

Types of business letters



Order

Maria Fedorova, Omsk

Plan

- 1. Aim
- 2. Vocabulary
- 3. Structure of the covering letter
- 4. Some other specimen letters
- 5. Examples



1. Aim

2) **To confirm** an order, so

- confirm payment terms, discounts, delivery dates and terms

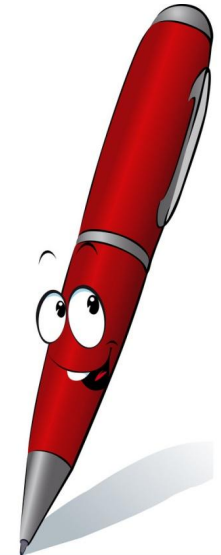
1) **To place** an order, so

- to confirm payment terms, discounts, delivery dates and terms

Use ORDER FORM

3) **To reject** an order because of

- Something is out of stock
- Bad reputation
- Unfavorable terms
- Size of order



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2. Vocabulary

1. A trial order
2. A provisional order
3. A firm order
4. To confirm, to acknowledge, to accept an order
5. To refuse \ reject \ turn down an order
6. To cancel an order
7. To fill, to fulfill, to make up, to complete, to meet an order
8. Advice of dispatch
9. Delays
10. Out of stock
11. Unfavorable terms
12. An invoice
13. To deliver an order
14. a compliment slip
15. Banker's draft
16. Sight draft