

Student A



Student B

John Coral and Partners

38 Marlborough Road
Swindon SW10 3PT

CCO Vending Machines

39 Charles Street
LONDON EC1 8BQ
12 March 1995

Dear Sir

I _____ your advertisement in *The Times* newspaper yesterday and I _____ some more information about your vending machines. We _____ our present machine for four years and need to replace it. _____ inform me about the price and the specifications of your ZX190?
I look forward to hearing from you.
Yours faithfully

Jefferson Sanders and Co. Chartered

Accountants

78 Grays Road
LONDON N1 4PJ

12 March 1995

Rexa Window Locks
Unit 3B
Wilton Industrial Park
Swindon SW3 6AF

Dear Sir/Madam

We _____ some problems with security in our offices recently. It is an old building which has many large wooden windows. We _____ some good window locks and a colleague _____ your company to me. _____ send me details of your product range and tell me if you have _____.
I look forward to hearing from you.
Yours faithfully

Rexa Window Locks

- fits any type of window
- opens and locks easily
- no key necessary
- installation service
- comes with a 5 year guarantee

ZX190 Vending Machine (for hot and cold drinks)

- holds up to 100 cans
- self-cleaning
- accepts any coin
- gives instructions in three languages
- gives change
- serves hot and cold drinks

REXA WINDOW LOCKS

Unit 3B Wilton Industrial Park Swindon SW3 6AF

CCO VENDING MACHINES

39 Charles Street London EC1 8BQ

In answer to your letter

Worksheet

27

ACTIVITY

Pairwork: writing

AIM

To answer an letter of enquiry about a product.

GRAMMAR AND FUNCTIONS*Can* for abilityWriting business letters: *I look forward to..., Could you please..., Yours faithfully***VOCABULARY**General: *to serve, to hold (ie contain), to accept, a coin, change (ie money), memory, to fit, to lock, installation, a guarantee***PREPARATION**

Make one copy of the worksheet for each pair of students in the class. Cut out the Student A and Student B sections as indicated at the top of the worksheet.

TIME

35 minutes

PROCEDURE

- 1 Tell the students that they are going to write a business letter to each other. Discuss some of the conventions of letter writing by eliciting phrases for beginning and ending letters (*Dear Sir/Madam, Thank you for your letter/recent enquiry, I look forward to hearing from you, etc.*)

- 2 Divide the students into two groups of Student As and Student Bs and ask them to work with a partner from the same group. Give each student the appropriate part of the worksheet.
- 3 In their pairs, ask them to complete the missing words or phrases in the letters at the top of the worksheet - sometimes one word is necessary, sometimes two or three. Although the students are working in pairs, they must both complete the missing information. Don't check the letters at this stage.
- 4 When they have done this, ask the students to detach the completed letter from the rest of the worksheet and 'send' it to a student from the other group. (ie Student A sends to Student B, and Student B sends to Student A).
- 5 Each student now reads the letter they have received and then writes an answer to it, using the information they have about the product. They should write the reply on the headed notepaper at the bottom of the worksheet.
- 6 When they have finished, ask them to send the reply back to the student who wrote the original letter.
- 7 Ask two or three students to read the letters they have received to the rest of the class. Check the completed enquiry letters by writing them on the board.

FOLLOW-UP

Ask the students to write a letter enquiring about, or giving information about, a product they know well.

SUGGESTED ANSWERS**John Coral and Partners**38 Marlborough Road
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12 March 1995

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We have had our present machine for four years and need to replace it. Could you inform me about the price and the specifications of your ZX190?

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Yours faithfully

Jefferson Sanders and Co. Chartered Accountants78 Grays Road
LONDON N1 4B312 March 1995
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Unit 3B
Wilton Industrial Park
Swindon SW3 6AF

Dear Sir/Madam

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I look forward to hearing from you.

Yours faithfully