	visszaigazolás, megerősítés
charge	ár, fizetés

TANULÁSIRÁNYÍTÓ

Task 1.

Read Kate Marton's fax and answer the questions below.

1. What is there in the left upper corner of a fax?

2. What does "Re" stand for?

3. What are the traditional greetings the writer does not use because the information about the sender and receivers appear at the top?

4. What does the fax end with?

5. Why is it good saying how many pages you are sending?

6. What about the style of a fax?

Task 2.

Make lists of information you would include in a fax. Fill in the columns under the headings.

Must include	can include	doesn't have to include	mustn't include

Key:

Task 1.

1. The date of the transmission is printed by the machine when the fax is sent.
2. It means "regarding". You should put the subject there.
3. Dear Sir/Madam,
4. The sender's name or initials.
5. Because the receiver knows this way if there is any problem with the transmission.
6. It is more direct than a letter.

Task 2.

must include: the date of the transmission, number of the fax, name of the receiver, subject of the fax, main body (the issue or problem in detail)

can include: signature, the number of the pages

doesn't have to include: traditional greetings

mustn't include: address of the sender, the address of the receiver

ÖNELLENŐRZŐ FELADATOK

Task 1.

Read the fax from Mary Mahon and complete it with the words in the box.

charge, includes, name, transfer, response, costs, message, accomodation, inform, confirm, in advance, booked

29 June 2010 Thurs 10.00 Fax 01689 85123

SPEEDY SNAIL TRAVEL AGENCY

To: Kate Marton Head of the Foreign Language Department

From: Mary Mahon

Date: 29 June 2010

Re: Booking Confirmation

In.....(1) to your fax(2) it is to(3) that the language course for 15 students plus two teachers in Malta from 23 Oct to 2 Nov is(4) in the(5) of the Almond Street High School.

The(6) are the following:

- Plane ticket HUF 74,000
-(7) HUF 56,000
- Language classes HUF 12,000
- That's HUF 14,2000

It(8) the arirport(9) as well but if you want cultural programmes you should pay extra(10) e.g.

- a day-trip to Gozo HUF 9,000
- a day-trip to Valletta HUF 6,000
- a half-day trip to Mdina HUF 5,000
- a half-day trip to the Blue Grotto HUF 5,000
- a half-day sports programme at Aqua Centre HUF 3,000

Please(11) me if you want to book any if these programmes(12).

Thank you

MM

Task 2.

Put down the definition of the following words in English.

1. charge

2. include

3. transfer

4. response

5. cost

6. message

7. accomodation

8. inform

9. confirm

10. in advance

11. to book

Task 3.

Use the clues below and write Kate's answer fax to the Speedy Snail Travel Agency.

Kate thinks that she can organize the trips to Valletta and Mdina in Malta but she wants to book the day-trip to Gozo the half-day trip to the Blue Grotto and the half-day sports programme at Aqua Centre in advance.

Task 4.

Write the Speedy Snail Travel Agency's fax to the Almond Street High School to confirm the cultural programmes' reservation.



MUNKKANYAG

Task 5.

Read the hints below for writing good business letters and complete them with the verbs in the box.

Explain, Use, Be, Exclude, Put

1. simple but precise language.
2. polite.
3. all irrelevant information.
4. what a letter is about in the first sentence of the first paragraph.
5. only one main idea in a paragraph.

MEGOLDÁSOK

Task 1.

1. response
2. message
3. confirm
4. booked
5. name
6. costs
7. accomodation
8. includes
9. transfer
10. charge
11. inform
12. in advance

Task 2.

1. a price (to be) paid for goods or services
2. to consider, put in , (a person, thing) as part of the whole
3. to cause a person, office etc. to change position
4. an answer (the usual word), reaction
5. the amount of money (to be) paid for something; something done, needed or given to obtain sth
6. a piece of news or a request sent to a person
7. a place to stay or live
8. to give knowledge, news or facts to a person
9. to state definite agreement to (a date, for an event, an appointment, a contract)
10. before
11. to order (and pay for it) (a place on a course of study, a ticket for, a seat in a theatre or plane, etc.); to reserve places

Task 3.

30 June 2010 Frid 9.30 Fax: 01234 2626

FAX MESSAGE

ALMOND STREET HIGH SCHOOL

To: Mary Mahon Speedy Snail Travel Agency

From: Kate Marton

Date: 30 June

Re: Cultural programmes

Dear Mary,

As for the cultural programmes I would like to look a day-trip to Gozo on 30 Oct, a half-day sports programme at Aqua Centre on 25 Oct and a half-day trip to the Blue Grotto on 27 Oct.

Of course we would like to go to Valletta and Mdina but I think I can organise these trips myself.

Thank you.

KM

Task 4.

30 June 2010 Frid 13.00 Fax: 01687 85192

FAX MESSAGE

SPEEDY SNAIL TRAVEL AGENCY

To: Kate Marton

From: Mary Mahon

Date: 30 June 2010

Re: Cultural Programmes' Reservation

This fax is to confirm your reservation for:

- 25 Oct a half-day sports programme at the Aqua Center
- 27 Oct a half-day trip to the Blue Grotto
- 30 Oct a day-trip to Gozo

Best wishes

MM

Task 5.

1. Use
2. Be
3. Exclude
4. Put
5. Explain

MUNKANYAG

BUSINESS LETTER

ESETFELVETÉS– MUNKAHELYZET

Where do you write if you want to go to Edinburgh, Scotland and would like to get help to organise the accommodation for you?

Blank writing area with horizontal lines for the answer.

SZAKMAI INFORMÁCIÓTARTALOM

BAG PIPE
TOURIST INFORMATION CENTRE
16 Highland Street
Edinburgh, Scotland

Ms Kate Marton
12 Cheese Market
Alkmar
Netherlands

Our ref. ML/Ski
Your ref. SK 1203
26 Sept 2010

Dear Ms Marton,

“Where to stay on Bag Pipe” brochure

Thank you for your letter of 26 September, asking for details of accommodation in Edinburgh.

I have enclosed a copy of the “Where to stay on Bag Pipe” brochure which contains information about hotel and bed & breakfast accommodation.

You can book the accommodation directly by using the internet addresses and the telephone numbers in the brochure.

Edinburgh is a picturesque place to go to and it has got a unique atmosphere. I hope you will have enough time to discover it for yourself.

I look forward to hearing from you soon.

Yours sincerely

John Macmahon

JOHN MACMAHON
Tourism manager

enc. "Where to stay" brochure

Wordlist

picturesque	festői
highland	felföld
brochure	prospektus
unique	különleges, egyedülálló
atmosphere	légkör, hangulat
to discover	felfedez
to look forward to + verb + ing	nagyon vár valamit
otherwise	máskülönben
to summarise	összegez
title	cím
position	beosztás, állás, tisztség
to refer to sth	utal valamire
escort	kiséret
disabled	munkaképtelen, nyomorék
handicapped	fogyatékos
wheelchair	kerekesszék
carriage	vasúti kocsi
free of charge	ingyen, térítés nélkül
certification	igazolvány, bizonylat
consist of	magában foglal, tartalmaz
to indicate	feltüntet, jelez
request	kérés, óhaj

TANULÁSIRÁNYÍTÓ

Task 1.

Read the letter above and answer the questions.

1. What kind of letter is that?

2. What do you have to write in the right upper corner of an informal letter?

3. What do you have to write on the left above the salutation?

4. What kind of rules are connected with the salutation?

5. What does the subject line summarise?

6. What do you have to know about the body of the letter?

7. What do you have to write under your signature?

8. When do you have to end your letter with “Yours sincerely”?

9. When do you use “Yours faithfully” to end your letter?

10. What does “enc” stand for?

Answers:

1. formal
2. the sender's address (not name); the date
3. the receiver's name and address
4. When you know the reader's name you should always use it. Otherwise you should write Dear Sir/Madam or the position.
5. What the letter is about.
6. It should be clear and polite.
7. The typed version of your name and your title/position.
8. If it begins with a name.
9. If it begins with Dear Sir/Madam or Dear Ms.
10. It stands for enclosures and refers to anything you send with the letter.

ÖNELLENŐRZŐ FELADATOK

Task 1.

Put the extracts in the correct order to make the original letter.

- A Dear Customer Services Department,
- B Telly Simson
- C 15 Sept 2010
- D These people would like to take a train from Budapest to Gyula on 2 October and return on 9 October. So they need a return ticket.
- E Telly Simson
Manager of Disabled Persons' Home
- F 8 Almond Street
- G I am writing to book a special carriage of yours for 10 handicapped persons who need their wheelchairs to move.
- H Budapest 1157
- I 2 disabled service men will accompany them.
- J I look forward to hearing from you soon.
- K Please inform me what kind of details you need for the reservation.
- L Customer Services Department
- M Yours sincerely
- N MÁV-START Zrt. 1087 Budapest, Könyves Kálmán krt, 54-60
- O Can I book the tickets together with the carriage or do I have to do it separately?

1-... 2-... 3-... 4-... 5-... 6-... 7-... 8-... 9-... 10-... 11-... 12-... 13-... 14-...
15-...

Task 2.

Read the letter and answer the questions.

1. Who wrote it?

2. To whom?

3. What does the sender want?

4. What is the sender's address?

5. What is the receiver's address?

Task 3.

Read the clues below and write MÁV-START Zrt.'s answer to Disabled Person's Home.

MÁV-START Zrt. has a carriage like that and it can be booked for disabled people in advance.

The handicapped living in special homes, their escorts and disabled service men are eligible for a travelling discount with the certification of the special home.

The railway company transport the wheelchair free of charge.

MEGOLDÁSOK

Task 1.

1. F
2. H
3. C
4. L
5. N
6. A
7. G
8. D
9. I
10. K
11. O
12. J
13. M
14. B
15. E

Task 2.

1. Telly Simson
2. The Customer Services Department of MÁV-START Zrt.
3. To book a carriage for 10 disabled persons and their wheelchair.
4. 8 Almond Street Budapest 1157
5. MÁV-START Zrt. 1087 Budapest, Könyves Kálmán krt, 54-60

Task 3.

MÁV-START Zrt.
54-60 Könyves Kálmán Krt
Budapest
1087

20 Sept 2010

Dear Ms Simson,

MÁV-START Zrt. is happy to inform you that has a special carriage for disabled people and their wheelchairs.

What you should do to reserve it is writing a letter of booking for us with the certification of the special home that consists of the name and the date of birth of these people. The above mentioned people and the disabled service men will get a travelling discount and the railway company will transport the wheelchairs free of charge.

Don't forget to indicate the dates of the departure and arrival.

If you have any more questions or requests contact us.

Yours sincerely

Mary Smiss

Mary Smiss

Customer Services Department

Task 4.

1. apologize
2. confirm
3. inform
4. thank
5. complain
6. invite

MUNKKÖNYV

PLACING ORDERS

ESETFELVETÉS–MUNKAHELYZET

How can you place an order?

MUNKANYAG

SZAKMAI INFORMÁCIÓTARTALOM

Order		No. DR 4321	
F. Fynch & Co. Ltd. Head Office Newell Street Manchester B2 2EL Telephone: 021 536 8571 Fax: 024 236 8596			
Roltex S.p.A Via di Pietra Poppolo 00256 Roma Italy		Authorized L. Ferrant	
Quantity	Item descriptions	Cat No.	Price c.i.f.London
40	V neck	20 black/20 red/R431	£ 25 each
30	Roll neck	15 black/15 blue/N152	£ 15 each
30	Crew neck	15 red/15 green/N152	£ 20 each
Note: Subject to 8 % quantity discount			
Comments: 15% Trade Disc. Pymt. D/P Del 6 weeks		Date: 25 May 2010	

F. Fynch & Co. Ltd.
Head Office Newell Street Manchester B2 2EL
Telephone: 021 536 8571 Fax: 024 236 8596

Roltex S.p.A
Via di Pietra Poppolo
00256 Roma
Italy

Your ref: D/1236
Our ref: Order DR 4321
25 May 2010

AHU: Mr G. Bento

Dear Mr Bento,

Please find enclosed our order No. DR 4321, for males cardigans in assorted sizes, colours and designs.

We have decided to accept the 15% discount you offered and terms of payment viz. documents against payment.

Would you please send the shipping documents and your sight draft to CityBank, Real Street, Manchester B3 1SQ

MEGRENDÉLÉSEK IDEGEN NYELVEN

We would appreciate delivery within the next six weeks, and look forward to your acknowledgement.

Yours sincerely

Lionel Ferrant

LIONEL FERRANT
Purchasing Department Manager

Enc. Order form No. 4321

Wordlist

shipping documents	szállítási bizonylatok
to appreciate	nagyra értékel
delivery	kiszállítás, kézbesítés
acknowledgement	elismervény
purchasing department	beszerzési osztály
quantity	mennyiség
authorized	illetékes
stock	készlet
shipment	szállítás, elküldés

TANULÁSIRÁNYÍTÓ

Task 1.

Read the two letters above and answer the questions.

1. What do you have to do when you place an order?
2. Why do you have to write a cover letter as well?
3. What is the difference between a cover letter and an official order form?
4. What do you think "acknowledgement of the order" mean?

Task 2.

Complete the Acknowledgement of order with the words in the box.

Kingdom, sincerely, Purchasing, order, up, items, near, order, which, stock

Roltex S.p.A
 Via di Pietra Poppolo, 00256 Roma
 Telefono: Roma 2688103
 Telefax: 066845476

Mr L. Ferrant of (1) Department
 F. Fynch & Co. Ltd
 Newell Street
 Manchester B2 2 EL
 United(3)

Us rif:(2) DR 4321
 Ns. Rif: 1230
 30 May 2010

Dear Mr Bento,

Thank you for your(4) No DR 4321(5) we are
 making(6) . We have all the(7) in
(8) and will be advising you in the(9)
 future.

Yours(10)

G. Bento

G. BENTO

Key:

Task 1.

5. to write a cover letter; to fill in an official order form
6. If you have a request you can write about it in the letter.
7. The language: you use grammatical sentences in the cover letter; the order form has "catalogue language" and it is more concrete.
8. When the company let the customer know that the order has been received.

Task 2.

1. Purchasing
2. order
3. Kingdom
4. order
5. which
6. up
7. items
8. stock
9. near
10. sincerely

MEGOLDÁSOK

Task 1.

XYZ Book Company
Sunrise Boulevard
Riverton, MI 44444

87 Broad Street North
Dry Gulch, NM 55555
8/20/10

Dear Purchasing Department,

I would like to order the following books in cloth or hardback.

- Changing Times by Ralph Wright, United Press, 1980, one copy
- Music for Millions by Nellie Blum, Great Books Co., 1955, two copies

Would you please send me the list of prices and shipping costs as soon as possible.

Thank you

.....

MUNKANYAG

LETTERS OF COMPLAINT

ESETFELVETÉS–MUNKAHELYZET

What do you do if you buy something and it is damaged?

MUNKAANYAG

What can you complain about?

MUNKAANYAG

SZAKMAI INFORMÁCIÓTARTALOM

Dear Mr Fellow,

I am writing to complain about the shipment of blazers which I received this morning.

I found the cardboard boxes in which the blazers were packed damaged. I am sure that the consignment is incomplete so I am returning it.

You should contact the forwarding company and ask them for full compensation.

Fortunately the sale was on a CIF basis. Please let me have a full replacement consignment within a few days.

Yours sincerely

Mary Shine

MARY SHINE

Wordlist

cardboard	karton (papír)
to return	visszaad, visszaszállít
forwarding	szállítmányozó
compensation	kártalanítás
consignment	küldemény
replacement	pótlás, helyettesítés
CIF= Cost Freight Insurance	
cost	költség
freight	szállítmány, fuvardíj
Insurance	biztosítás
be damaged	sérült
to suggest	javasol
instruction manual	használati utasítás
be busy	elfoglalt
attention	figyelem
to apologize	elnézést kérni
error	hiba

TANULÁSIRÁNYÍTÓ

Task 1.

Answer the questions below.

1. When did Mary receive the consignment?

2. What were the blazers packed in?

3. Why is Mary returning the whole consignment?

4. What does she want to get?

Task 2.

Answer the questions.

1. How many paragraphs does a typical letter of complain consist of?

2. What is the first paragraph for?

3. What is the second paragraph for?

4. And the third one?

Key:

Task 1.

1. This morning
2. Cardboard boxes
3. Because the cardboard boxes are damaged and the consignment is incomplete.
4. A full replacement consignment within a few days.

Task 2.

1. Three
2. It states the reason for writing
3. It explains the problem
4. It suggests the solution

ÖNELLENŐRZŐ FELADATOK

Task 1.

Match the words with the definitions.

A	consignment	1 the goods carried
B	shipment	2 repayment for loss/ damage suffered
C	complain	3 quality of goods to be transported by ship
D	forwarding company	4 say you are unhappy about goods or services
E	compensation	5 load of goods ordered by a customer
F	freight	6 an organization which arranges transportation

Task 2.

Read the letter of complaint below and complete it with the words in the box.

forward, complain, matter, received, package, missing, instruction, grateful, manual, attention, as, busy, possible

Waterloo Station
26 July 2010

Revol Co
15 Park Street
Manchester

Dear Mr Walton,

I am writing to (1) about your calculators I (2) this morning.

When I opened the(3) I saw that there was no(4) manual in the boxes. We want to sell these calculators during the(5) summer period so I would be(6) if you could send me the(7) instruction(8) as soon(9) it is(10).

Please could you give this(11) your immediate(12) .

I look(13) to hearing from you soon.

Yours sincerely

John Smith

JOHN SMITH
Manager of Gift Shop

Task 3.

Read the reply to John Smith's complaint. But the parts of the letter are jumbled. Put them in the correct order.

- A Yours sincerely
Philip Walton
- B 15 Park Street
Manchester
UK
- C Dear Mr Smith
- D We look forward to receiving your next order
- E Philip Walton Manager of Customer
- F As a token of regret we will be pleased to offer you a discount of a 5% of your next order
- G Thank you for your fax of 26th July. We would like to apologize for the mistake in delivery.
- H JohnSmith
Gift Shop
Waterloo Station
London
- I This was due to an error in packing . We will send 10 copies of introduction manual to you today

MEGOLDÁSOK

Task 1.

1. f
2. e
3. a
4. c
5. b
6. d

Task 2.

1. complain
2. received
3. package
4. instruction
5. busy
6. grateful
7. missing
8. manual
9. as
10. possible
11. matter
12. attention
13. forward

Task 3.

1. B
2. H
3. C
4. G
5. I
6. F
7. D
8. A
9. E

REFUSING AN ORDER

ESETFELVETÉS–MUNKAHELYZET

Can you imagine that an order is refused?

MUNKAANYAG

Why?

MUNKAANYAG

SZAKMAI INFORMÁCIÓTARTALOM

Sanders Ltd.
54 Bakers Road
Liverpool
Tel: 071 543 1615
Telefax: 928 5374

Mr M. Bros
131 Place Roget
B-1210 Brussels

5 July 2010

Dear Mr Bros,

Thank you for your order No PT 394 which we received yesterday.

We are sorry to say that we are completely out of stock of this item and it will be at least six weeks before we get our next delivery, but please contact us then.

Yours sincerely

B. Crane

B. CRANE
Sales Manager

TANULÁSIRÁNYÍTÓ

Task 1.

Read the letter above and answer the questions.

1. Why is the order being refused?

2. When will the next delivery of this product be?

Answers:

1. They are completely out of stock of this item.
2. It will be at least 6 weeks.

ÖNELLENŐRZŐ FELADATOK

Task 1.

Use the clues below and write the letter to refuse the order.

You got an order No 357 from a client of yours today but you no longer manufacture this product as demand over the past few years has declined.

The name, address and telephone number of the client are:

Shopfilters Ltd.
Wycombe Road
Middlesex
England
Tel: 081 903 3651
Mr K. Bellon, director

MUNKAANYAG

MEGOLDÁSOK

Task 1.

Delta Computers Ltd.
15 Bradfield Road
Liverpool
Tel: 093 316 6431
Fax: 093 332 0016

Mr K. Bellon
Director
Wycombe Road
Middlesex
U.K.

12 August 2010

Dear Mr Bellon,

Thank you for placing your order No 357, which we received today.

Unfortunately we no longer manufacture this product as demand over the past few years has declined.

In case of being interested in our new consignment please find our catalogue enclosed.

We hope you will contact us.

Yours sincerely

R. Mackenzie

R. Mackenzie
Sales director

REQUEST FOR MORE TIME TO PAY

ESETFELVETÉS–MUNKAHELYZET

How can you ask for more time to pay?

Blank area for writing the answer, containing five horizontal lines.

SZAKMAI INFORMÁCIÓTARTALOM

Blumfield & Blumfield
3 King Street
Oxford
UK

P. Hauser
Director
OH Industries
Bahnhof Str. 80
D-300 Würzburg

15 September 2010

Dear Mr Hauser,

We regret we were unable to clear your August statement for EUR 4,500 and September invoice No587 for EUR 2,700.

We were not able to settle the account because of the bankruptcy of one of our main customers, who we hoped would have cleared his balance with us. The debt was considerable and its loss has made it difficult for us to pay our suppliers.

MEGRENDÉLÉSEK IDEGEN NYELVEN

We will try to clear your invoice within the next four weeks. Meanwhile the enclosed cheque for EUR 2,500 is part payment on account.

We know you will appreciate the situation and hope you can bear with us until the matter is settled.

Yours sincerely

K. Blumfield.

K. BLUMFIELD

Wordlist

a statement of account	számlakivonat
to clear a statement	kiegyenlíti a számlát
to settle an account	kiegyenlíti a számlát
to clear a balance	kiegyenlíti a számlát
supplier	szállító, hitelező
creditor	hitelező
bankrupt	csőd, fizetési képtelenség
debt	tartozás
to apologize	elnézést kér
be grateful	hálás
draft	váltó

TANULÁSIRÁNYÍTÓ

Task 1.

Read the letter above and answer the questions

1. Who did Mr Blumfield write the letter to?

2. Why did he write to their supplier?

3. What is the total outstanding balance?

4. What explanation is given for non-payment?

5. When does Mr Blumfield intend to pay?

6. What do you have to remember your supplier will be interested in if you haven't cleared an account?

7. What does a letter of delayed payment have to consist of?

8. Why is it good to begin the letter with your creditor's name?

9. What kind of verbs are used rather than pay?

10. What shows a willingness to clear the debt and will gain your creditor's confidence?

Key:

Task 1.

1. To Mr Hauser to their supplier.
2. To apologize for the late payment and to warn him that payment will be delayed.
3. EUR 4,700.
4. One of their main customer's bankruptcy.
5. Within the next few weeks.
6. When and how you intend to pay.
7. You must explain why you have not paid and must also tell him when and how you intend to pay.
8. If you owe some money you should know your creditor's name
9. Clear and settle the account.
10. If you tell your supplier/creditor when you will pay him and you may be able to pay some money on account, i.e. to offer some money towards settlement.

ÖNELLENŐRZŐ FELADATOK

Task 1.

Match the words (1–9) with the definitions (A–H) .

1. supplier
2. debt
3. account
4. creditor
5. bankrupt
6. to settle an account (with somebody)
7. invoice
8. to clear an account
9. to apologize

- A the money deposited at a bank
 B a person to whom one owes money
 C to pay what is owed
 D to settle an account
 E unable to pay one's debts adj.
 F a person judged by a law court to be unable to pay his/her debts n.
 G to say one is sorry (for doing wrong or not doing sth)
 H a list of goods sold with the price(s) charged
 I payment which must be, but has not yet been paid to a person

1-... 2-... 3-... 4-... 5-... 6-... 7-... 8-... 9-...

Task 2.

Use the clues below and write the letter of late/delayed payment.

You won't be able to meet your bill No PE685 because a dock strike has been in operation for the past six weeks and it has made it impossible to ship your products and as your customers haven't been able to pay you, you haven't been able to clear your supplier's account yet.

Ask for further 30 days to clear your account and offer 5% interest added for the extension time.

Your creditor's name: P. van Basten

His address: Heidelberglaan 2 Utrecht
Tel: (31) 30-567 022
Telefax: (31) 30-425 612
the bill was due on 8 September

Blank writing area with horizontal lines and a large watermark reading 'MUNKANYAG'.

Task 3.

Read P. van Basten's reply to the previous letter and use the verbs in the box to complete it.

invoice, Marton, learn, regarding, draft, financially, acceptance, statement, allow, balance, appreciate, interest, solution, extension, clear, within, confirm

P. van Basten Ltd.
Heidelberglaan 2, Utrecht

L.(1) PLC
5 King's Chapel Road
Cambridge
UK

18 August 2010

Dear Mr Marton,

Thank you for your letter of the 15th August (2) our June(3) and September(4) No PE685.

I was sorry to(5) about the difficulties you have had, and understand the situation but, would(6) if you could(7) the account as soon as possible(8) 30 days, as we ourselves have suppliers to pay.

As for an additional 5%(9) you offered us for the(10) of time, it is(11) impossible to(12) a further 30 days credit.

I think the following(13) might help us both: you need not add interest on the present account, but I have enclosed a new draft (PE692) for EUR 2,400 which is half the outstanding(14) and will allow 20 days to pay. But I expect you to pay the remainder viz. EUR 2,400 by banker's(15).

Please(16) you(17) by signing the enclosed bill and returning it to me with your draft by return of post.

I hope that this setback will soon be resolved.

Yours sincerely

P. van Basten

P. VAN BASTEN

Enc. Bill PE692

Task 4.

Answer the questions below.

1. What compromise does Mr Basten suggest?

2. Why does he say he cannot add 5% interest on the original bill?

3. How will he know that Mr Marton has accepted his offer?

MUNKANYAG

MEGOLDÁSOK

Task 1.

1. B
2. H
3. A
4. B
5. E
6. C
7. G
8. D
9. F

Task 2.

L. Marton PLC
5 King's Chapel Road Cambridge
Telephone (725) 26713
Fax 072 525 672

Mr P. van Basten
Heidelberglaan 2
Utrecht

15 August 2010

Dear Mr Basten,

I am sorry to tell you that I will not be able to meet my bill No PE685 due on 8 September.

The dock strike which has been in operation for the past six weeks has made it impossible to ship our products and as our customers have not been able to pay us, we have not been able to clear your account yet.

Could you allow me a further 30 days to clear my account and draw a new bill on me, with interest of 5% for the extension of time? I would be most grateful if you could help me in this matter.

Yours sincerely

L. Marton

L. MARTON

Task 3.

1. Marton
2. regarding
3. statement
4. invoice
5. learn
6. appreciate
7. clear
8. within
9. interest
10. extension
11. financially
12. allow
13. solution
14. balance
15. draft
16. confirm
17. acceptance

Task 4.

1. To enclose a new draft which is half the outstanding balance and will allow 20 days to pay it.
2. It is financially impossible.
3. Mr Marton can confirm his acceptance by signing the enclosed bill and returning it to Mr Basten with the draft by return on post.

REQUEST FOR PAYMENT

ESETFELVETÉS–MUNKAHELYZET

Sometimes customers don't pay their account if the balance is overdue. Will you collect some reasons for it?

MUNKANYAG

What can a creditor do in this case?

MUNKANYAG

SZAKMAI INFORMÁCIÓTARTALOM

Zenith S.A
 Haldenstrasse 25,3000 Bern
 Switzerland
 Tel:Bern 30172
 Fax: Bern 82320

Mr Hughes
 R. Hugles & Son Ltd.
 21 Head Road
 Swansea

12 May 2010

Dear Mr Hughes,

With reference to your invoice NO 542 for EUR 3,100 (see attached copy) which we expected to be cleared three weeks ago, we still have not yet received your remittance.

I know that since we began trading you have cleared your accounts regularly on the due dates. Please let we know if you have any problems which I might be able to help you with.

Yours sincerely

N.Bishein

N. BISHEIN

Wordlist

remittance	utalványozás,átutalás
balance	mérleg, egyenleg, fennmaradó összeg
balance due	tartozik-egyenleg
outstanding	kifizetetlen
to owe	tartozik
to assume	feltételez
intension	szándék
impersonal	személytelen
to overlook	elnéz
explanation	elkerüli a figyelmét, magyarázat

TANULÁSIRÁNYÍTÓ

Task 1.

Answer the questions.

1. Why do you think the first request for payment is always in the form of polite enquiry?

2. What kind of reasons can be for late payment?

3. How can you make the first request in the form of a polite enquiry?

Answers:

1. You should never assume your customer has no intension of paying his account if the balance is overdue.
2. He may not received your statement or he may have sent a cheque which has been lost or he might have just overlooked the account.
3. One of the ways of doing this is to make the letter as impersonal as possible. This can be done by using the definite article e.g. *this* outstanding balance instead of *your* outstanding balance. Use the passive voice e.g. to be cleared instead of which you must clear and *should* instead of *must*.

ÖNELLENŐRZŐ FELADATOK

Task 1.

Match the words (1–6) to the definitions (A–F).

1. remittance
2. a statement of account
3. a balance
4. due date
5. outstanding
6. to owe somebody

- A a definite deadline before which money must be given
B the sending of money
C a list of money spent, received owed etc.
D (of problems, work, payments, etc.) still to be attended to
E to be in debt to a person for sth.
F an amount of money owed after part has been paid

1-... 2-... 3-... 4-... 5-... 6-...

Task 2.

Use the clues below and write a request for payment.

invoice No502 for EUR 590

expected to be cleared two weeks ago

Don't forget about using the following expressions:

- with reference to
- remittance
- cheque
- explanation
- outstanding

A large rectangular area with a yellow border, containing 20 horizontal lines for writing. The lines are evenly spaced and extend across the width of the box.

MUNKANYAG

MEGOLDÁSOK

Task 1.

1. B
2. C
3. F
4. A
5. D
6. E

Task 2.

Baden AG
Lülpicher Str. 10 Düsseldorf
Tel.(0211) 383406
Fax.(0211) 3834221

The Accountant
Omega S.p.A.
Via Mare 35
Milano
Italy

10 June 2010

Dear Mr Huber,

I am writing concerning the outstanding May account for EUR 590 (see copy).

It was due two weeks ago and we still have not yet received your remittance.

Would you please either let us have the cheque or an explanation of why the invoice is still outstanding?

Yours sincerely

J.Ouillan

J. OUILLAN
Accountant

IRODAMJEGYZÉK

FELHASZNÁLT IRODALOM

Ashley, A.: Oxford Handbook of Commercial Correspondence, Oxford University Press

Manton, Kevin: First Insights into Business, Pearson Education Limited, 2004

MUNKANYAG

A(z) 0663–06 modul a19–es szakmai tankönyvi tartalomeleme felhasználható az alábbi szakképesítésekhez:

A szakképesítés OKJ azonosító száma:	A szakképesítés megnevezése
52 841 01 0010 52 01	Közúti közlekedésüzemvitel-ellátó
52 841 01 0010 52 02	Légi közlekedésüzemvitel-ellátó
52 841 01 0010 52 03	Szállítmányozási ügyintéző
52 841 01 0010 52 04	Vízi közlekedésüzemvitel-ellátó
52 841 01 0100 33 01	Menetjegyellenőr
52 841 01 0100 52 01	Menetjegypénztáros

A szakmai tankönyvi tartalomelem feldolgozásához ajánlott óraszám:

14 óra

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