

WRITING

A

Choose the correct item from each pair to complete the letter.

schedule	~~I have pleasure in~~	We would be very grateful ~~ε~~
date and time ~~ε~~	I am pleased to	We are delighted
further information	take advantage of ~~ε~~	we enclose
full details ~~ε~~	look forward to	we could arrange for ~~ε~~

SPICA OFFICE SOLUTIONS

12 CONNAUGHT AVENUE, GLASGOW

21 May

Ms Glenda Munroe
Purchasing Manager
United Freight Agencies
Liverpool

Dear Ms Munroe,

As Head of our Customer Service Department, I have pleasure
in¹ enclosing our latest catalogue, featuring our exciting new range of
office equipment and furniture at the most competitive prices currently
on the market.

.....² if you could let us know which of our products would be
of particular interest to you. Once we have this information,.....³ an
expert from our sales staff to visit your company in order to carry out a
detailed needs analysis and produce a unique office solution for you, entirely
free of charge.

Our expert would also give you ⁴ of our special offers. At Spica
Office Solutions we offer our regular customers more than just discounts.
For example, there is a two-month free trial period for all electrical
equipment, including photocopiers, and much more.

If you would like to ⁵ a visit from our expert, please inform us
of a suitable ⁶.

We look forward to hearing from you.

Yours sincerely,

Ben Costello

Ben Costello
Sales Manager

B

Write a reply to Mr Costello in which you:

- thank him for the catalogue
- describe what kind of office equipment / furniture you are interested in
- accept his offer of a visit from an expert
- suggest a time and date for the visit.