



Otázka: Private and commercial correspondence

Jazyk: Angličtina

Přidal(a): Kalomi

What are the rules of the writing English correspondence

- no grammar and spelling mistakes should be written, neatness counts (slušná úprava se také počítá)
- the writer must decide whether (zdali) he is writing a private (mostly informal), formal or commercial letter, because there are many differences among them (mezi nimi)
- **INFORMAL LETTER** - do not follow certain format (není určen formát)
 - colloquial(hovorová) English is allowed (short forms: don't, I'm, **abbreviations**/abvijejšn/: BYOB, **phrasal verbs**: to doze off - zchruout si, **idioms**(fráze): it was hell- to bylo peklo)
- **FORMAL, BUSINESS LETTERS:** the form and style depends on their purposes /prpes/ (záleží na účelu dopisu)

What are the main differences between private and business letters?

- see question number 1



What kinds of commercial letters do you know?

- Enquiry (poptávka), request (žádost) and replies to these letters – a odpověď na ty to dopisy
- Replies to an advertisement (odpověď na inzeráty) – cover letter
- Orders, invoices, statements – objednávky, faktury, bankovní výpisy
- complaints – stížnosti
- Transport documentarion, insurance – přepravní dispozice, pojištění
- electronic correspondence (e-mails)
- reservations, invitations, letters of condolence, of congratulations – rezervace, pozvánky, kondolence, gratulace

Dou you have a penfriend? How often dou you exchange letters? What dou you write about?

No, I don't have penfriend, but when I was 10 I wrote with my class mate on holiday. We exchanged letters once a week We wrote about news in my village and in her villge, about our pets and holiday trips.

What is the layout of and English business letter? (jak vypadá obchodní dopis v angl.)

- left-justified – zarovnaný vlevo
- 1) sendres's address (or it is written on a letterhead papers) adresa odesílatele
 - 2) date
 - 3) the receiver's address – adresa příjemce



4) salutation – pozdrav – Dear Sir, or Madam (nevíme, komu píšeme)

– Dear Mr., Ms., (víme, komu píšeme)

5) closing remarks - pozdrav na konec (Your sincerely)

– pokud čárka za oslovením, pak i za pozdravem

6) signature - pozdrav - hand written - vlastní rukou

– printed – natištěný

7) enclosures (sometimes) - přílohy

Phrases of business letter

INQUIRY

OPENING PHRASES:

- We thank you **for** letter **of** 3rd June
- We reply **to** your letter **of** May 10 we wish to inform you (odpovídáme na váš dopis ze dne...a informujeme vás...)
- We refer **to** your fax **of** 2nd September (Odvoláváme se na váš fax...)
- With reference **to** your letter of 8 March we wish to say (s odkazem na váš dopis z...)



PHRASES ANNOUNCING (oznamující) A NEW FACTS:

- we would like to inform you that – rádi bychom vás informovali, že

PHRASES ANNOUNCING A PLEASANT OR AN UNPLEASANT FACTS:

(fráze oznamující příjemná nebo nepříjemná fakta)

- We are pleased (glad, happy) to learn – s potěšením se dovídáme...
- We are sorry (we regret) to have let you know that – musíme Vám bohužel sdělit...

REQUEST - žádost:

- We ask you to send us kindly – Žádáme vás, abyste nám laskavě poslali
- Reply by return – odpověď obratem
- We will appreciate your attention – věnujte pozornost

CLOSING PHRASES:

- We are looking forward to an early reply (to receiving – přijetí – an early reply) – těšíme se vaši brzkou odpověď
- We await your reply as soon as possible (čekáme vaši odpověď co nejdříve)
- We hope to hear from you soon – doufáme, že nám brzy odpovíte (že se brzy ozvete)

OFFER



- Many thanks for your inquiry - děkujeme za poptávku
- we are including a catalog - přikládáme katalog
- inclosed sample - přiložený vzorek