

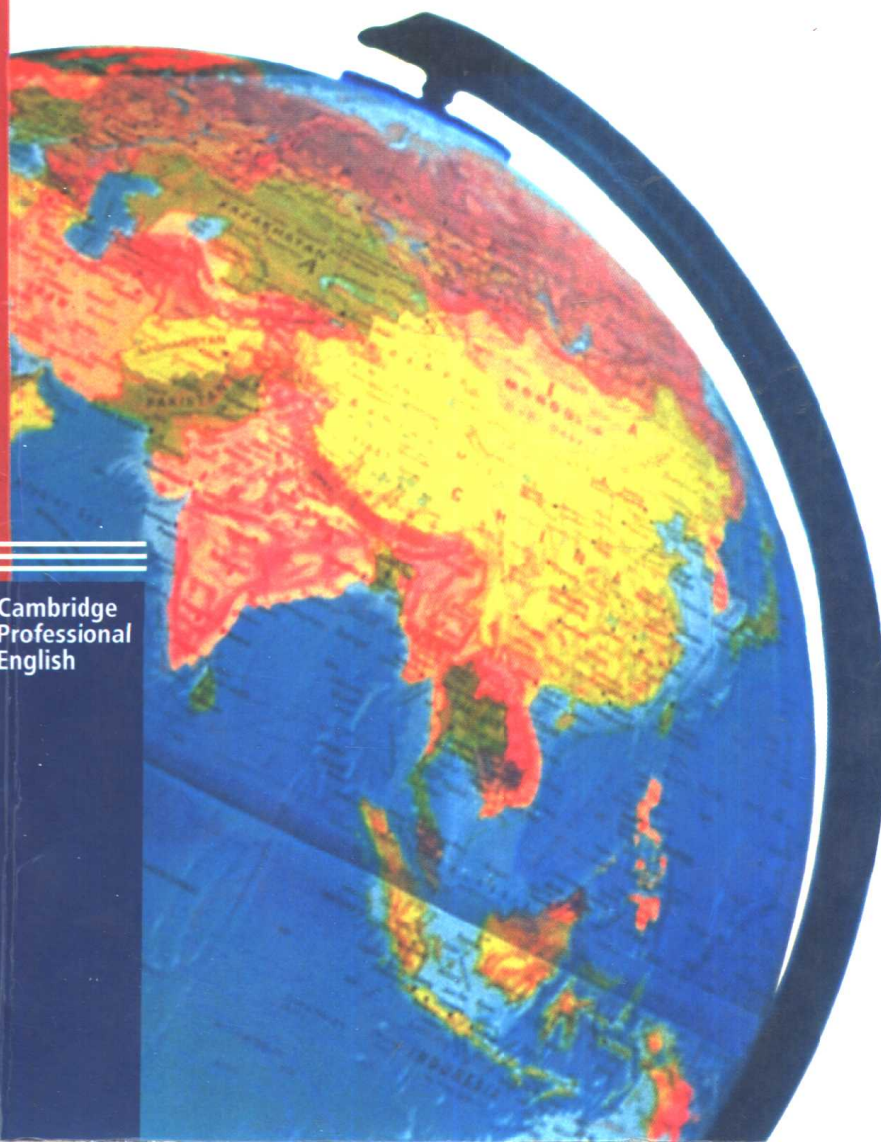
新版

剑桥大学考试委员会推荐BEC1考试用书

剑桥商务英语教程

Getting Ahead

A communication skill course for Business English



自测习题集 Home Study Book

第二版

Sarah Jones-Macziola
and Greg White

华夏出版社
HUAXIA PUBLISHING HOUSE

CAMBRIDGE
UNIVERSITY PRESS

Cambridge
Professional
English

新版

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——商务英语的沟通技巧

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How to use the *Getting Ahead Home Study Book*

The *Getting Ahead Home Study Book* has many activities for you to do at home. There are:

- exercises to practise grammar and vocabulary from the *Learner's Book*
- extra listening, reading and writing tasks
- test units to help you check your progress.

Answers to most of the exercises are in the key at the back of the book. Some exercises have no key, so compare your answers with another learner or ask your teacher to check them.

Each unit has three sections; you need about twenty minutes to do a section or an hour for each unit.

Each unit has listening activities in which you will hear speakers in different business situations.

There are complete transcripts of all the listening tasks in the key. You can use these to check your answers or if you cannot understand something.

出版说明

商务英语证书(BEC)考试是由英国剑桥大学考试委员会与教育部考试中心联合推出的权威性考试。剑桥大学考试委员会负责命题、阅卷、颁发证书,教育部考试中心实施考试。该考试分三个级别,每年举办两次(上半年5、6月和下半年11、12月)。现已在全国27个省、自治区、直辖市的36个城市共设有59个考点。考试报考人数至1999年底累计已达14余万人。考生持有的由剑桥大学签发的BEC证书可在各类经济部门、特别是涉外经济部门和“三资”企业招聘、晋升时作为英语能力的权威性证明。

本套丛书是剑桥大学考试委员会和教育部考试中心1994年联合指定的BEC1考试配套教材。经剑桥大学出版社和教育部考试中心授权,华夏出版社在中国大陆独家出版。这次再版是经过几年的使用,作者汲取了读者的反馈意见,并根据快速变化的国际商务背景以及不断涌现出的新商务词汇等情况,对本套教材做了一定幅度的修订。与考试之间的联系比较紧密了。

本书是英国剑桥大学考试委员会指定的BEC1考试的学习教材,原书名为:**Getting Ahead:Home Study Book**。本书是配合学生用书使用,在课程进度过半或即将结束时,本书可作为强化或检测之用。本书配两盒录音带是做练习时必备的,其录音文字材料附于书后。

Contents

Acknowledgements 致谢	iv	Unit 10 Progress test 2	27
How to use the <i>Getting Ahead Home Study Book</i> 怎样使用该书	iv	Unit 11 Work history 工作经历	29
Unit 1 Introductions and greetings 介绍和问候	1	11.1 Finding someone a job	29
1.1 Introducing yourself	1	11.2 Talking about your career	30
1.2 Saying where you're from	2	11.3 Describing your first job	31
1.3 Introducing other people	3	Unit 12 Fairs and sales 交易会和销售	32
Unit 2 Occupations 职业	4	12.1 Finding out about a trade fair	32
2.1 Saying what you do	4	12.2 Talking about products	33
2.2 Telephoning	5	12.3 Placing an order	34
2.3 Finding out information about people	6	Unit 13 Product description 产品描述	35
Unit 3 Companies 公司	7	13.1 Comparing products	35
3.1 Describing a company	7	13.2 Saying what's best	36
3.2 Talking about types of business	8	13.3 Making suggestions	37
3.3 Finding the perfect partner	9	Unit 14 Entertaining 宴请	38
Unit 4 The place of work 工作地点	10	14.1 Taking a guest to dinner	38
4.1 Giving directions	10	14.2 Making invitations	39
4.2 Talking about departments	11	14.3 Describing food	40
4.3 Taking a message	12	Unit 15 Progress test 3	41
Unit 5 Progress test 1	13	Unit 16 Firms and factories 公司和工厂	43
Unit 6 Day-to-day work 日常工作	15	16.1 Saying what you've done	43
6.1 Talking about your work	15	16.2 Visiting a factory	44
6.2 Describing routines	16	16.3 The company report	45
6.3 Likes and dislikes	17	Unit 17 Problems, problems 问题, 问题	46
Unit 7 The working environment 工作环境	18	17.1 Dealing with problems	46
7.1 Asking people to do things	18	17.2 Complaining and apologizing	47
7.2 Talking about stress	19	17.3 Finding a solution	48
7.3 Giving advice	20	Unit 18 Future trends 未来趋势	49
Unit 8 Plans 计划	21	18.1 Making predictions	49
8.1 Discussing arrangements	21	18.2 Talking about the future	50
8.2 Making arrangements	22	18.3 Changing the way we work	51
8.3 Planning a trip	23	Unit 19 Enjoying a business trip 享受商务旅行	52
Unit 9 Visits and travel 访问和旅行	24	19.1 Finding out about a city	52
9.1 Finding out about hotels	24	19.2 Making offers	53
9.2 Talking to a visitor	25	19.3 Thanking	54
9.3 Attending business events	26	Unit 20 Progress test 4	55
		Key and transcripts 答案和录音原文	57

1 Introductions and greetings

1.1 Introducing yourself

1 Vocabulary

Morning, afternoon or evening? What do you say?



1 Good morning.



2



3



4

2 Language in use

Complete these conversations with the correct form of the verb *to be* (*am, are, is*). Use short forms where possible, e.g. *'s, isn't*.

- 1 A: Good morning. I 'm (1) Angela Mancini.
B: Pleased to meet you. My name 's (2) Michael Levitt.
- 2 A: Are (3) you Ms Forgues?
B: Yes, I am (4). Please call me Maria.
- 3 A: Excuse me, Is (5) your name Shepherd?
B: No, it isn't (6). It 's (7) Johnston.
- 4 A: Are (8) you Mr Lee?
B: No, I am not (9). I 'm (10) Mr Fung.
- 5 A: Is (11) your name Perroni?
B: Yes, it is (12). How do you do?
- 6 A: Are (13) they Mike Lee and Melanie Hamilton from Toronto?
B: Yes, they are (14).

Now listen and check your answers.

3 Vocabulary

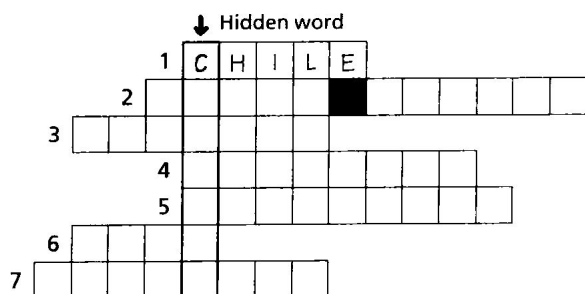
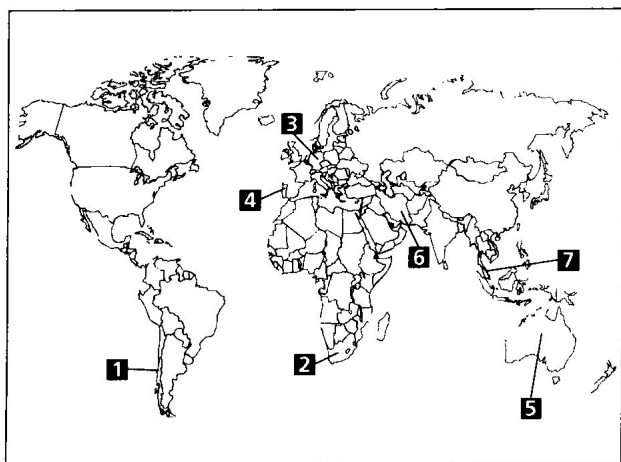
Match the title to the person like this:

- 1 Ms (+ family name) a man
- 2 Mr (+ family name) b married woman
- 3 Miss (+ family name) c unmarried woman
- 4 Mrs (+ family name) d married/unmarried woman

1.2 Saying where you're from

1 Vocabulary

Look at this map. Then write the names of the numbered countries in the word grid and find the hidden word.



Now complete this sentence with the hidden word.

Fujitsu is a with offices all over the world.

2 Language in use

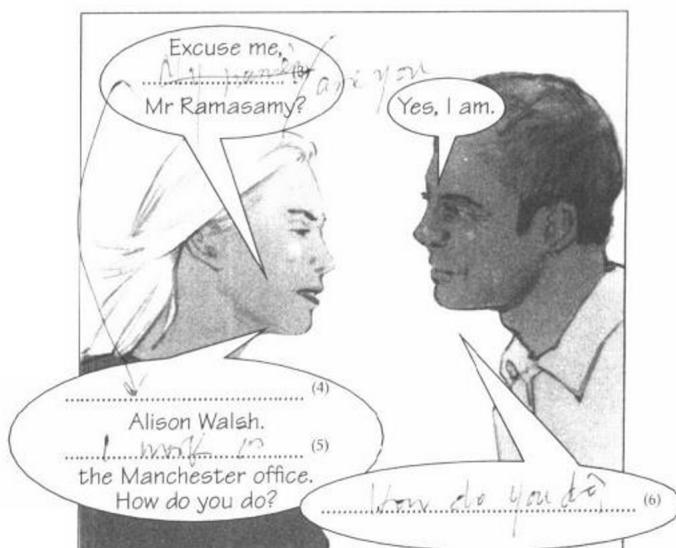
Use the phrases in the box to complete these two conversations.

How are you?	My name's	Fine, thanks.
How do you do?	are you	I work in

Conversation 1



Conversation 2



Now listen and check your answers.

3 Listening and speaking

Practise introductions and greetings. Listen and answer like this:

VOICE 1: Pleased to meet you. (beep)

YOU: Pleased to meet you, too.

VOICE 2: Pleased to meet you, too. (repeat)

1.3 Introducing other people

1 Speaking

You are introducing these people to people in your office. What would you say?



1 Mrs Lee / China / Beijing



2 Mr Kim / Korea / Seoul



3 Mrs Regueira / Brazil / São Paulo



4 Ms Gething / Australia / Melbourne

- 1 This is Mrs Lee. She's from China. She works in the Beijing office.
- 2 I'd like to introduce.
- 3
- 4

2 Language in use

Complete this conversation with suitable words.

PETER: Hello, Mrs Lee. It's
 ...nice... (1) to see you again. How
 ...are... (2) you?
 MRS LEE: Fine, thanks. (3). And you?
 PETER: Not too bad. Mrs Lee, I'd like to
 ...introduce you to... (4) Steven Winters.
 Steven, ...this is... (5) Mrs Lee.
 She ...works... (6) in the
 Beijing office.

STEVEN: Hello. Pleased to ...meet... (7)
 you.

MRS LEE: Nice to meet you, too.

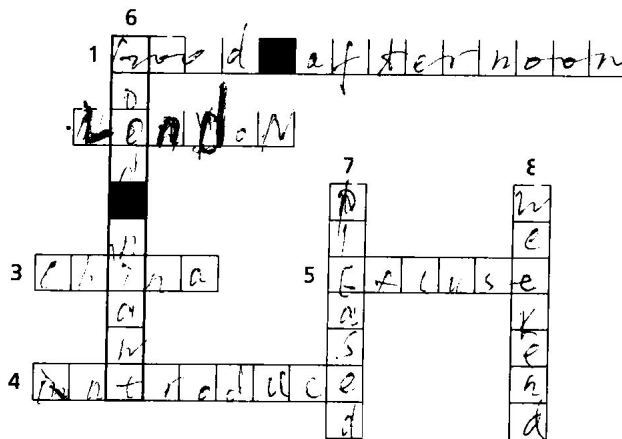
STEVEN: Is this your first visit to Chicago?

MRS LEE: No, it ...isn't... (8). I was here
 two years ago.

3 Vocabulary

Use these clues to complete the word grid.

- 1 Greeting used after lunch and before dinner.
 (2 words)
- 2 The capital of England.
- 3 Beijing is the capital of this country.
- 4 I'd like to ...introduce... Mr Kwon. Mr
 Kwon, this is Ms Black.
- 5 ...Excuse... me, are you Mr Robinson?
- 6 Greeting used when you leave someone in the
 evening. (2 words)
- 7 ...Nice... to meet you.
- 8 The two days at the end of the week when most
 people don't go to work.



2 Occupations

2.1 Saying what you do

1 Grammar

Fill in the blanks with *a* or *an*.

- | | |
|--------------------|-------------------|
| 1 accountant | 2 clerk |
| 3 secretary | 4 engineer |
| 5 supervisor | 6 manager |
| 7 agent | 8 inspector |

2 Vocabulary

Look at the pictures and label them with the job titles in the box.

sales manager engineers accountant
computer programmer secretary lawyer



1 computer programmer



2 accountant



3 engineers



4 secretary



5 sales manager



6 lawyer

Now write sentences about the people like this:

- | | |
|---|-----------------------------|
| 1 | He's a computer programmer. |
| 2 | She's an accountant. |
| 3 | He's an engineer. |
| 4 | She's a secretary. |
| 5 | He's a sales manager. |
| 6 | She's a lawyer. |

3 Listening

Listen and underline the number you hear.

- | | | | | | |
|---|-----------|---|-----------|---|-----------|
| 1 | 12% / 20% | 2 | 2% / 10% | 3 | 13% / 30% |
| 4 | 80% / 8% | 5 | 50% / 15% | 6 | 66% / 76% |

2.2 Telephoning

1 Vocabulary

Put the words in the box under the correct headings.

Ms Gustafson	December	Madison Avenue
Wednesday	Mexico	Coca-Cola
Monday	Smith Exports Pty Ltd	October
World Trade Center	Canterbury Street	
Dr Edwards	Spain	Toshiba
Mrs Iglesias	Tuesday	Thailand
	November	

Titles / people's names	Countries	Months
Ms Gustafson	Mexico	December
Mr Khartir		October
Dr Edwards	Spain	November
Mrs Iglesias	Thailand	
Days	Addresses	Company names
Wednesday	Madison Avenue	Coca-Cola
Monday	World Trade	Smith Exports Pty Ltd
Tuesday	Center	Toshiba

2 Language in use

Read this telephone conversation and complete it with the words in the box.

repeat name address good like spell

OPERATOR: Philips Exports.
 Good (1) morning.
 CALLER: Hello, I'd like (2) to
 order a copy of your catalogue, please.
 OPERATOR: Of course. What's your
 name (3), please?
 CALLER: My name's Susan Dale.
 OPERATOR: How do you spell (4)
 that?
 CALLER: Susan, that's S-U-S-A-N Dale, that's
 D-A-L-E.

OPERATOR: OK, and what's your
 address?

CALLER: My address is 17 Park Street, Abbotsford
 3067, Victoria.

OPERATOR: Can you repeat (6) that,
 please?

CALLER: Of course. 17 Park, that's P-A-R-K Street,
 Abbotsford, that's A-B-B-O-T-S-F-O-R-D,
 3067, Victoria, that's V-I-C-T-O-R-I-A.

OPERATOR: Fine. We'll send you our catalogue
 today.

CALLER: Thank you. Goodbye.

3 Listening

Listen to this conversation and complete the
 message pad.

To:
 From:
 Message:

2.3 Finding out information about people

1 Language in use

Look at this woman's business card. Write the questions you can ask to complete the missing information.

Wendy (1) (2)
Sales Manager
 Incorporated (3)
 Madison Avenue,
 New York (4)
 Tel: (212) (5)
 Fax: (212) (6)
 E-mail: (7)

- 1 What's her first name?
- 2 What's her family name?
- 3 What's the company name?
- 4
- 5
- 6
- 7

2 Listening

Part 1

Listen to this conversation and complete the information on the business card.

Part 2

Now listen to the questions and practise giving answers like this:

VOICE 1: What's her first name? (beep)

YOU: It's Wendy.

VOICE 2: It's Wendy. (repeat)

3 Writing

Complete these sentences about yourself. Use your own information, or write about a company you know.

I work for (company)

as (position)

My business address is

My business telephone number is

My E-mail address is

My private address is

My private telephone number is

3 Companies

3.1 Describing a company

1 Vocabulary

Look at the names of the countries and area in the box. Write the nationality of each under the correct heading below. Add two more examples to each group.

Taiwan	Spain	Venezuela	Germany
Sweden	Japan	Britain	Argentina
	Lebanon		

-ese	-ish	-(i)an
Taiwanese	Spanish	Venezuelan
Spannese	Spanish	Spainian
Venezuelese		
German	Germany	Germanian

Now complete these sentences using the correct nationality.

- Lucky Goldstar is a Korean company.
- BMW and VW are German companies.
- Virgin Atlantic is a British airline.
- Volvo and Saab are companies.
- JAL is a airline.
- Coca-Cola is an American company.

2 Writing

Use the information in this business directory to complete the sentences below.

Name:	Higgins Electronics
Nationality:	British
Headquarters:	Glasgow
Branches:	New York, London, Frankfurt

- The company's name is Higgins Electronics.
- They're a British company.
- Their headquarters is Glasgow.
- They have branches as New York, London, Frankfurt.

3 Listening and writing

Listen to this information about another electronics company and fill in the business directory.

Name:	
Nationality:	
Headquarters:	
Branches:	

Now complete these sentences.

- One of our competitors is
- They
- Their
-

3.2 Talking about types of business

1 Grammar

Complete these questions with *is, are, do* or *does*.

- 1 Is American Express in the insurance business?
- 2 What does Fuji sell?
- 3 Do ~~Are~~ Seat and Skoda make cars?
- 4 Are Pepsi and Coca-Cola in the banking business?
- 5 What do IBM and Apple produce?
- 6 Does Toyota produce computers?

Now match the questions to the following answers.

- a Computers. b Yes, it is. c No, it doesn't.
d Photographic equipment. e No, they aren't.
f Yes, they do.

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

2 Vocabulary

Put the words in the box in the Manufacturing or Services section of the application form below.

transport	vehicles	insurance	clothing
aerospace	engineering	banking	chemicals
	tourism	advertising	

3 Listening

Listen to someone calling International Businessweek and complete the application form.

International Businessweek									
PLEASE PRINT									
Name:									
Company:									
Address:									
City:	Postal code:								
Telephone number:									
Please tick (✓) one of the following from each question.									
1 What is your company's line of business?									
<table style="width: 100%;"> <tr> <td colspan="2">MANUFACTURING</td> </tr> <tr> <td>1 <input type="checkbox"/> <u>vehicles</u></td> <td>2 <input type="checkbox"/> <u>clothing</u></td> </tr> <tr> <td>3 <input type="checkbox"/> <u>aerospace</u></td> <td>4 <input type="checkbox"/> <u>engineering</u></td> </tr> <tr> <td>5 <input type="checkbox"/> <u>chemicals</u></td> <td></td> </tr> </table>		MANUFACTURING		1 <input type="checkbox"/> <u>vehicles</u>	2 <input type="checkbox"/> <u>clothing</u>	3 <input type="checkbox"/> <u>aerospace</u>	4 <input type="checkbox"/> <u>engineering</u>	5 <input type="checkbox"/> <u>chemicals</u>	
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5 <input type="checkbox"/> <u>chemicals</u>									
SERVICES 6 <input type="checkbox"/> <u>transport</u> 7 <input type="checkbox"/> <u>insurance</u> 8 <input type="checkbox"/> <u>banking</u> 9 <input type="checkbox"/> <u>tourism</u> 10 <input type="checkbox"/> <u>advertising</u>									
2 What is your title?									
A <input type="checkbox"/> General Manager B <input type="checkbox"/> Division Manager C <input type="checkbox"/> Department Manager D <input type="checkbox"/> Student									
3 How many employees are there in your company worldwide?									
1 <input type="checkbox"/> Under 100 2 <input type="checkbox"/> 100-999 3 <input type="checkbox"/> 1,000-4,999 4 <input type="checkbox"/> 5,000-9,999 5 <input type="checkbox"/> 10,000 or more									
To subscribe, please complete and post this card. You can also telephone your subscription on +44 171 439 8000.									

3.3 Finding the perfect partner

1 Language in use

Match the questions to the answers like this:

- | | |
|--------------------------------------|----------------|
| 1 Where are your headquarters? | a Microchips |
| 2 What's your turnover? | b Tokyo, Japan |
| 3 Who are your competitors? | c 25 |
| 4 What do you produce? | d IBM, Intel |
| 5 How many people do you employ? | e 100,000 |
| 6 How many subsidiaries do you have? | f \$18 billion |

2 Reading

Look at this entry in a business directory. Then write answers to the questions in Exercise 1.

Moore Corporation Limited

Headquarters: Toronto, Canada

Sales: US\$2.6 billion

Competitors: American Business Information, Pitney Bowes, United Stationers

Products: Business forms, computer-based information systems, document processing

Employees: 20,000

Subsidiaries: Businesses in 47 countries

1 Our headquarters in Toronto Canada.

2

3

4

5

6

3 Listening

Listen to an interview and complete the business directory.

Dentsu Incorporated

Headquarters:

Sales:

Competitors: Abbott Mead Vickers, Corinthian Communications, Omnicom Group

Products/Services:

Employees:

Subsidiaries:

4 The place of work

4.1 Giving directions

1 Listening

Listen to a talk for new employees at Higgins Electronics and complete the company directory with the words in the box.

Reception	Accounts
Research and Development	Canteen
Production	Dispatch
After-sales	Personnel
	Sales
	Managing Director

Fourth floor
Third floor
Second floor
First floor
Ground floor	Reception

Conversation 1

A: Excuse me, I'm looking for the photocopier.

B: Go up the stairs to the ^{2nd} ⁽¹⁾ floor. Go straight along the corridor and the photocopying room is the ^{2nd} ⁽²⁾ door on the ^{right} ⁽³⁾. It's ^{between} ⁽⁴⁾ Ann and Bill's offices.

Conversation 2

A: Where's the fax machine?

B: ^{Go} ⁽⁵⁾ up the stairs to the second ^{floor} ⁽⁶⁾. At the top of the stairs, ^{turn} ⁽⁷⁾ left. The office with the fax machine is the ^{4th} ⁽⁸⁾ door on the ^{left} ⁽⁹⁾. It's ^{behind} ⁽¹⁰⁾ Susan's office.
 next to

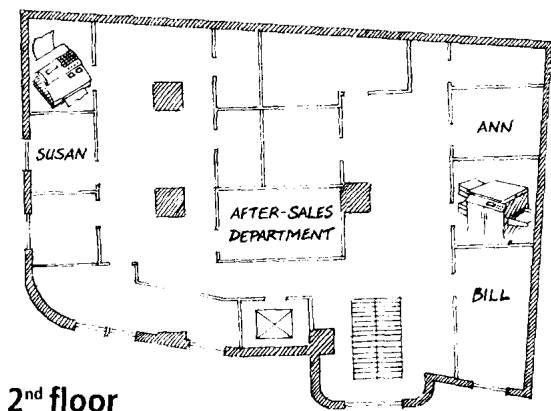
3 Writing

Complete these sentences with information about your colleagues or other people you know.

..... works in Accounts.
 works in Personnel.
 works in
 works in

2 Language in use

Look at this plan and complete the conversations.



4.2 Talking about departments

1 Vocabulary

Complete these sentences. Then write the missing words in the word grid and find the hidden word.

- Purchasing buys for the company.
- Personnel deals with the company's
- Research and Development new products.
- and 5 Marketing and the company's products.
- Accounts deals with the company's accounts.
- Production makes the company's products.
- Sales sells the company's products.
- Dispatch the company's products to the customer.
- After-sales helps who have problems.

↓ Hidden word

1	G	O	O	D	S					
				2	e					
3	d	e	v	e	l	o	p	e		
				4	a					
			5			v				
6	A	c	c	o	a	n	t	s		
				7	m	a	k	e	s	
			8	s	e	l	l	s		
		9	s	e	n	d	s			
10	C	u	s	t	o	m	e	r	s	

Now complete this question with the hidden word.

Which do you work in?

2 Vocabulary

Match the documents in the box to the pictures.

catalogue order form price list cheque
invoice CV

VIP Bank
21, Sutton Place, London W1
Pay: abc Software £ 1700
one thousand seven hundred pounds
HUGHES ELECTRONICS
637821 430877 21 0950

PCB 512 Standard model \$5,000 plus tax
PCB 550 Deluxe model \$5,500 plus tax
PCB 550 Standard model \$7,500 plus tax
PCB 550 Deluxe model \$8,250 plus tax
Delivery on all machines \$300

1 or favorite cheque 2 price list

Personal
Name: Rebecca Curtis
Address: 23 London Road, Bristol, BS8 2LR
Tel: 0117 837369
Date of birth: 15 May 1975
Nationality: British
Education & Qualifications
1995 Diploma in tourism and Travel
Work Experience
1995-97 Gloucestershire Tourism Ltd
1997 World Wide Tours Ltd

76 Quick-Fix Office Services
For hire of photocopier for 1 month £250.00
VAT @ 17.5% £43.75
Amount now due £293.75

3 CV 4 catalogue in voice order form

The Big Shirt Company, 45 Duke Street, Edinburgh EH1 1AF
Customer:
Quantity Size Number Unit price Total
Total amount

Blackbird's Business Broke
New up-to-date rules

5 cheque invoice 6 order form catalogue

3 Reading

Read this letter. Which three of the documents listed in Exercise 2 would you enclose?

Fill in the blanks.

KIDSWEAR, PO Box 43, Watford WD4 5TX, England
Tel 01923 556757
Fax 01923 556758

Mr F Haupt
Der Kinderladen
Marktplatz 5
6020 Innsbruck
Austria

30 August 200-

Dear Mr Haupt

Thank you for your enquiry of 23 August about our range of children's clothing.

I enclose some information which I hope you will find of interest. Please contact me if I can be of any further help.

Yours sincerely

Roberta Sindair
Roberta Sinclair

Enclosures: price list
..... catalogue
..... order form