

10 Zamówienie i list przewodni

ORDER • COVERING LETTER

Uzupełnij zamówienia i listy przewodnie wyrazami z ramki.

Sklep Meblowy MEBELKI
ul. Długa 82
42-208 Częstochowa

Furniture World Ltd.
28 East Avenue, Radcliffe,
Manchester M26 3ED

ORDER No. 735/Y
(please quote this number on all correspondence)

15 May 2012

Quantity	(a)	Cat. No.	Price per unit	Total Value
27	Desks (black)	23/b	£ 250	6,750
13	Desks (white)	23/w	£ 250	3,250
40	Desk chairs	25/d	£ 170	6,800
.....: sixteen thousand eight hundred pound			Total value:	£ 16,800

Note: subject to 10% discount

Delivery date: 30 July

Payment: bank transfer

Method of transport: by road

.....: please limit the weight of each carton to 80 kg

Sklep Meblowy MEBELKI

ul. Długa 82 42-208 Częstochowa



Jack White
Selling Director

15 May 2012

Furniture' World Ltd.
28 East Avenue, Radcliffe,
Manchester M26 3ED

Dear Mr White

Please find ^(d) our order No. 735/Y for desks and desk chairs.

We have decided to accept the 10% discount for orders over £ 8,000. We would also like to thank you for the 5% cash discount you offered for payment within 14 days from the date of the invoice.

Please note that the delivery is ^(e) by 30 June. We reserve the right to ^(f) delivery if you cannot keep this date.

As agreed, the furniture are to be packed in cartons, up to 80 kg each.

Please ^(g) the order by return.

We look forward to receiving your advice of dispatch.

Yours sincerely

Zygmunt Niewodzki
Purchasing Department Director

refuse • confirm • Item Description • packing • required • in words • enclosed

Hurtownia Owoców, Warzyw i Jaj
ul. Sosnowa 6
75-683 Koszalin
tel./fax: +48 94 567 87 89

Gospodarstwo Ogrodowe SADEX
ul. Ogrodowa 15
05-140 Serock

Order No. 1232/M

14 August 2012

Quantity	Description	Price per ton	Total Value
3 tons	"Golden Summer", grade 2	PLN 870	PLN 2,610
5 tons	"Green", grade 1	PLN 850	PLN 4,250
Total value:			PLN 6,860

Note: subject to 15% cash discount for ^(a) settlement

Payment: Irrevocable Letter of Credit

Delivery: by the end of August

HURTOWNIA OWOCÓW, WARZYW I JAJ

ul. Sosnowa 6 75-683 Koszalin tel./fax: 94 567 87 89



Krzysztof Janowski
Selling Department Director

14 August 2012

Gospodarstwo Ogrodowe SADEX
ul. Ogrodowa 15
05-140 Serock

Dear Mr Janowski

Re: Order No. 1232/M

We enclose our order No. 1232/M for 3 tons of apples, variety "Golden Summer", grade 2, and 5 tons of apples variety "Green", grade 1.

...

ORDER FULFILMENT

1. Uzupełnij dokumenty wyrazami z ramki.

A

wide selection of ergonomic office furniture

Furniture' World Ltd.

28 East Avenue, Radcliffe, Manchester M26 3ED



Zygmunt Niewodzki
Purchasing Department Director

18 June 2012

Sklep Meblowy "Mebelki"
ul. Długa 82
42-208 Częstochowa

Dear Mr Niewodzki

We confirm the ^(a) of your order No. 735/Y for desks and desk chairs.

We have the pleasure in informing you that all the items are in ^(b) and we can guarantee delivery by 30 June, as requested. We will advise you of the date of ^(c)

From the enclosed invoice you will see that we have granted you the 10% cash discount as agreed.

We have taken special note of your packing instructions and limited the weight of each carton to 80 kg. We trust you will find the delivery ^(d)

We look forward to receiving your ^(e) orders.

Yours sincerely

Jack White
Selling Director

stock · receipt · further · satisfactory · dispatch



Gospodarstwo Ogrodowe SADEX

ul. Ogrodowa 15, 05-140 Serock

Emma Stower
Purchasing Manager

19 August 2012

Hurtownia Owoców, Warzyw i Jaj
ul. Sosnowa 6
75-683 Koszalin
tel./fax: +48 94 567 87 89

Dear Mrs Stower

Thank you for your ^(a) for 8 tons of apples: 3 tons of "Golden Summer", grade 2, and 5 tons of "Green", grade 1.

We are pleased to inform that the goods have been ^(b) to you today. They are ^(c) in Koszalin on August 25. We trust you will find the goods satisfactory.

We enclose our invoice No. 567 for PLN 6,860. You will see that we have granted you the 10% discount, as ^(e)

We hope to receive further orders from you.

Yours sincerely

Krzysztof Janowski
Selling Department Director

shipped · order · agreed · supplied · due

13 Przypomnienie o płatności

PAYMENT REMINDER LETTER

- Zapoznaj się z przypomnieniami o płatności i uzupełnij luki wyrazami z ramki.



Gospodarstwo Ogrodowe SADEX

ul. Ogrodowa 15, 05-140 Serock

Emma Stower
Purchasing Manager

20 December 2012

Hurtownia Owoców, Warzyw i Jaj
ul. Sosnowa 6
75-683 Koszalin
tel./fax: +48 94 567 87 89

Dear Mrs Stower

We are sorry to inform that the ^(a) of the enclosed invoice is now 4 months
..... We wrote to you on March 8 ^(c) the payment but
have not received any reply to our letter.

We would like to remind you that according to our ^(d), settlement should
be made within 30 days of the date of the invoice.

Please look into this matter immediately.

Yours sincerely

Krzysztof Janowski
Selling Department Director

overdue · contract · settlement · concerning

LETTER OF COMPLAINT

1 Uzupełnij reklamację wyrazami z ramek.

A

WIDE ASSORTMENT OF OFFICE FURNITURE • BEST VALUE FOR MONEY

Sklep Meblowy MEBELKI

ul. Długa 82 42-208 Częstochowa



Jack White
Selling Director

30 June 2012

Furniture' World Ltd.
28 East Avenue, Radcliffe,
Manchester M26 3ED

Dear Mr White

Thank you for the prompt delivery of desks and desk chairs. However, on ^(a) the goods we found that there were 34 chairs instead of 40 ordered ones. The boxes were in perfect ^(b) We ^(c) there must have been a mistake in making up the order at your store.

We have no choice but to ask you to ^(d) the missing goods immediately. We would like to remind you that ^(e) delivery was a firm condition of this order. Therefore please treat the matter as urgent.

Yours sincerely

Zygmunt Niewodzki
Purchasing Department Director

condition • unpacking • prompt • assume • dispatch

Dear Mr Jacobson

We are placing a quality claim for ladies' black coats which we ^(a) against order No. 735. On examining the goods we found that the finish and quality did not ^(b) with the samples supplied. The quality of all coats is ^(c) and some of them are dark navy instead of black.

We must ask you to ^(d) the coats by coats of the quality ordered.

When placing our order we stressed that we needed the coats for the winter season. If they do not reach us by the end of September we will have to ^(e) the order and find another source of supply.

Please look into this matter immediately.

Yours sincerely

Maria Fernanda Meza

correspond • replace • received • cancel • poor

C

Dear Mr Skorupko

I am writing to ^(a) about the shipment of china plates we received on November 3. On checking the goods we learned that there were several ^(b) in every box. We assume it occurred due to ^(c) packing. Please ^(d) control during the packing of the next consignment.

We have no choice but to ask you to ^(e) the value of this claim from the value of the next delivery. We hope this sort of problem does not arise again.

Your prompt reply will be appreciated.

Yours sincerely

Jane Fiddler
Customer Service Department Manager

breakages • tighten • decrease • complain • inadequate

COMPLAINT RESPONSE LETTER

1 Uzupełnij dokumenty wyrazami z ramek.

A

wide selection of ergonomic office furniture

Furniture' World Ltd.

28 East Avenue, Radcliffe, Manchester M26 3ED



Zygmunt Niewodzki
Purchasing Department Director

2 July 2012

Sklep Meblowy "Mebelki"
ul. Długa 82
42-208 Częstochowa

Dear Mr Niewodzki

Thank you for your letter informing us about the prompt delivery of desks and desk chairs. However, we regret to hear that 6 chairs were missing. After ^(a) your complaint we found that the mistake in packing was made in our Dispatch Department. I have already arranged for ^(b) dispatch of the missing goods.

I would like to apologize for the ^(c) delivery and any inconvenience it has caused. Let me assure you that the next consignment will be ^(d) carefully and such mistake will not occur again.

We trust this unfortunate incident will not ^(e) you from placing further orders with us.

Yours sincerely

Jack White
Selling Director

short · investigating · prevent · examined · immediate

Dear Mr Butler

We are sorry to learn from your letter of May 15 about the delay in delivery of washing powder which was ^(a) by the end of November. I would like to ^(b) for any trouble it has caused you. However, on going into this matter we find that the delay is due to bad weather conditions. Our trucks have been ^(c) for 2 days because of heavy snow falls.

We advised you of the dispatch and informed that the consignment of washing powder was to ^(d) you on the 21 November. But since the goods were shipped well in ^(e) to reach you as scheduled, there should be only a slight delay.

Please accept our apologies for this incident.

Yours sincerely

Edward Shaw
Claim Department Manager

apologize · due · advance · reach · held up

Dear Ms Wilson

We have received your complaint concerning ladies' coats. We regret to hear that you are not ^(a) with them. We have ^(b) the goods carefully before dispatch and can ^(c) that the quality was up to sample sent to you.

We suggest you to ^(d) to us a few items and we shall investigate your complaint. Until then, we are sorry to inform that we cannot send the ^(e) We shall do our utmost to put the matter right.

Yours sincerely

Robert Jacobson
Customer Service and Claims Department Manager

replacement · return · satisfied · checked · assure

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Faktura i raport kasowy

INVOICE • CASH REPORT

- 1 W wykreślane miejsca na fakturze VAT wpisz odpowiednie wyrażenia z ramki.

Sales invoice No. 176				
.....: "Furniture and Accessories for Babies", Cork				
.....: "Kids' World", Furniture Shop, Manchester				
Time of supply: 15/02/2012	: 20/02/2012		
4	Desks	\$ 22.00	\$ 18.00	\$ 88.00
5	High chairs	\$ 9.00	\$ 7.00	\$ 45.00
9	Lamps	\$ 4.50	\$ 3.75	\$ 40.50
	Delivery (net)	\$ 10.00		
	Terms: Cash discount of 6% if paid within 14 days			
		\$ 173.50		
Jane Bright				

Quantity	Unit price	Signature of person authorised to issue the invoice
Subtotal inclusive of VAT	Description	From
Amount exclusive of VAT	Date of issue	Total Amount
	To	

- 2 Zapoznaj się z przedstawionym fakturami. Korzystając z nich, wpisz oryginalne zwroty i wyrażenia obok polskich odpowiedników:

- 1) ilość
- 2) opis
- 3) niepowtarzalny kod towaru (jednostka magazynowa)
- 4) waluta
- 5) cena jednostkowa

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Obsługa kasy fiskalnej

HANDLING A CASH REGISTER/TILL

- 1 Wpisz na rysunku nazwy części kasy fiskalnej, korzystając z wyrazów podanych w ramce.



keyboard · drawer lock · mode switch · power cord · operator display ·
printer cover · receipt paper · drawer