

## UNIT 1 Basic Knowledge of Business Letters 1

### Task 1

Envelope Addressing

### Task 2

Writing Principles of Business Letters

Structure of Business Letters

### Task 3

Fax and E-mail

## UNIT 2 Establishing Business Relations 15

### Task 1

The Importer's Self-introduction

Reply to the Importer

### Task 2

A Garment Exporter's Self introduction

### Task 3

The Exporter's Self-introduction

Reply to the Exporter

## UNIT 3 Inquiry and Reply 33

### Task 1

A General Inquiry About 3D Printers

Reply to the General Inquiry About 3D Printers

Task 2

A Specific Inquiry About T-shirts

Reply to the Specific Inquiry About T-shirts

Task 3

A Specific Inquiry About Canned Mushrooms

Reply to the Specific Inquiry About Canned Mushrooms

UNIT 4 Offer and Counteroffer 51

Task 1

Making an Offer About 3D Printers

Making a Counteroffer About 3D Printers

Task 2

Asking for an Offer About T-shirts

Making an Offer About T-shirts

Task 3

Making an Offer About Canned Mushrooms

Making a Counteroffer About Canned Mushrooms

UNIT 5 Order Confirmation and Contract 71

Task 1

An Order E-mail of 3D Printers

## Task 2

An Order E-mail of T-shirts

Reply to the Order E-mail of T-shirts

## Task 3

Asking for Sales Confirmation

Signing a Contract

## UNIT 6 Payment 89

### Task 1

Urging the Opening of L/C

Reply to the E-mail About L/C

### Task 2

Urging the Establishment of L/C

Reply to the E-mail About L/C

### Task 3

Making Amendments to L/C

Reply to the E-mail About Amendments

## UNIT 7 Insurance 111

### Task 1

Insurance Request About 3D Printers

Reply to the Insurance Request About 3D Printers

## Task 2

Insurance Request About T-shirts

Reply to the Insurance Request About T-shirts

## Task 3

Urging Insurance

Application for Insurance

## UNIT 8 Shipment 129

### Task 1

Shipment Inquiry

Reply to Shipment Inquiry

### Task 2

New Shipping Arrangement

Shipping Recommendation

### Task 3

Shipping Advice

## UNIT 9 Complaint, Claim and Settlement 147

### Task 1

A Complaint About 3D Printers

Settlement of Damaged 3D Printers

### Task 2

A Complaint About the Wrong Delivery

Settlement of the Wrong Delivery

Task 3

A Claim for Inferior Quality

Reply to the Claim

UNIT 10 Agency 167

Task 1

Request for General Agency

Reply to Request for General Agency

Task 2

Request for Sole Agency

Reply to Request for Sole Agency

Task 3

Seeking for Sales Agency

Accepting as the Sales Agency