

## INTRODUCTION LESSON

### 1 Translate:

adresa..... datum..... odesílatel.....  
objednat..... nabídnout..... firma.....  
soukromý dopis..... obchodní dopis.....  
kus..... odpovědět..... odeslat.....

### 2 Match the Czech and English words.

PŠČ	podpis	závěrečná fráze	odpověď	zkratka	ohledně	pozdrav	vlastní text dopisu	přílohy	velké písmeno
celá adresa	adresát/příjemce	akciová společnost	pozdravy	hlavička dopisu	co nejdříve	obsah	číslo popisné		
obsahovat	společnost s ručením omezeným								

letter head.....	the number of the house.....
zip code.....	enclosures.....
include.....	abbreviation.....
signature.....	addressee.....
close.....	content.....
salutation.....	full address.....
the body of the letter.....	capital letter.....
as soon as possible.....	a reply.....
regarding.....	limited company.....
incorporated company.....	regards.....

### 3 Answer the following questions.

- What is another word for "addressee"?
- What is another word for "salutation"?
- Who sends a letter?
- Who receives a letter?

### 4 Identify parts of a letter and describe them.

*SafeWay*

111 The High Road, Santa Barbara CA 68700, USA

Mr Daniel Radcliffe  
3005 West Avenue  
Houston TX 77001  
USA

6 June 202\_

Dear Mr Radcliffe,

Thank you for your long-term cooperation with our company. We have the pleasure of inviting you to our annual all-company meeting held on 25 September 202\_ in the Four Seasons Hotel. The celebration begins at 10 a.m.; refreshments and food included.

We will be honoured with your appearance.

Yours sincerely,

*Colin Fairbanks*

Colin Fairbanks  
SafeWay Chief Executive

## TYPES OF BUSINESS LETTERS

### 5 Match the English and Czech words.

inquiry	stížnost
reply to offer	odpověď na stížnost
complaint	poptávka
advice of dispatch	nabídka; nabídnout
offer	odpověď na nabídku
order	oznámení o odeslání zboží
reply to complaint	vyřízení objednávky
execution of orders	objednávka; objednat

### 6 Translate the following phrases.

We are glad to learn from your letter of 10 January. ....

Please let us know the date of his arrival. ....

We would like to meet him at the airport. ....

We thank you for your letter. ....

We are interested in your Mini-Computers. ....

Let us kindly know... ..

We are looking forward to your early reply. ....

With reference to your advertisement... ..

Is it possible to make purchases online? .....

### 7 Read the samples and suggest the type of a letter.

Hi Jane!

I'm so excited to hear from you again! I couldn't believe you went to the Caribbean for your holidays – it must've been fantastic! I wish I was as lucky as you! ...

Dear Sirs,

We have seen your advertisement in the Reporter Newspapers and we are interested in your garden swimming pools. Please, let us have your latest catalogue and a price-list...

Dear Mr Wallace,

We have received your order and are glad to inform you that your goods will be dispatched tomorrow in the morning. We hope you will be satisfied...

Dear Sir/Madam,

We are a high-quality Event Company. We specialize in organizing events for in-company needs such as annual celebrations, team-building, new products promotion and others. We are sending you our CD including videos of events which were awarded the best event of the year 202\_

Dear Ms Kozlowski,

We thank you for your consignment but we are sorry to say that half of the ordered goods have arrived in a damaged state which is unacceptable for us. This situation has caused us great inconvenience. In view of these facts, we claim from you compensation...