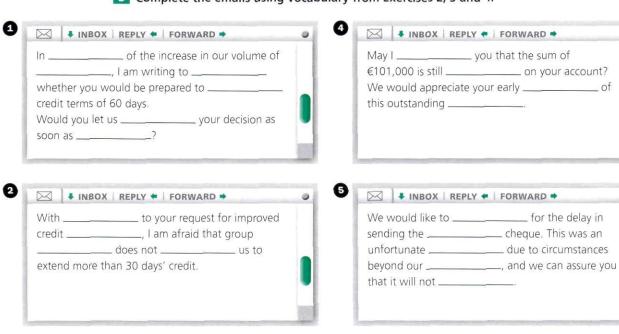
Internet research

If your customers are slow payers, one way to improve cash-flow is factoring. Search for the keywords factoring receivables to find out how factoring works, and its advantages and disadvantages.

Language focus

Which is the most polite form, a or b?

- 1 a) In view of the increase in our volume of business, ...
- b) Considering how much more business we're giving you, ...
- 2 a) About the longer credit you asked for, ...
 - b) With regard to your request for improved credit terms, ...
- 3 a) Re: your letter dated 31/1, ...
 - b) Further to your letter of 31 January, ...
- 4 a) We look forward to receiving your order.
 - b) We expect you to order quickly.
- 5 a) We're giving you a week to pay, ...
 - b) Unless we receive payment within seven days, ...
- 6 a) We would like to apologize for the delay in sending the enclosed cheque.
 - b) We are sorry we took so long to send the enclosed cheque.
- a) This was an unfortunate oversight due to circumstances beyond our control.
 - b) We forgot, but it wasn't our fault.
- 8 a) We can assure you that it will not recur.
 - b) Don't worry, it will never happen again.
- 5 Complete the emails using vocabulary from Exercises 2, 3 and 4.





We wrote to you on 11 April	the
balance of €15,550 which is still	
Unless we receive payment	seven
days, we shall have no	but to pass
the matter on to our	_ department.

disregard extend factoring outstanding overdue oversight settle

Which email is:

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

Writing

6 Work in groups of three to write and reply to requests and reminders.

Student A: turn to page 117. Student B: turn to page 119. Student C: turn to page 120.