

# EXERCISES on BOOK

## **II. Translate into English:**

- 1. The goods we ordered last December were supposed to have been delivered 4 weeks ago.**
- 2. As goods are needed for next month's sales, you are kindly requested to / we suggest you should/ make immediate delivery**
- 3. If you fail to dispatch the ordered goods by 1st June , we will be forced /will have to cancel the order.**

- 4. We would like to apologize for the delays and believe that we haven't caused much trouble to you.**
- 5. We regret to inform you that we cannot accept the inferior goods and have to place the consignment at your disposal**
- 6. We have made careful study of your complaints / proposals and found that it was just a misunderstanding**

- 7. We are not responsible for any damages in the course of transportation.**
- 8. We will pay more attention to packaging in order to avoid possible damages in the process of long sea transportation in the future.**
- 9. We hope that you will be satisfied with our solution and believe to have more opportunities of serving your repeat and regular orders.**

### **III. Translate into Vietnamese:**

**Kính thưa quý ngài,**

**Về đơn đặt hàng số 65112/TD**

**Chúng tôi rất tiếc phải thông báo rằng chuyến hàng chở 2,000 tấn Ngô vàng trên con tàu S.S “Cargill” đã đến cảng Hải Phòng ngày 6/12/20...trong tình trạng tổn thất.**

**Theo hợp đồng, việc kiểm tra sơ bộ đã được thực hiện trên tàu ngay khi cập cảng, và kết quả giám định đã cho thấy các hạt ngô đã bị sâu mọt và xuất hiện nhiều côn trùng trong đó. Lô hàng sau đó đã được chuyển xuống sà lan để hun trùng trước khi dỡ hàng tại cầu cảng.**

**Theo yêu cầu của chúng tôi, các mẫu hàng đã được kiểm tra trước sự có mặt của ông D, là người áp tải hàng hóa của các ngài. Kết quả giám định và phân tích cuối cùng đã cho thấy rằng độ ẩm đã vượt quá mức cho phép là 2%, tỉ lệ hạt bị sâu mọt và tạp chất vượt quá 4% và 7%.**

**Trên cơ sở đánh giá từ phía chuyên gia của các ngài, chúng tôi cho rằng độ ẩm vượt quá mức cho phép là do thiếu hệ thống thông gió đã gây ra sự ngưng tụ nước, và sự xuất hiện của lượng lớn sâu mọt cũng một phần gây ra những tổn hại này. Ngoài ra, còn có thể nhận định thêm rằng lượng ngô này là của vụ mùa năm ngoái và nó đã được lưu kho quá lâu mà không có sự bảo quản thích hợp trước khi được xuất kho và tiến hành giao hàng. Cụ thể là lô hàng 30 tấn không đủ tiêu chuẩn để con người sử dụng và nếu chúng được mang ra bán thì phải được tiến hành phân loại.**

**Khách hàng của chúng tôi không chấp nhận số hàng này và chúng tôi e rằng phải để lại số hàng này cho các ngài định đoạt. Hoặc là, chúng tôi đề nghị được bồi thường 10,000 Bảng Anh cho tất cả những tổn thất mà chúng tôi phải gánh chịu cụ thể được nêu trong biên bản dự tính gửi kèm.**

**Toàn bộ lô hàng hiện đang được lưu trong kho chuyên dụng ở cảng Hải Phòng trong khi chờ chỉ dẫn của các ngài.**

**Chúng tôi hi vọng rằng các ngài xem xét đến vấn đề này và thông báo cho chúng tôi biết về quyết định của các ngài càng sớm càng tốt.**

**Kính thư,**

# **Reply to letters of complaint**



# **Opening:**

**Eg: We thank you for your letter of ....  
informing us that....**

**We are replying to your letter of 10th  
March in which you told us that....**

**We very much regret to learn from  
your letter of April 20th that.....**

**We are in receipt of your letter of 14th  
July and have to apologize for .....**

## **Message:**

**Eg: + We think that this delay may have something to do with the haulage contractors and we are making investigation at the moment.**

**+ Would you please return samples of the items you are dissatisfied with and we will send them to our factory in Dusseldorf for tests.**

- + The mistake was due to a fault in one of our machines, which has now been corrected.**
- + From the enclosed documents and packing list you will see that the number of cases coincides with that invoiced by us. We, therefore, advise you to lodge your claim against the insurance company as we think this is the case of pilferage.**

## **Ending:**

- + We apologize sincerely for the trouble caused to you and will take all possible steps to ensure that such mistake is not made again.**
- + Please accept our apologies for the inconvenience caused to you by the error.**

**+ We hope you will have no difficulty in obtaining full indemnity from the insurance company and trust that the matter will be settled to your satisfaction.**

**+ We will look into the matter and let you know the result shortly / as soon as possible/ in no time.**

**1. Dear Sirs,**

**Superline Z28 soil-digging machines**

**Upon our contract of constructing a hospital in Xuan Hoa, a province to the North of Hanoi six months ago, we then placed an order for two Superline Z28 soil-digging machines. These machines are given priority in being purchased due to the fact that their spare parts can be used individually as a rake, an excavator and a crane.**

**As we already emphasized in our order, these machines must be dispatched by mid of July 2009. However, up to today 15th August, we haven't heard anything about the consignment that should have been delivered. We are going to start our construction work on the site on 19th August.**

**As you know, these machines should be used right from the early days for dismantling and building the sub-construction units of the site and later for the foundation digging and smoothing.**

**We, therefore, could do nothing without the machines. We highly appreciate your advice of shipment as soon as possible.**

**Yours truly,**



**2. Dear Sirs,**

**Superline Z28 soil-digging machines**

**We have received your letter of 15th August and regret about the delay in the shipment of the above machines. We have urgently arranged the delivery, which means that you are going to get the machines in two weeks' time as a matter of fact that they were already on board the MS Song Huong departing/sailing to Vietnam two days ago.**

**Superline Z28 is a really good soil-digging machine as right from the starting time of being launched into the market it has attracted the attention of customers worldwide and thus being ordered so frequently.**

**The production of last April declined a little as the spare parts being ordered elsewhere arrived at /reached the factory late. This may help to explain for the delayed shipment to you.**

**We do hope that Superline Z28 of high durability and of perfect operation would considerably compensate for/ make up for your patience in waiting for them/ your long wait for them.**

**Yours faithfully,**

**3. To: Mr. A, Representative of X  
company in Hanoi.**

**Dear Mr. A,**

**Superline Z28 soil-digging machines**

**As already clearly stated in our order of  
28th February and in our letter of 15th  
August, we would like the above  
machines to be delivered to our  
construction site in Xuan Hoa. However,  
we just discovered that they had been  
shipped to Xuan Mai**

**We are not only embarrassed of having no machines to use but also find it difficult to take them back to Xuan Hoa.**

**We shall have to delay our work on the site for at least another 10 days.**

**This situation requires your urgent action in Vietnam.**

**Yours sincerely,**

**4. Dear Sirs,**  
**Superline Z28 soil-digging machines**

**Upon receiving your letter of 15th September, we arranged the collection of the two machines in Xuan Mai. They were then dispatched to Xuan Hoa this morning. So by the time you receive this letter, they will have been there.**

**As you know, we have supplied you a lot of machinery in recent years and the delivery point/ the place of delivery is usually Xuan Mai. Therefore, the Shipment Department wrongly / by mistake picked up Xuan Mai as the destination of the dispatched machines in their documents.**

**We do apologize for this mistake and hope that everything will be fine as you now already get the machines.**

**Best regards,**

**5. Dear Mr. A,**

**Superline Z28 soil-digging machines**

**We have never found it so  
troublesome like this time when we  
receive the consignment under our  
order and our instructions.**



**We have asked two of our technicians spending this whole morning to try the two above digging machines. They have reported that only two spare parts are delivered together with the machines. Two out of the six cases consist of crane's spare parts and the rest four cases contain rake's spare parts, which mean that we have four rakes but no excavators**

**While waiting for your excavators being sent, we would like to return the two rakes to your After-Sale Service Centre in Hanoi tomorrow morning in exchange of other two excavators.**

**Kind regards,**

**6. Dear Sirs,**

**Superline Z28 soil-digging machines**

**Though we had to write to you  
three times within the past few  
days about the above machines,  
we are now reluctantly writing  
more about them.**

**This morning our technicians returned the two wrongly-delivered rakes to your After-Sales Service Centre in exchange of other two excavators but after two hours of waiting for the machines they are informed that there are no excavators available in the Centre at the moment as all the inventory has already been sent to HCM City.**

**Without the excavators, we cannot do anything as we cannot dig without excavating soil.**

**We desperately demand the two excavators from you as soon as possible.**

**Yours truly,**

**7. Dear Sirs,**

**Superline Z28 soil-digging machines**

**Rarely has there been so many unexpected events to an order as the one for Superline Z28. This year, we have sold and arranged the shipments of the machines up to the construction sites in 14 countries without any pity mistakes.**

**Though your order has not been treated as efficiently as expected, we at least have a peace of mind when knowing that the two rakes and their assembled spare parts are now on your construction site.**

**As for the two excavators, we have instructed our agent in Thailand to ship them on the fastest means of transportation even by air, so we assure you will get the machines the day after tomorrow at the latest.**

**We would like to sincerely apologize for all the troubles and inconvenience experienced by you and do hope that once you have used the Superline Z28 and witnessed its super quality, you would continue to place further orders for machinery with us to support your country in her development process.**

**Warmest regards,**



## **Exercise 5:**

### **1. Một hóa đơn gây tranh cãi.**

**Thưa các ngài,**

**Chúng tôi xin lưu ý các ngài về hóa đơn của các ngài gửi cho chúng tôi số 4472 mà chúng tôi vừa nhận được.**

**Hóa đơn này có vẻ như là được lập cho số hàng hóa mà chúng tôi đặt mua từ tháng 11 trước chứ không phải cho số hàng mà chúng tôi thực nhận được cho đến thời điểm này. Vì chúng tôi vẫn đang chờ lô hàng bộ salon phòng khách nhãn hiệu Tudor và lô hàng thay thế cho lô ghế bành nhãn hiệu Queen Anna bị tổn thất tới mức không thể chấp nhận được, vì vậy hóa đơn nói trên rõ ràng là không chính xác.**

**Vì vậy, chúng tôi xin gửi trả lại hóa đơn này để các ngài có thể hoặc là sửa chữa lại cho đúng với lô hàng mà chúng tôi đã thực nhận hoặc là gửi lại cho chúng tôi sau khi chúng tôi đã nhận được lô hàng còn chưa giao nói trên.**

**Kính thư,**

2.

**Thưa các ngài,**

**Chúng tôi xin trả lời thư của các ngài đề ngày 14/1 trong đó các ngài có nêu lý do không đồng ý với hóa đơn của chúng tôi số 4472**

**Hóa đơn này không phải là được lập cho sổ hàng hóa mà các ngài đặt mua hồi tháng 11 mà là bản sao phần đầu của bản kê hàng giao. Thực tế là trước khi giao hàng cho các ngài nhân viên kho hàng của chúng tôi mới phát hiện ra là trong kho không còn bộ salon phòng khách nhãn hiệu Tudor. Chính vì vậy anh ta đã gạch mặt hàng này trong tờ kê hàng giao. Thật không may, anh ta đã quên thông báo cho Phòng Kế toán biết vì vậy hóa đơn đã không được sửa tương ứng.**

**Do đó, chúng tôi xin gửi lại cho các ngài cả bản hóa đơn và bản kê hàng giao cùng một giấy báo có cho số tiền 246 đôla Mỹ tương ứng với số hàng hóa mà các ngài đã thực sự nhận được.**

**Kính thư,**

## ***Exercise 6:***

**Dear Sirs,**

**We are writing to confirm our phone call to you this morning complaining about the consignment of electrical appliances that we have ordered from you since 10th August 2009 CIF Hai Phong under our order No. 2072 being shipped on the MS Carl Maxstart of Germany which arrived at Hai Phong Port on 19th November 2009, but in a damaged condition**

**The whole consignment being ordered should have consisted of 200 fridges model M2024, 100 large-size washing machines model 4488 and 500 colour 19-inch TV sets model 5033.**

**On discovering the shortage and damage, 2 representatives from VINACONTROL were requested to inspect the consignment of electrical goods and their survey report includes the following details:**



**The shipment actually includes:**

**Fridge: 190 units**

**B/W TV: 60 sets which were not  
ordered**

**Color TV: 440 sets**

**Washing machine: 100 units**

# **Present shortage conditions of the goods:**

**Fridge: 10 units**

**Color TV: 60 sets**

**B/W TV: 60 sets (wrongly delivered-  
not included in the order)**

**2 cases of washing machine are  
broken and the machines are  
damaged beyond repair.**

**As we need the goods urgently to fulfill our sales to our customers we suggest solving the problems as follows:**

**We will order 10 units of non-delivered fridge from Thailand at your expenses.**

**Please deliver the 60 colour TVs as soon as possible.**

**Please replace the 2 damaged washing machines**

**As for the 60 B/W TVs following solutions might be recommended:**

**30 % discount in price is allowed**

**We might sell them at the best possible price**

**Send your people to take them away (we will hold them at your disposal)**

**We hope you will take up the matter immediately and let us know your decision as soon as you can.**

**Yours faithfully,**

## **Question 1**

**We wish to draw your attention to the above order No.. for 20 tractors. In the order, its says: “the goods are to be delivered within 6 months from order”. Now 7 months has passed neither have we received the tractors nor any explanation from you. We, therefore, would like to inform you that if the goods do not reach us within the next two weeks, we are forced to cancel the order.**

**We look forward to your earliest possible reply.**

## **Question 2**

**We are writing to inform you that the consignment of 200 cases of cotton shirts under the above order No....shipped on board the SS... arrived at Liverpool Port yesterday in a shortage condition/ in a missing condition**

**On inspecting the goods when they arrived at the port, we found out that out of 200 cases, 10 cases each contained only 50 not/ instead of/ 70 nylon shirts as mentioned/specified in the packing list, making shortage of 200 pieces**

**A representative from SGS was asked to come and inspect the matter on the spot. We enclose herewith a survey report issued by the SGS representative. We would appreciate it if you could look into the problem immediately and arrange delivery of missing shirts in 2 weeks' time, so that we can fulfill the transaction with our customers. We are looking forward to your early reply**



## **Question 3**

**Dear Mr.....**

**Re: order No..**

**We thank you for your letter concerning the missing shirts under the order No... arrived at Liverpool port on... We are very sorry to hear that 200 pieces of nylon shirts are missing. On receiving your letter we immediately looked into the matter and found that everything was carefully checked when the goods were packed.**

**You may see from the quality and quantity checking report enclosed on the packing list by our supervisor, so we assure you that the missing shirts were due to pilferage on the high sea. We advise you to lodge a claim against the insurance company.**

**We hope that the matter will be put right in no time.**