International trade

- payment requestssounding polite
- writing requests and reminders

8.5 Writing Requests and reminders

Discussion

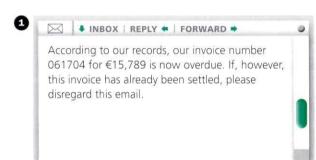
- 1 Answer the questions below. Then compare your answers with a partner.
- 1 What is your philosophy on credit?
 - a) never borrow money b) use credit in moderation c) get as much credit as you can
- 2 If you have to ask someone to repay money they owe you, how do you feel?
 - a) embarrassed b) angry c) nothing, it's only money
- 3 What would you write to remind someone they owe you money? Why?
 - a) a text message b) an email c) a letter

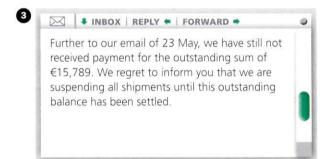
Model

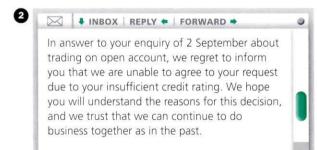
2 Read the emails below. Which email 1-4 is:

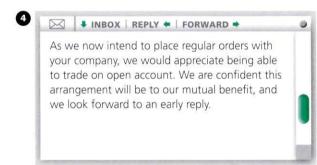
a request?
a reminder?
a refusal?
a final demand?

Highlight the phrases which helped you to decide.









Analysis

3 Make complete sentences by using one phrase from each column. The first one has been done for you.

1 I am writing to enquire	agree to	which is still outstanding.
2 I am afraid group policy	the sum of €21,552	to extend credit terms of 60 days.
3 We are pleased to	whether you would be able	of this outstanding balance.
4 May I remind you that	your early settlement	the terms you propose.
5 We wrote to you on 4 November	does not allow us	to our legal department.
6 Would you let us	regarding the balance of €12,650	is still outstanding?
7 We would appreciate	but to pass the matter on	as soon as possible?
8 We shall have no alternative	know your decision	to give more than 30 days' credit.

Which sentences are used in:

a request? ☐ a reminder? ☐ a refusal? ☐ an agreement? ☐ a final demand? ☐