

# Writing file 2

## Confirming an order

### 1 Work with a partner and discuss the following questions.

- 1 Do you place orders in your job?
- 2 Have you ever ordered one thing and received another?
- 3 Why do you think that orders sometimes go wrong?

### 2 Read the email confirming an order and answer the following questions.

- 1 What has been ordered?
- 2 How many have been ordered?
- 3 How much will it cost?
- 4 When will it be delivered?

Dear Mr Adams

1 Thank you for your order. Your purchasing information **appears** below. Please take a moment to read through this email and **check** that the order details are correct.

2 You have placed an order for 25 of our new OP245Y laptops. The cost after **discount** is 900 euros per laptop. The total cost of the order is 22,500 euros. This is the amount we will **issue** an **invoice** for.

3 You will be pleased to know that we have the laptops **in stock** and can have them ready to be shipped within 24 hours of you confirming your order.

4 If you are happy with all these **details**, please send me an email to confirm the order and we will **process** it straight away.

Best regards

Nemone Skolska

### 3 Read the letter again and decide if these statements are true or false.

- 1 Nemone is writing to confirm the details of the order.
- 2 Mr Adams' company will pay full price for the goods.
- 3 Some of the laptops are out of stock.
- 4 Mr Adams has to reply to this email.

### 4 Match paragraphs 1–4 in the email to functions a–d.

- a Invite a response: \_\_\_\_\_
- b Introduce the reason for writing: \_\_\_\_\_
- c Confirm details: \_\_\_\_\_
- d Give information / news: \_\_\_\_\_

### 5 Read the following paragraph. Which paragraph in the email could it replace? How would the other paragraphs need to change if you used this alternative paragraph?

Unfortunately the model you have ordered is currently out of stock. We are expecting a delivery in five days, but if you prefer we could send you the OP245Z model which we have in stock now.

### 6 Match the words in bold in the email to definitions 1–8.

- 1 a reduction in the usual price: \_\_\_\_\_
- 2 facts / information about something: \_\_\_\_\_
- 3 be present / be noticeable: \_\_\_\_\_
- 4 when a shop / factory has something available for sale / use: \_\_\_\_\_
- 5 an official list of items or work done plus the cost: \_\_\_\_\_
- 6 to deal with something in an official way: \_\_\_\_\_
- 7 to produce / provide something official: \_\_\_\_\_
- 8 to make certain that something is correct: \_\_\_\_\_

### 7 Look at the order form and the notes made on it. Use the information to plan an email to Mr Noble. Decide what information you will give in each section of your email.

#### Order form

**Date:** 15.1.2009

**Name:** Ross Noble

**Company:** Gilbert's Engineering

**Quantity:** 30

**Item:** OP250YZ laptops

**Price per item:** 1,100 Euros

**Total Price:** 33,000 Euros

*Regular customer*

*Quantity over 20 = discount 10% per unit (total price 29,700 euros)*

*Only 25 in stock, but we do have OP250S in stock.*

### 8 Write the email to Mr Noble, then exchange emails with a partner. Give feedback on your partner's email.