KURS SPRZEDAWCA II STOPNIA

PRZEDMIOT: JĘZYK ANGIELSKI

ILOŚĆ GODZIN: 30

NAUCZYCIEL: MONIKA ŁĄTKOWSKA

MAIL: md.latkowscy@gmail.com

TEMATY:

1. Miejsce pracy
2. Informacje na towarach i opakowaniach
3. Metki i etykiety
4. Liczebniki
5. Wyposażenie sklepów - słownictwo
6. Obsługa klienta (rozmowa sprzedażowa, sprzedawca-kupujący)
7. Obsługa klienta (negocjowanie warunków sprzedaży)
8. **Ćwiczenie na ocenę - scenka rodzajowa**
9. **Test wiedzy z zakresu przyswojonych zagadnień**
10. Porozumienie o współpracy
11. Zapytanie ofertowe
12. Odpowiedź na zapytanie ofertowe
13. Oferta handlowa
14. Oferta cenowa
15. **Ćwiczenie na ocenę - przygotowujemy ofertę handlową**
16. Zamówienia
17. List przewodni
18. Realizacja zamówień
19. **Test wiedzy z zakresu przyswojonych zagadnień**
20. Umowa sprzedaży
21. Przypomnienie o płatności
22. Reklamacja
23. Odpowiedź na reklamację
24. Faktura i raport kasowy
25. Obsługa kasy fiskalnej
26. **Test wiedzy z zakresu przyswojonych zagadnień**
27. Poszukiwanie pracy – oferty pracy
28. Poszukiwanie pracy – CV i list motywacyjny
29. Poszukiwanie pracy – rozmowa kwalifikacyjna
30. **Ćwiczenie na ocenę - piszemy CV i list motywacyjny**

Topic: Types of shops

1. sklep spożywczy -
2. sklep mięsny -
3. piekarnia -
4. sklep odzieżowy -
5. sklep obuwniczy -
6. warzywniak -
7. kiosk -
8. księgarnia -
9. apteka -
10. kwiaciarnia -
11. jubiler -
12. sklep z artykułami piśmienniczymi -
13. sklep meblowy -
14. sklep monopolowy -
15. dom towarowy -
16. centrum handlowe -
17. sklep rybny -

flower shop * clothes shop * chemist's * butcher's * bookshop * baker's * department store * furniture shop * fishmongers's * greengrocer's * off-licence * grocer's * shopping centre * shoe shop * stationer's * newsagent's * jeweller's

Topic 2: Shopping tags (sklepowe etykiety)

sold out -

bargain -

price cut -

1/3 off -

tax free -

jakość dostawy -

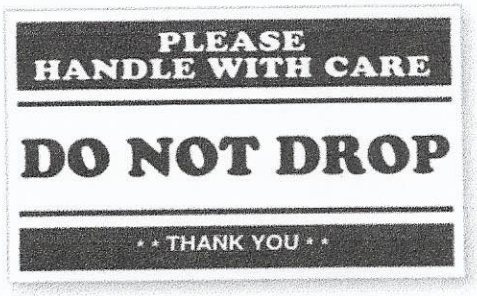
w100% odnawialne -

pilne -

obniżka -

kup teraz -

Topic 3: Package labeling (informacje na towarach i opakowaniach)



....


HANDLE
WITH CARE

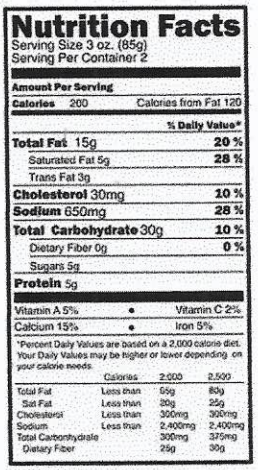

FLAMMABLE
3

....


100%
PREMIUM
QUALITY


30

....



Nutrition Facts
Serving Size 3 oz. (85g)
Serving Per Container 2

Amount Per Serving
Calories 200 — Calories from Fat 120

	% Daily Value*
Total Fat 15g	**20 %**
Saturated Fat 5g	**28 %**
Trans Fat 3g	
Cholesterol 30mg	**10 %**
Sodium 650mg	**28 %**
Total Carbohydrate 30g	**10 %**
Dietary Fiber 0g	**0 %**
Sugars 5g	
Protein 5g	

Vitamin A 5% • Vitamin C 2%
Calcium 15% • Iron 5%

*Percent Daily Values are based on a 2,000 calorie diet. Your Daily Values may be higher or lower depending on your calorie needs:

		Calories	2,000	2,500
Total Fat	Less than		65g	80g
Sat Fat	Less than		20g	25g
Cholesterol	Less than		300mg	300mg
Sodium	Less than		2,400mg	2,400mg
Total Carbohydrate			300mg	375mg
Dietary Fiber			25g	30g

delikatne * nie upuścić * informacje żywieniowe * prawdziwa skóra * 100% jakości * traktować delikatnie * prać w 30 st. * produkt ekologiczny * łatwopalny

5 Obsługa klienta

(rozmowa sprzedażowa, negocjowanie warunków sprzedaży)

BUSINESS CONVERSATIONS

1 Wysłuchaj czterech rozmów telefonicznych i uzupełnij brakujące informacje.

[nagranie 6]

pierwsza rozmowa

– Sunny Fruit, good morning. Anna Nowak speaking. How can I help you?
– Good morning. I'm (a) ..... in purchasing apples.
– Just a moment, please. I'll (b) ..... you ..... to the Selling Department.

(a few seconds later)

– I'm afraid the line is (c) ..... . Do you want to (d) .....?
– No, I don't. I'll call later, directly to the Selling Department. Can I have the extension, please?
– Yes, certainly. It's (e) ..... .
– (f) ..... . Thank you for your help.

[nagranie 7]

druga rozmowa

– Good morning. I'd like to speak to Mr Smith.
– Who is speaking, please?
– Maria Kotecka from „Ogrody i Spółka". I'm calling about the (a) ..... I'm going to sign with Mr Smith.
– I see but I'm sorry Mr Smith is not (b) ..... at the moment. He is (c) ..... of town. Do you want to leave a (d) .....?
– Yes. Tell him please that Maria Kotecka phoned. He will know all the details.
– I'll (e) ..... the information on to the boss as soon as he is back. May I have your number, please?

– Yes, certainly. It's (f) ..... .
– (g) ..... . Mr Smith will call you back. Thank you for your call.

[nagranie 8]

trzecia rozmowa

– Good morning. This is Maria Kotecka from „Ogrody i Spółka". Can I speak to Mr Smith?
– Smith (a) ..... .
– I'm calling in connection with my order number (b) ..... . I'd like to discuss some details. When can we meet?
– Is next Monday OK with you? I (c) ..... be in the office this week.
– I'm afraid it's (d) ..... .
– Will you speak to my assistant?
– Yes, certainly.
– Call my office then.

[nagranie 9]

czwarta rozmowa

– Good morning. Could you put me through to the Managing Director?
– I'm afraid he is in a (a) ..... with a client at the moment. Can I (b) ..... a message?
– Tell him please that Jan Nowak from Drevex phoned. We're a new company producing furniture for the (c) ..... market. We may place an order for your wood but first I'd like to discuss some details like the (d) ..... you quote, terms of (e) ..... and discounts you grant.
– I'll certainly pass that information on to the director. We may also send you our price (f) ..... and the latest brochure. Can I have your address?
– It's Puławska (g) ....., Warsaw.
– Thank you.

2 Przeczytaj dialogi z ćwiczenia 1. Korzystając z nich, wpisz oryginalne zwroty i wyrażenia obok polskich odpowiedników:

1) Smith przy telefonie .....
2) chwileczkę .....
3) poczekać .....
4) połączyć z .....
5) numer wewnętrzny .....
6) dostępny .....
7) zajęta linia .....

5 Wysłuchaj nagrania i uzupełnij dialog brakującymi informacjami.

[nagranie 10]

– Good morning. Robert Smith speaking. How can I help you?
– Good morning. My name is Krystyna Zielińska. I run a furniture shop in Kłodzko and planning to open a new store in a neighbouring town. That is why I am looking for a new (a) ..... . I have just seen the brochure and price list you sent us and must say that your products meet our expectations.
– We are pleased to hear that.
– However, I believe you could make your prices more (b) ..... .
– Well, the prices quoted are subject to variation. We usually grant (c) .... discount for payment within 10 days on the receipt of order.
– Actually, I have been thinking of entering into a long-term cooperation.
– In that case you may count on further (d) ..... . We offer 4% discount for regular (e) ..... and another 4% for ordering bigger amounts.
– That sounds reasonable for me. I will think it over.Thank you for all the information.
– You are welcome. We hope to hear from you soon.

BUYER – SELLER CONVERSATIONS

6 Uzupełnij rozmowy sklepowe wyrazami z ramki (A – assistant, C – customer).

A

A: How can I help you?
C: I'd like to (a) ..... that jacket, please.
A: What (b) ..... are you?
C: Medium.
A: Just a moment, please. Here you are.
C: (c) ..... does it cost?
A: £ 47.

B

C: Good morning. You've got some nice, red heels in the (d) ..... .
How much are they?
A: They are $ 89.
C: That is a bit expensive.
A: Yes, but they are a real (e) ..... .
C: Well, can I try them on?
A: Yes, of course you can. Here you are.
(a few seconds later)
A: How do they feel?
C: Comfortable. I think I'll take them.
A: $ 89, then.
C: Here you are.
A: $ 100. Here is your (f) ..... . Keep the (g) ....., please. You may need it if you want to make a refund.
C: Thank you. Good bye.

change · leather · receipt · try on · how much · window · size

7 Dopasuj odpowiedzi do pytań.

1) Can I help you? .....
2) How does it look? .....
3) These shoes are too small. Have you got bigger ones? .....
4) Where is the changing room? .....
5) Is this the right size? .....
6) Do you accept credit cards? .....

• • •

a) Sorry, we have only the small ones.
b) I think it suits you.
c) Over there, on the left.
d) They are a bit tight.
e) No, thank you. I'm just looking around.
f) Sorry, cash only.

8 Wybierz właściwą odpowiedź.

1) gdy pytasz o cenę jednej rzeczy, użyjesz zwrotów: .....
.....

6 Porozumienie o współpracy

COOPERATION AGREEMENT

1 Dopasuj następujące zwroty i wyrażenia do zwrotów i wyrazów z ramki.

1) treść porozumienia .....
2) naruszenie kontraktu .....
3) zasada równości .....
4) obopólne korzyści .....
5) wyłączny .....
6) ma prawo do .....
7) ujawniać poufne informacje .....
8) wcześniejsza zgoda .....
9) znak handlowy .....
10) podpisać umowę .....
11) upoważnić .....
12) pełna suma .....
13) strata .....
14) prawa i zobowiązania .....
15) wygaśnięcie umowy .....
16) obowiązujące prawo .....
17) skierować sprawę do sądu .....
18) strona naruszająca umowę .....

trademark · content coopearation · breaching party · breach of contract · advance consent · principle of equality · authorize · full amount · mutual benefits · file a suit · rights and obligations · termination of agreement · exclusive · shall have the right to · applicable law · disclose confidential information · sign a contract · loss

7 Zapytanie ofertowe

REQUEST FOR QUOTATION

1 Uzupełnij zapytania ofertowe wyrazami z ramki.

A

great selection of cars • reasonable prices • professional services

SAMOCHODEX LTD
ul. Puławska 76
00-950 Warszawa
Poland
tel. /fax: +48 22 756 55 75

21 April 2012

Mr Robert Smith
Sales Manager

Headlight Co.
9, West Avenue
Cork, Ireland

Dear Mr Smith

We have been informed that you are the (a) ..... importer of spare parts for Japanese cars in your region.

We are a private company selling Asian cars in Poland and are interested in (b) ..... a long-term contract for spare parts. Offers should include, apart from the usual details, quality description, kind of packing and technical data. Inform us please if you grant a discount for cash (c) ..... .

We look forward to your (d) ..... response.

Yours sincerely

Zbigniew Janowski
Sales Manager

payment • major • prompt • signing

B

To: COMPUTEX
From: "Be Bright", software dealer
Subject: Enquiry
Sent: Mon, May 21, 2012 14:29:42 GMT+00:00

Dear Sirs

We have seen your (a) ..... in 'Computer's World'.

We are leading dealers of software programs in our region with branches in 8 major cities in Poland and are looking for (b) ..... for our stores.

Please send to us your latest catalogue and a price list for computer software. Inform us if you allow any discount for regular (c) ..... of large quantities as we are interested in a long-term cooperation.

We hope you will (d) ..... an offer at your most favourable terms.

Yours faithfully

suppliers · **advertisement** · **submit** · **purchases**

C

Dear Sirs

We would like to inform you that we are interested in obtaining regular supplies of your fabrics, especially poor wool and linen. Please, send to us your catalogue, price list and (a) ..... As we have a steady demand for our products, prompt delivery is essential. Therefore, please inform us whether you would be able to deliver within 2 weeks of (b) ..... of order.

We would like the shipment to begin in March and continue until the end of the year. Let us know whether the prices quoted will remain (c) ..... over the year.

If your prices are competitive and the goods meet our (d) ..... , we are ready to place regular orders.

We look forward to hearing from you.

Yours faithfully

samples · **firm** · **requirements** · **receipt**

D

Dear Sirs

We saw your (a) ..... variety of dog care products at this year Wrocław fair and would like to know if you can supply us with the goods we need.

We are a small company producing dog care products. Currently, we are selling on the domestic market but planning to (b) ..... our business and export products to Western Europe. Therefore, we must be sure that the (c) ..... of the goods meet the European Union standards.

Please send to us your offer for dogs' cosmetics, collars and accessories together with the terms you are prepared to supply. Inform us please what your (d) ..... delivery date is. We would also expect a quantity discount for large and regular orders.

Please treat the matter as urgent.

Yours faithfully

earliest · **expand** · **wide** · **quality**

2 Przejrzyj zapytania ofertowe z ćwiczenia 1. jeszcze raz. Korzystając z nich, wpisz oryginalne zwroty i wyrażenia obok polskich odpowiedników:

1) zostaliśmy poinformowani, że .....
2) chcielibyśmy poinformować, że .....
3) jesteśmy firmą produkującą .....
4) jesteśmy firmą sprzedającą .....
5) jesteśmy zainteresowani regularnymi dostawami .....
6) jesteśmy zainteresowani podpisaniem umowy .....
7) długoterminowa umowa .....
8) regularne zakupy .....
9) duże ilości .....
10) składać zamówienie .....
11) udzielać rabatu .....
12) rabat ilościowy .....
13) konkurencyjne ceny .....
14) rynek krajowy .....
15) spełniać wymagania .....

8 Odpowiedź na zapytanie ofertowe

QUOTATION REPLY LETTER

1 Uzupełnij odpowiedzi na zapytania ofertowe wyrazami z ramki.

A

paint your dreams with best wall paint colours
FARBEX LTD ul. Ogrodowa 15 53-209 Wrocław tel./fax: +48 74 856 34 56

Mr Krzysztof Baraniec

12 May 2012

Remonty i Wykończenia
ul. Krakowska 45
50-500 Jelenia Góra

Dear Mr Baraniec

In (a) ..... to your enquiry of May 2nd we are pleased to inform that we have the paints in quantities you require. We are sending you a full (b) ..... of our samples by separate post. All colours are carried in stock what enables us to (c) ..... delivery within 7 days of receipt of order.

We would like to mention that we allow a special discount of 3% for settlement within 14 days from the date of (d) ..... .

We hope our products will meet with your approval. If you (e) ..... any further information, please call us at the above telephone number.

We look forward to hearing from you.

Yours sincerely

Robert Cork
Managing Director

range · reply · effect · require · invoice

B

Dear Sirs

Thank you for your letter concerning our sewing machines and for interest in our products. We are pleased to inform that these goods are available from (a) .....

Our sewing machines are (b) ..... for their excellent quality. They are selling well on both domestic and European markets.

We (c) ..... our price list and conditions of sale. We are sure you will find our prices competitive as we allow 7% discount for bigger (d) ..... and another 3% for cash payment. Please remember that we require payment within 7 days of (e) ..... the order.

Do not hesitate to write to us again if you have any questions.

We are looking forward to receiving your order.

Yours faithfully

enclose · stock · effecting · well-known · quantities

C

Dear Sirs

We have received your enquiry of 3rd November and are glad to inform you that we can (a) ..... you with the fabrics you require. We are also able to meet your delivery dates.

We recommend trying samples before placing an order because we do not accept (b) ..... . We would like to inform that we cannot guarantee firm prices as they are subject to (c) ..... without notice. Prices quoted in the current price list are for orders over $ 25,000.

We enclose full details of our terms and (d) ..... of sale. You can order by phone on weekdays from 8 a.m. to 5 p.m. or by mail at any time.

We hope you find our offer (e) ..... . Please contact us if you have any questions.

We look forward to hearing from you.

Yours faithfully

supply · variation · conditions · competitive · returns

iatów. Dostawa natych-
eny niestety mogą ulec
owienia można składać
szybką odpowiedź.

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9 Oferta handlowa i cenowa

QUOTATION LETTER

I Uzupełnij oferty wyrazami z ramki.

A

From: Electric Kit
To: "Bright & Light" Wholesale
Sent: Friday, May 11, 2012 10:29 AM

Dear Sirs

We are pleased to [a] ..... the following prices on plumbing and electrical tools:

1) plunger – PLN 10.20
2) plumber's snake – PLN 9.50 (per 1 m)
3) pipe wrench – PLN 101
4) tester screwdriver – PLN 6.20
5) socket tester – PLN 106

Our terms:

- the prices quoted are for quantities over 500 pieces
- payment should be made by Irrevocable [b] ..... of Credit
- our prices include delivery [c] .....
- 10% discount for bigger [d] .....
- we deliver within 4 weeks of [e] ..... of order

quote · receipt · Letter · charges · quantities

10 Zamówienie i list przewodni

ORDER • COVERING LETTER

1 Uzupełnij zamówienia i listy przewodnie wyrazami z ramki.

A

Sklep Meblowy MEBELKI
ul. Długa 82
42-208 Częstochowa

Furniture World Ltd.
20 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
(b) .....: sixteen thousand eight hundred pound			**Total value:**	**£ 16,800**

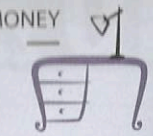
Note: subject to 10% discount
Delivery date: 30 July
Payment: bank transfer
Method of transport: by road

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

WIDE ASSORTMENT OF OFFICE FURNITURE • BEST VALUE FOR MONEY

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

B

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

Krystian 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.

11 Realizacja zamówień

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] ..... .

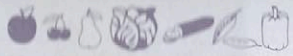
We look forward to receiving your [e] ..... orders.

Yours sincerely

Jack White
Selling Director

stock · **receipt** · **further** · **satisfactory** · **dispatch**

B



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 [d] ..... 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

Kristian Janowski
Selling Department Director

shipped · **order** · **agreed** · **supplied** · **due**

13 Przypomnienie o płatności

PAYMENT REMINDER LETTER

A Zapoznaj się z przypomnieniami o płatności i uzupełnij luki wyrazami z ramek.

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 [b] ..... . 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

Krystian Janowski
Selling Department Director

overdue · contract · settlement · concerning

14 Reklamacja

LETTER OF COMPLAINT

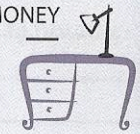
1 Uzupełnij reklamacje wyrazami z ramek.

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**

B

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**

15 Odpowiedź na reklamację

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**

B

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 (a) ..... you on the 21 November. But since the goods were shipped well in (b) ..... 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**

C

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**

16 Faktura i raport kasowy

INVOICE • CASH REPORT

1 W wykropkowane 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 · Date of issue · Total Amount · Amount exclusive of VAT · 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 .....

17 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