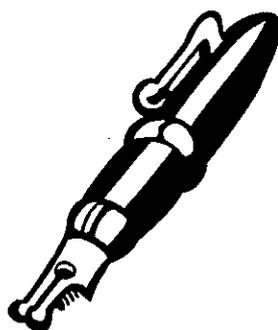


# L'ANGLAIS REDACTION

Snecma Melun Montereau  
Service Formation Continue



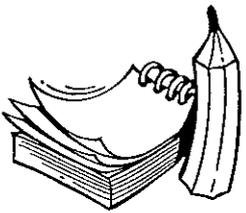


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▼ Ce livret s'adresse à vous qui devez, à des titres divers, rédiger des courriers professionnels, quelle qu'en soit la forme : réservation, prise de rendez-vous, lettres de remerciements, de félicitations, de réclamation, envoi d'invitation, demande d'information, expédition de commande, de fax, etc...

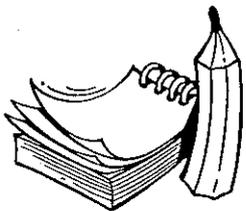
Réalisé à partir de supports existant en Centres de Ressources, il se veut pratique, concis et vous propose de nombreux modèles auxquels vous pourrez vous référer.

Pour prendre en compte une remarque qui m'a été faite lors de la diffusion du fascicule «L'Anglais Téléphoné», les commentaires accompagnant les exemples sont en Français.

Vos appréciations seront les bienvenues.

A vos plumes !  
Jean-Louis Brattonnière



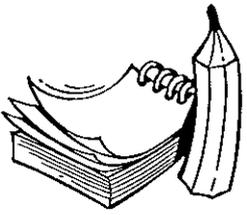


## I - LA FORME

### I LA FORME

- L'enveloppe
- La lettre (présentation)
- La date
- Le début
- La fin d'une lettre





*Commençons par le début...*

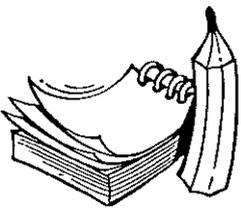
## L'ENVELOPPE

Sur les enveloppes à destination du Royaume-uni, le code postal est indiqué sur une ligne isolée, à la fin de l'adresse ; le nom de la ville et du pays est écrit en lettres capitales.

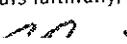
Mr L. MORRIS  
43 King Road  
COCKINGTON  
SUSSEX  
CR7 8AU

Messrs L. SANDERS & Co  
24 Newell Street  
LONDON  
R3N 8TU  
UNITED KINGDOM





## LA LETTRE (PRÉSENTATION)

Adresse de l'expéditeur	23 Rue du Chemin vert 91805 CROISSY FRANCE
Date	5 June 1996
Adresse du destinataire	Universe! Trade LTD Warwick House Warwick Street Forest Hill London SE23 1 JF UNITED KINGDOM
A l'attention de ...	<u>For the attention of the Sales Manager</u>
Salutations	Dear Sir or Madam,
Corps de la lettre	Please would you send me details of your radio telephones which were advertised in the March edition of <u>Phone Monthly</u> ?  I am particularly interested in the Alpha range of equipment that you specialize in.
Compliments, vœux, respects ou hommages	Yours faithfully,  

## LA DATE

En Grande Bretagne, on écrit le jour en premier ; aux USA, c'est le mois que l'on écrit d'abord.

Par exemple, 12 06 87 signifie :

- en G.B. : 12 Juin 87
- aux U.S.A. : 06 Décembre 87

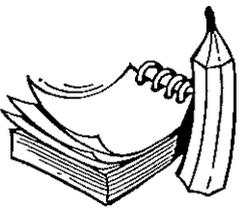
Pour éviter toute méprise, vous pouvez écrire : 12th June 1987 ; tout le monde saura ce que vous voulez dire.

## LE DÉBUT D'UNE LETTRE

- Dear Sirs ..... à une Entreprise
- Dear Sir ..... à un homme si vous ignorez son nom
- Dear Madam ..... à une dame si vous ignorez son nom
- Dear Mr Barnes ..... à un homme
- Dear Mrs Barnes ..... à une dame
- Dear Miss Barnes ..... à une demoiselle
- Dear Mary ..... à une amie ou quelqu'un que vous connaissez bien.

Nota: C'est une erreur de commencer une lettre par :  
Dear Mrs Mary Barnes.





## LA FIN D'UNE LETTRE

La manière dont vous terminez une lettre dépend de celle dont vous l'avez commencée.

Ainsi :

- : Dear Sirs/Sir/Madam ..... Yours faithfully
- : Dear Mr/Mrs/Miss/Ms ..... Yours sincerely
- : Dear Mary ..... Best wishes/Yours sincerely

Voici quelques formules pour terminer une lettre :

- : I look forward to receiving your reply/order/etc...
- : Looking forward to hearing from you,

Si vous avez donné des informations dans votre lettre :

- : I hope that this information will help you.
- : Please do not hesitate to contact me if you need any further information.
- : Please feel free to contact me if you have any further questions.

**Exemple :**

Universal Books LTD  
Castle street  
Burton  
SUSSEX BN5 7JK

13rd June 1996

Dear Jim,

Thank you for your letter of 12th May enquiring about our promotional gifts.

We are pleased to enclose our new brochure and price list together with samples.

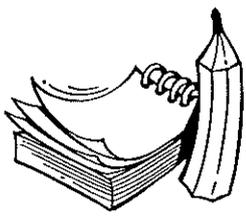
We look forward to receiving your next order.

Yours sincerely



Mary Barnes

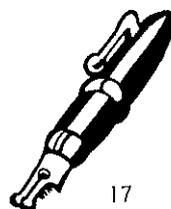


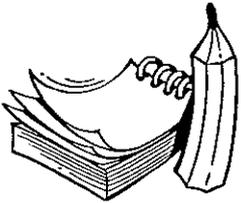


## II - RESERVATIONS

### II RÉSERVATIONS

- Réserver un billet d'avion
- Réserver un billet de train
- Réserver une chambre d'hôtel
- Réserver un lieu de séminaire





### RÉSERVER UN BILLET D'AVION

Dear Sir,

*This letter is to confirm our telephone conversation this morning when I arranged for two tickets to be sent to us in the names of P.R. Dell and B. Newsome, our directors, who will be travelling London Heathrow-Rome on flight BA164 at 10.05 hours, on Wednesday 12 June.*

*Please send the tickets to us by return, and find a cheque for £210.00 enclosed.*

*Yours faithfully.*

### RÉSERVER UN BILLET DE TRAIN

Dear Sir,

*With reference to my telephone call to you this morning, would you please book a return ticket including couchette in the name of Mr John Miles for London-Paris-Zagreb, leaving on Monday 18 July, and returning Zagreb-Paris-London, on 3 August ?*

*Please could you reserve a seat in a non-smoking compartment ?*

*I would appreciate your sending the tickets as soon as possible and have enclosed a cheque for \$188.00.*

## RÉSERVER UNE CHAMBRE D'HÔTEL

Dear Mr Ruggiero,

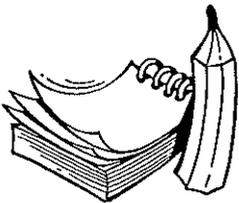
*This letter is to confirm my telex and your answer of today in which you agreed to reserve two separate rooms with shower and bath, from 12 June to 21 June inclusive for Mr P.R. Dell and Mr B. Newsome, who will be attending the Textile Trade Fair in Rome.*

*Could you make sure that the rooms are situated at the back of the hotel, as the rooms they were given last year, overlooking the main road, were rather noisy ?*

*I am enclosing a banker's draft for £40.00 as a deposit. Could you please acknowledge receipt ?*

*Yours sincerely,*





## RÉSERVER UN LIEU DE SÉMINAIRE

Dear Sir,

We are holding our annual conference this year in Nantes and are looking for a hotel which can offer us accommodation and conference facilities from 15 to 18 November inclusive.

There will be 60 delegates, 15 of whom will be bringing their wives. Therefore, we will need 45 single rooms and 15 double with full board for the three days. Provision should also be made for serving morning coffee and afternoon tea in the conference room.

For the meetings we will need a room that can accommodate 60 to 70 people, with sound equipment, and if possible a stage from where lectures and demonstrations can be given.

We will be bringing our own visual aids with us, so it will not be necessary to provide projectors, boards, or screens.

Please would you send us a list of your tariffs and let us know if you are prepared to allow discounts for a block booking. If you can offer a competitive quotation, and satisfactory accommodation and facilities, you can rely on regular bookings from us in the future.

Yours faithfully,

### III - RENDEZ-VOUS

#### III RENDEZ-VOUS

- Prendre
- Confirmer
- Annuler un Rendez-vous
- Garder le contact





### PRENDRE UN RENDEZ-VOUS

Dear Mr Crane,

Our Chief Buyer, Mr Norman Luman, would like you to contact us with a view to discussing the possibility of setting up a contract with your company to supply us with steel over the next year.

He will be in his office all next week, and if you could write or phone him on 081.573 6621 he would be glad to arrange a meeting with you.

Yours sincerely,

### CONFIRMER UN RENDEZ-VOUS

Dear Mr Crane,

Mr Norman Luman has asked me to confirm the appointment you made to see him. He looks forward to meeting you at 11.30 in his office, at the above address, on tuesday 2 August.

Yours sincerely,

## ANNULER UN RENDEZ-VOUS

Dear Ms Hopper,

*I am sorry to tell you that Mr Grane will not be able to keep the appointment he made to see Mr Luman on Tuesday 2nd August.*

*Unfortunately an urgent matter has come up in our Lisbon office and needs his immediate attention. He offers his sincere apologies for the inconvenience and will contact you as soon as he returns to London.*

Yours sincerely,

## GARDER LE CONTACT APRÈS UN RENDEZ-VOUS

Dear Mr Luman,

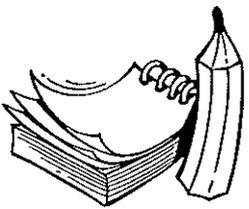
*Just a line to say that I was pleased we were finally able to meet one another yesterday after having to postpone our meeting two weeks ago when I was called to Lisbon.*

*I am also pleased we were able to work out the main points of our contract so quickly and were able to come to a mutually acceptable agreement.*

*It would be useful for us to keep in contact so I will call you in a few weeks or so and perhaps we can discuss how things are going with our supplies or anything else you would like to talk about. I look forward to seeing you soon.*

Yours sincerely,



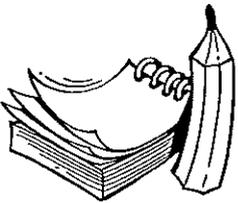


#### IV - LETTRES DIVERSES

#### IV LETTRES DIVERSES

- D'introduction
- De remerciements
- De condoléances
- De félicitations
- De demande d'information
- De réponse à une demande d'information
- D'envoi de documentation
- D'invitation :
  - lancer une invitation
  - accepter une invitation
  - refuser une invitation





## LETTRE D'INTRODUCTION

Dear Mr Deksen,

*The bearer of this letter is Mr Michael Hobbs, our overseas sales manager, who is visiting Oslo on our behalf to investigate our export possibilities to Norway.*

*Thank you for letter of 10 April in which you offered to help him. I will appreciate any assistance you can give, or suggestions you make.*

*Yours sincerely.*

## LETTRE DE REMERCIEMENTS

Dear Mr Deksen,

*Thank you very much for assisting Michael Hobbs while he was in Oslo.*

*I know he has already written to you expressing his gratitude, but I would like to add my own appreciation. The introductions you made for him and the contacts and information he gained will be extremely useful in our Scandinavian export programme.*

*If I can offer you any similar service in the future, please contact me.*

## LETTRE DE CONDOLÉANCES

Dear Mr Stanton,

*I was shocked to hear about the death of your partner, Mr John Brendon, and offer my condolences. He was a fine person and a well-liked man who will be sadly missed by all who knew him.*

*Please pass my sincerest sympathies on to his family, and assure them that all his associates will have only the fondest memories of him.*

Yours sincerely,

## LETTRE DE FÉLICITATIONS

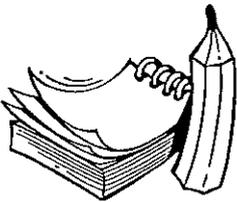
Dear Mr Carrington,

*I would like to offer my congratulations on your being elected chairman of our Trade Association.*

*No one has done more to deserve the honour, or has worked harder to promote our interests. You can count on me and my company to give you any assistance you require in your term of office, and I wish you every success for the future.*

Yours sincerely,





## LETTRE DE DEMANDE D'INFORMATION (prix, échantillon, catalogue...)

### 1- Répondre à une publicité

With reference to your advertisement in...  
With reference to your letter (enquiry) of...

### 2- Demander une action

Would } you please send me...  
Could }  
Please send me...

### 3- Demander une information

I/We would like to know whether...

Exemple :

**JUSTIN BOX**  
14 Trist Road, Haslemere, Sussex HA3 6CE  
Manhattan-Windsor  
Steward Street  
Birmingham B18 7AF  
Dear Sirs  
Your ref:  
Our ref: SB/SH  
17 May 1986  
\*With reference to your advertisement in  
yesterday's Times, would you please send  
me full details: prices and samples  
your promotional etc.\*

THOMAS GREEN LTD  
18 CLEAR STREET, TORQUAY, DEVON TA10 1BD  
Your ref: WJ/MS  
Our ref: WJ/MS  
18 May 1986  
Dear Sirs  
Could you please send me a copy of your 1986  
catalogue and details of any special trade  
discounts you are offering? I would also  
like to know whether all your orders are now  
covered by your standard two-year guarantee.  
Yours faithfully  
K. Wilson  
L. SPRING  
Manager

## LÉTTRE DE RÉPONSE À UNE DEMANDE D'INFORMATION

### 1- Remercier (d'une lettre, d'une demande)

Thank you for your letter (enquiry) of...

Note: *Thank you... est moins formel que With reference to...*

### 2- Se référer (au contenu d'une lettre)

With reference to } your letter...enquiring about...  
Thank you for }

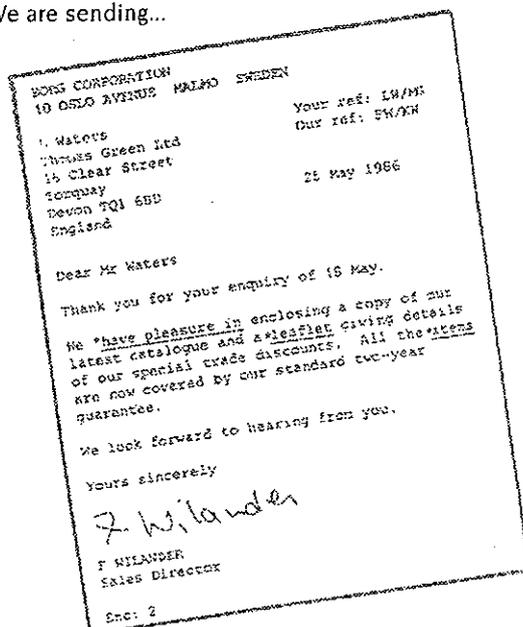
Note: 1 *enquiring about* peut être remplacé par un verbe + ing, par ex: *requesting*  
2 *letter enquiring about* = *the letter in which you enquired about*

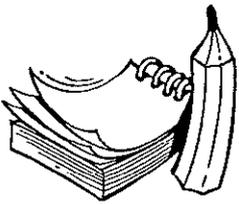
### 3- Joindre (à un envoi)

We are pleased to enclose...

We have pleasure in enclosing/sending...

We enclose/We are sending...





## LETTRE D'ENVOI D'UNE DOCUMENTATION

- 1- **Attirer l'attention**  
We/I would (particularly) like to } draw your attention to our...  
May I } (new range of cars)
  
- 2- **Faire une offre**  
We are offering... }  
We can offer... } (a special discount)...  
We are able to offer... }
  
- 3- **Exprimer un souhait**  
We hope (that) you will be (pleased with the catalogue)

*Millways Toys Ltd*  
10 Hornbeam Way, Bristol BS2 6CS

Mr J Williams  
Home Stores  
16 Torrbridge Avenue  
Westwood  
Surrey GU2 1CE

Your ref:  
Our ref: DX/sv  
15 November 1984

Dear Mr Williams

We have pleasure in sending you a copy of our catalogue, which includes details and prices of our complete range of toys.

We would particularly like to draw your attention to our new Plastic range of model cars, which you will find on page 53 of the catalogue.

We can offer you a special discount of 5 per cent on all toys ordered before 1 March.

We look forward --

#### LANCER UNE INVITATION

Dear Mr Grant,

We would like to invite you to attend our award ceremony being held on 14 December this year. The proceedings will start at 5.00 in the afternoon, after which a dinner will be given.

As one of our distinguished ex-students we would like you to give a short speech of your choice before handing over the award.

Although we realize you are busy we hope you can find time to come forward to seeing you.

Yours sincerely,

#### ACCEPTER UNE INVITATION

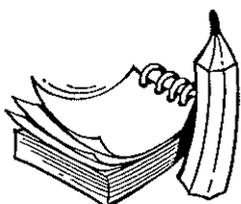
Dear Mr Edwards,

Mr Grant, our director, has asked me to write to thank you for attending the award ceremony and speaking at Claremont College.

He has fond memories of the college where he trained as an engineer and would like to visit it again.

The topic he has chosen to speak on is «Changing Technology». We would appreciate it if you would let him know whether this is acceptable.

Yours sincerely,



## REFUSER UNE INVITATION

Dear Mr Odena,

*Our Chairman thanks you very much for the kind invitation you sent to attend the reception being held next month at your embassy.*

*Although he would have liked to have come, he will be in America at that time. However, he sends you his best wishes and apologies for not being able to attend, and hopes that you will send another invitation at some future date, when he does not have any commitments.*

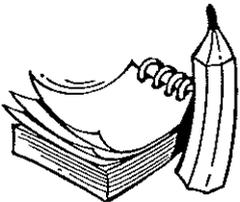
*Yours sincerely,*

**V - COMMANDE**

**V COMMANDES**

- Passer
- Accuser réception
- Expédier une commande





## PASSER UNE COMMANDE

### 1- Commander

We would like to  
We are pleased to } place the following order...

We enclose our (your) official order form/purchase order...

### 2- Décrire le mode de paiement

We will (shall) pay for the goods by... (banker's draft) on receipt of...(documents)

Note: *shall est plus formel que will*

We will (shall)... (open a letter of credit) as soon as we receive... (your pro forma invoice).

### Exemple :

Redways Company Ltd  
Und 61, New Kowloon Industrial Estate,  
Kowloon, Hong Kong

Manhattan-Windsor  
Steward Street  
Birmingham  
England B16 7AF

Your ref: MB/JR  
Our ref: HJ/RD  
10 June 1986

Dear Sirs,

Purchase Order No. 4662H

Thank you for your letter of 1 June, enclosing  
your catalogue, price-list and samples of  
paperweights.

We have tested the samples and are pleased with  
... and will

ACCUSER RÉCEPTION D'UNE COM

We are pleased to acknowledge... (your

Manhattan-Windsor  
STEWARDS ST., BIRMIN

Redways Ltd  
Unit 161  
New Kowloon Industrial  
Kowloon  
Hong Kong

Dear Sirs

Purchase Ord

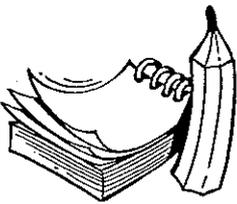
We are pleased to acknow  
10 June for:

200 large Cat papers  
100 large Bird paper  
300 small Rabbit paper

We enclose our pro forma i  
The goods will be despatche  
of your banker's draft.

Yours faithfully  
*Mary Hardy*  
MARY HARDY  
Sales Manager

Enc. 1



## EXPÉDIER UNE COMMANDE

We are pleased to advise } you of the despatch of your order..  
that your order...was despatched...

Manhattan-Windsor  
STEWART ST., BIRMINGHAM B187AF

Redways Ltd  
Unit 161  
New Kowloon Industrial Estate  
Kowloon  
Hong Kong

Your ref: HJ/HD  
Our ref: WH/JW

28 June 1984

Dear Sirs

Purchase Order No. 4462M

We are pleased to advise you of the despatch of your order No. 4462M, which was collected today for transport by British Caledonian Airways to Hong Kong.

The \*air way-bill, \*insurance certificate and invoice for \*freight charges and insurance are enclosed.

We look forward to receiving further orders from you in the future.

Yours faithfully

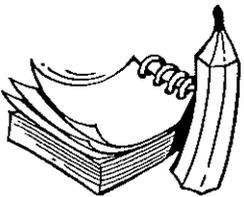
MARY HARDY

*Mary Hardy*



#### **VI LETTRE DE RÉCLAMATION**

- Notifier une erreur de livraison
  - Faire une lettre de réclamation
  - Réclamer un paiement, 1ère, 2ème
  - Répondre à une lettre de réclamation
- A/ Présenter ses excuses (pour une erreur de livraison)
- B/ Exprimer son regret (pour une erreur de livraison)
- C/ Contester une lettre de réclamation



## NOTIFIER UNE ERREUR DE LIVRAISON

### 1- Exprimer le besoin (et la raison)

We need (the pencils)... to (complete deliveries)  
(The full consignment) is urgently required to (complete orders)

### 2- Exprimer l'obligation

We must ask you to despatch the additional 8000 pencils = It is absolutely essential that you ship the additional 8000 pencils.

DELOS COMPANY 17 Paxos Avenue, Athens

Routis Ltd  
17 Argyile Way  
Chalmsford  
Essex  
England SS1 6DP

Our ref: SR/S1  
Your ref: CH/CK

16 July 1984

Dear Sirs

Order NDK/13/162

We \*tech delivery of the above order this morning.

Everything seems to be correct and in good condition except for ~~order~~ 17. We ordered 10,000 HB Itex pencils but the crate only contains 12,000.

We need the pencils to \*complete deliveries already promised to our customers. Therefore we must ask you to despatch the additional 8,000 pencils at once.

Yours faithfully

*[Signature]*

## FAIRE UNE LETTRE DE RÉCLAMATION

### 1- Se plaindre

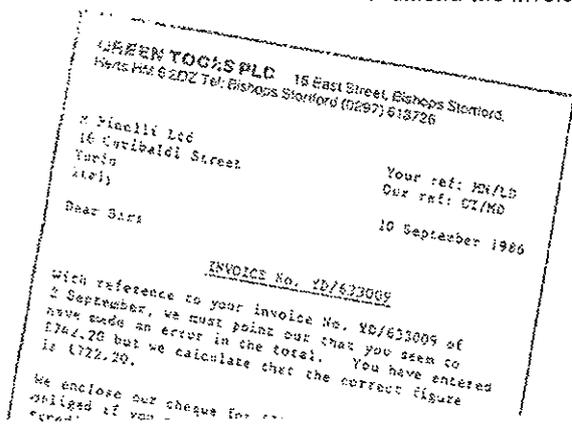
We/I must point out (two) discrepancies (errors) in your... (entries/statement).  
We/I must point out that you have made an error... (in the total).

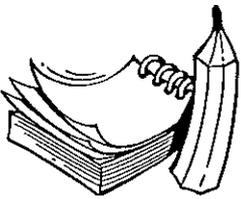
### 2- Préciser l'erreur

We/I have no record of this (...invoice) in our/my files.  
We/I have no documents (e.g. packing notes) that might explain this entry.  
According to our (...invoice)...the correct figure is (...£208).

### 3- Réclamer une action

We should be obliged if you could... {  
investigate these matters.  
let us have your comments/credit note.  
amend the invoice.





## RÉCLAMER UN PAIEMENT

### A/ Tère relance

#### *Rappeler un accord*

We would like to remind you that...(our terms are 30 days).

#### *Prévoir un règlement simultané*

If you have...(settled the account in the last few days)...please disregard...  
(this reminder).

Note: If + verb (present perfect)...please + verb (imperative)  
(If you have sent...please disregard...)

<i>Tinezighi Watches Plc</i>	Tel: (061) 834142
Time House	Telex: 643324
Felt Road	
Manchester M14 8LK	
J. B. Gomez	Your Ref:
80 Rua Braancosa	Our Ref: NR/CL
Lisbon	
Portugal	
	10 May 1986

Dear Sir

STATEMENT -- 1 APRIL

We enclose a copy of our statement dated 1 April for 18825.00.

We would like to remind you that our terms are 30 days and we would be pleased if you could arrange an early settlement.

If you have settled the account in the last few days, please disregard this letter.

**B/ 2ème Relance**

**Informez qu'une opération n'a pas été effectuée**

According to our records we have not yet received...(payment).

**Prévoir une action légale**

...unless you...(settle the account) by...(10 August) we shall be forced to place the matter in the hands of our solicitors (lawyers).

*Timebright Watches Plc*  
Time House  
Fell Road  
Manchester M6 8LK  
Tel: (061) 836142  
Telex: 663321

J R Gomez  
60 Rua Braancamp  
Liston  
Portugal  
Your Ref:  
Our Ref: HR/DL

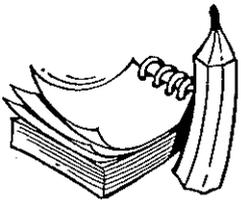
Dear Sir

Statement - 1 April

On 10 May we reminded you that your April account for £8825.04 had not been settled. \*According to our \*records we have not yet received payment and I therefore enclose another copy of the statement.

Please give this matter your immediate attention and let us have your \*remittance by return.

Yours faithfully  
*J R Gomez*



**C/ 3ème Relance**

**Rappeler les faits**

We have sent you two reminders  
We have not received your remittance.

**Transférer le dossier au service juridique.**

We shall be forced to place the matter in the hands of our solicitor.

Timebright Watches Plc Time House Fell Road Manchester M6 8LX	Tel. (061) 836142 Telex: 6633 21
J R Gomez 60 Rua Braancamp Lisbon Portugal	Your ref: Our ref: HH/OA 1 August 1985

Dear Sir

Statement - 1 April

We have sent you two reminders for your April account for 2825.04, but we have neither received your remittance nor any explanation of why the account has not been settled.

We regret to inform you that, unless you settle the account by 10 August, we shall be forced to place the matter in the hands of our solicitor.

Yours faithfully

## RÉPONDRE À UNE LETTRE DE RÉCLAMATION

### A/ Présenter des excuses

#### *S'excuser (pour un retard)*

I/We must apologise for... { (the delay in replying to your letter),  
(not replying to your letter).

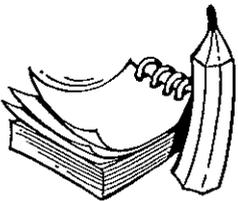
#### *Expliquer la cause.*

(This/The move to a new office)...has resulted in...(delays).

#### *Prendre un engagement*

I/We (can) assure you that... (there will be no more delays in future).

<b>LOOT MILLS</b>	Leeds LS2 6MD, England
The Manager Michel Artois Limited 13 rue Jean Bieppe France	Your ref: KW/CL Our ref: JK/DY  5 August 1983
Dear Sir	
Thank you very much for your letter of 3 August, which we received this morning.	
I must apologise for the delay in replying to your letter of 19 July. Unfortunately a number of our staff have recently been <u>sick</u> . This, at a time when several of our employees take their <u>annual</u> holiday, has resulted in <u>unavoidable</u> delays in replying to letters.	
I enclose the details of our trade discounts as requested and look forward to receiving your order.	



**B/ Exprimer son regret (pour une erreur)**

We are very/extremely sorry to learn that...(a mistake was made in the packing...)  
We (greatly) regret the...(inconvenience caused...)

**S'excuser**

Please accept our apologies for...(the inconvenience this error has caused you).  
We...offer our sincere apologies.

**ROOTS LIMITED**  
17 Argyle Way, Chelmsford, Essex ES1 6DP

S Niklos  
The Manager  
Delos Company  
17 Exxos Avenue  
Athens

Our ref: CM/85  
Your ref: SM/si

20 July 1984

Dear Mr Niklos      Order MDX/13/16B

Thank you for your letter of 16 July. We are  
extremely sorry to learn that an error was made  
in packing crate 17 of the above order.

The missing 8,000 pencils were sent this morning  
by Olympic Airways and the documents have already  
been forwarded to you.

We greatly regret the inconvenience caused by  
this and the previous two errors and offer our  
sincere apologies. We can assure you that every  
effort will be made to ensure that similar errors  
do not occur again.

**C/ Contester la réclamation**

**Exprimer son désaccord**

We...cannot agree with your...(figures).

**Indiquer la cause du malentendu.**

We feel/think that you may have overlooked...(the carriage charge).

**S'assurer d'un accord mutuel.**

We hope that you will (now) feel able to agree...(with the calculations).

M. PINELLI LTD  
10 CARISALDI STREET TURIN ITALY

Green Tools plc  
14 East Street  
Bishops Stortford  
Herts, ENGLAND

Your ref: ND/CT  
Our ref: LD/MH

17 September 1986

Dear Sirs

Invoice No. VD/633006

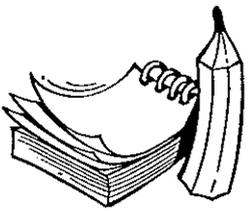
Thank you for your letter of 14 September and the enclosed cheque for £722.20.

We have checked the invoice carefully but cannot agree with your calculation. We feel that you may have overlooked the carriage charge (£20) for item six, which is entered separately on the invoice.

We hope that you will now feel able to agree with our calculations. We enclose a debit note for £20 and would be grateful if you could let us have a cheque for this amount at your earliest convenience.

Yours faithfully

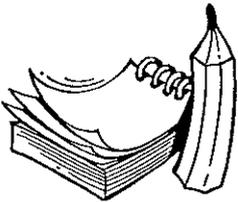
*[Signature]*



**VII - ACCUSÉ DE RÉCEPTION  
D'UN PAIEMENT**

**VII ACCUSÉ DE RÉCEPTION D'UN PAIEMENT**

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**Décrire l'action**

Our bank has (now) received the credit.

**Confirmer une opération**

We/I have (today) instructed (...our bank) to...(remit the sum of...).

**M. PINELLI LTD**  
16 GARIBALDI STREET TURIN ITALY

Accounts Director  
Green Tools PLC  
16 East Street  
Bishops Cleeve  
Hereford  
England

Your ref: MD/CT  
Our ref: CH/DH

Dear Sir or Madam

26 June 1986

INVOICE No. YD/632186

Thank you for your letter of 20 June 1986 advising us that you have instructed your bank to credit our account at the Bank of North Italy with the sum of £21,627.

Our bank has now advised us that they have received the credit.

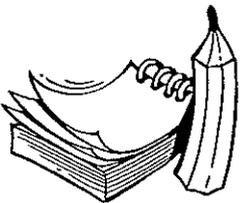
We thank you for your prompt settlement of the account and look forward to receiving your next order.

Yours faithfully,

**VIII - EXPRESSION D'UNE  
CANDIDATURE**

**VIII EXPRESSION D'UNE CANDIDATURE**

- Accompagner le C.V.
- Rédiger le C.V.
- Faire une lettre de motivation.



#### ACCOMPAGNER LE C.V.

I would like to apply for the post of (...personal assistant) advertised in (...today's *Guardian*).

Or:

I have seen your advertisement for a (...personal assistant) in (...today's *Guardian*) and would like to apply for the post.

6 Carlswood Street  
Redhill  
Surrey  
Tel: Redhill 62196

Mrs Cynthia Dryden  
44 Randolph Square  
London EC1 4BE

17 September 1986

Dear Mrs Dryden

I would like to apply for the post of personal assistant/secretary advertised in today's *Guardian*.

As you can see from my curriculum vitae, I have had six years' experience as a personal secretary. Five of these have been in films and television and I am particularly keen to continue working in this industry.

I enclose my curriculum vitae and will be available for interview any day after 2) September and able to take up a new appointment from 1 October.

RÉDIGER LE C.V.

CURRICULUM VITAE: EDITH ANNE ROBERTS

Age: 28  
Date of Birth: 17 August 1958  
Nationality: British  
Home Address: 6 Cariswood Street  
Redhill  
Surrey

Tel.No.: Redhill 62196

Business Address: E.H.F.  
17 Stringer Road  
Croydon  
Surrey

Tel.No.: Croydon 52319

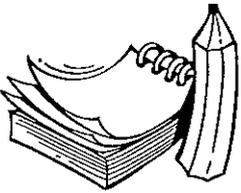
\*Marital Status: Single

Education: Secondary: Redhill Comprehensive School 1969-76  
Higher: South Surrey College 1976-79

Qualifications:  
'O' Level 1974 English Language  
English Literature  
History  
Maths  
Geography  
French

'A' Level 1976 English Literature  
French

HND Business Studies 1979  
Pitmans Typing and Shorthand 1976  
RSA Shorthand 100 wpm 1978



## FAIRE UNE LETTRE DE MOTIVATION

(Si vous n'envoyez pas de C.V.)

6 Cariswood Street  
Redhill  
Surrey  
Tel: Redhill 1986

17 September 1986

Mrs Cynthia Dryden  
44 Randolph Square  
London EC1 1BE

Dear Mrs Dryden

I have seen your advertisement for a personal assistant/secretary in the Guardian and would like to apply for the post.

I am 26 years old and was educated at Redhill Comprehensive School and the South Surrey College. I have an HND in Business Studies and have also passed the Pitman Examination (Stage III) in shorthand and typing. I studied French to 'A' level and can speak it fluently.

For the last six years I have been working as the personal assistant to Mr Mares, the finance Director of E.M.F. of Croydon. Unfortunately the company is moving its main offices to Bristol and I have therefore decided to look for a new position in the London area.

Before joining E.M.F. I worked for one year as the Personal Secretary to Mr Handley, Marketing Manager of Universal Toys in Reading.

Both Mr Mares and Mr Handley are willing to give me references.

Yours faithfully,  
17 September but will be  
200 after that.

**IX - FAX,  
CORRESPONDANCE  
ÉLECTRONIQUE**

**FAX, CORRESPONDANCE ÉLECTRONIQUE**

- Mettre en forme
- Utiliser le vocabulaire adéquat
- Connaître les abréviations
- Accuser réception d'un fax
- Spécimen divers



### METTRE EN FORME

Code du destinataire .....	337861 MJLB
Information/ message .....	Please quote two thousand MV/60 Engines CIF CAIRO
Nom de l'expéditeur .....	YASSAR CAIRO
Répétition des mots importants.....	2000 MV/60 + ? *

\*+ ? : Réponse, confirmation demandées.

(++ : Fin du message.

\*\*\*\*\* - par ex. : HUT \*\*\*\*\* HATS -: Montre une erreur).

**UTILISER LE VOCABULAIRE ADÉQUAT**

*Il est parfois important d'utiliser, dans un fax, aussi peu de mots que possible, sans nuire à la clarté du message.*

*Omission de mots.*

We will despatch the two machines on 2 July

*devient :*

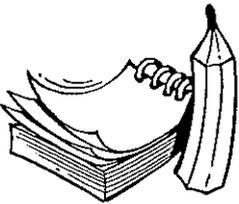
Will despatch two machines July second

*ou encore :*

Could you please replace the goods which were damaged ?

*devient :*

Please replace damaged goods.



## CONNAÎTRE LES ABRÉVIATIONS

*Vous pourrez d'autre part rencontrer des formes abrégées, comme:*

PLUS	as well as, and
ASAP	as soon as possible
TLX	telex
INFO	information
PLS	please
U	you
YR	your
ROST	we request that...
DTD	dated
THKS	thank you
RECD	received, we have received
ATTN	for the attention of
IMMED	immediately
LTR	letter
CLD	could

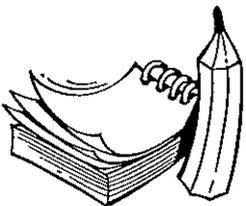
### *ou comme:*

SOONEST	as soon as possible
LOWEST	your lowest price
B/E	bill of exchange
ETA	expected/estimated time of arrival
OK	we agree
OK?	do you agree ?
RPT	repeat
CIF	cost, insurance, freight
COD	cash on delivery

Voici 4 exemples, dans lesquels vous rencontrerez ces abréviations.

0920 (date)  
45745 MT  
4420 AS  
ATTN P FELLINI, MASSARI TRACTORS  
RE OUR LETTER (date) CONCERNING AGRICULTURAL FAIR. PLS REPLY  
ASAP. FINAL DATE FOR PAYMENT SOON.  
REGARDS  
S SINGH  
AGRICULTURAL SUPPLIES  
4420 AS  
45745 MT

1225 (date)  
314420 AS  
45745 MT  
ATTN S SINGH, AGRICULTURAL SUPPLIES LTD  
RE AGRICULTURAL FAIR WE WILL PAY 50% CGST. L LOMBARDO WILL  
ARRIVE APRIL 2.  
REGARDS  
P FELLINI  
MASSARI TRACTORS  
45745 MT  
314420 AS



1530 (date)  
88950 WEE  
24998 JAR  
ATTN: T SMITH, EXPORT SALES DEPT, WESCO  
PLS INFORM US ASAP WHEN U CAN REPAIR OUR CAPPING MACHINE AND  
HOW LONG WORK WILL TAKE.  
THX U  
REGARDS  
R SANCHEZ, MANAGER, JARRITOS SA  
24998 JAR  
88950 WEE

1540 (date)  
88722 AFM  
24998 JAR  
ATTN: F MOLET, EXPORT SALES DEPT, ALPHA  
PLS INFORM US ASAP WHEN U CAN INSTALL OUR NEW SYSTEM AND HOW  
LONG WORK WILL TAKE.  
THX U  
REGARDS  
R SANCHEZ, MANAGER, JARRITOS SA  
24998 JAR  
88722 AFM

ACCUSER RÉCEPTION D'UN FAX

Par fax

684727 LBCFD  
CONFIRM RECEIPT ORDER MD/43672  
WILL DESPATCH CIF LONDON SOONSETXXXXX  
SOONEST  
NINN TOKYO  
MD/43672 ++

Par courrier

JNINN, 183 Osaka Way, Tokyo

L Benn PIC  
23 Angel Road  
London SE6 2DF

Your ref: ML/DF  
Our ref: JK/AD

21 January 1986

Dear Sir or Madam

Order MD/43672

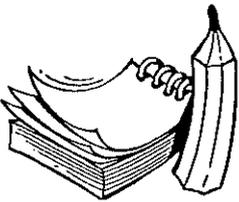
We confirm our telex of 20 January, a copy of which is enclosed.

We are now packing your order and hope to arrange for it to be shipped before 25 January.

We are pleased that you have now become one of our regular customers and look forward to receiving your next order.

Yours faithfully

J Koinaka  
J ROBEKO



## SPECIMEN DIVERS

Voici enfin quelques spécimen (Fax ou Telex) décrivant des situations concrètes:

Pièces  
indisponibles

34184 TRIM P  
CANNOT SUPPLY ITEM R432 ON ORDER DR5971 BUT N154  
AVAILABLE PLEASE CONFIRM ACCEPTANCE  
SATEX ROME  
R432DR 5971 N15 + ?

Accord pour  
pièces de  
remplacement

288136 ML JR C  
N154 ACCEPTABLE ONLY ON SAME TERMS AS R432 NAMELY  
33 US DISC CIF  
F LYNCH BIRACORHAM  
N154 R432 00 CIF + ?

Instructions  
à un fournisseur

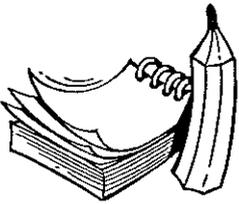
881534 LM TB D  
BUY REPEAT BUY 3000 THREE THOUSAND UNION SHIPPING  
AT BEST CONFIRMATION FOLLOWS  
DALE FREESTON  
3000 UNION SHIPPING + +

Avis de  
crédit bancaire

901737 FN LY A  
YOUR A/C CREDITED FT NINE HUNDRED AND EIGHTY  
POUNDS STERLING  
NATIONAL BANK OF JAPAN  
900 POUNDS STERLING + +

**X- NOTES ET  
MESSAGES DIVERS**

**X- NOTES ET MESSAGES DIVERS**



*Notes et messages (divers)*

*Jenny rang about 11.  
Call her before leaving.  
Urgent*

*John called - meeting at 4 - Room 2.  
I'll be there about 3.30.  
Should be interesting !  
Can you bring the D.C. file ?*

*Fred,  
Frank Woods rang - bad news - job's off -  
Gave it to a firm in Winchester - he'll call back  
with details but you can ring him before 2.30.  
Jackie.*

*Laura,  
Alan tried to call you but  
there was no answer.  
His plane won't get in till  
10 p.m.  
(not 9 p.m. as he thought)  
He still wants you to meet  
him.*

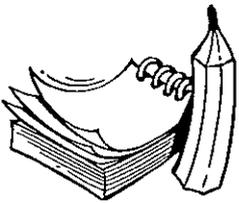
*Sat. Afternoon.  
Paul, Where were you ?  
You missed the opportunity of the year -  
To entertain our representative in Viet Nam.  
Very disappointing. Ring you sometime soon.  
Brian.*

*Lucy rang about 11.  
Call her back before leaving*

Joan,  
I hope you've remembered.  
Meeting is at 6 tonight.  
Come earlier if you can.

Please wash your own cups.  
WE DON'T HAVE A DISHWASHER!

MESSAGE PAD		SUBJECT OR MESSAGE:
NAME:	Dorothy B.	Needs more information
CALLER:	Judy Bida.	about next week's
OF:		meeting.
TELEPHONE NO:		What do you know?
PLEASE PHONE	<input checked="" type="checkbox"/>	
WILL PHONE AGAIN		Dorothy
WILL RETURN		
PLEASE VISIT		
URGENT		
PAPERS ATTACHED		

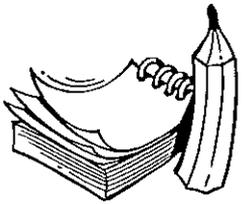


**\* DANGER !! \***  
Please do not use  
TILL FURTHER NOTICE

**URGENT !**  
Ring your boss  
Sounds upset - rang 3 times  
BEFORE 8 am

How about lunch ?  
Jim'll be in Paris  
Ring me before 11.

***Private notes***



*Privates notes*