

Student A



Student B

Read the fax.

**FRAISJUS 4100 COMPIEGNE
FRANCE**

Attention: Vidal Garcia, Purchasing
Department

Fax: 34 6 588 310

From: Jean-Luc Matthias, Sales Manager

Dear Sr Garcia,

Thank you for your order of 2000 cartons of
pineapple juice. They will be ready for
collection next Tuesday. Please can you
collect them from our warehouse on that day
at 8.00 a.m.

Yours sincerely

Jean-Luc Matthias

Read the fax.

**FRAISJUS 4100 COMPIEGNE
FRANCE**

Attention: Vidal Garcia, Purchasing
Department

Fax: 34 6 588 310

From: Jean-Luc Matthias, Sales Manager

Dear Sr Garcia

I am sorry to inform you that the batch of
2000 cartons of pineapple juice left our plant
24 hours late and will not arrive until
Wednesday.

Please accept my apologies.

Yours sincerely

Jean-Luc Matthias

Write the reply.

- not company policy to collect goods
- insurance and transport too expensive
- supplier must deliver goods to Mercanda
warehouse in Zaragoza

Write the reply.

- last batch arrived late
- juice bad: temperature in lorry too high
- we expect your insurance to pay

MERCANDA SUPERMARKETS

16001 Valencia

Attention: Jean-Luc Matthias

Fax: 33 1 44 88 97 94

From: Vidal Garcia, Purchasing Department

Dear M Matthias,

Thank you for your fax.

I look forward to hearing from you.

Yours sincerely

Vidal Garcia

MERCANDA SUPERMARKETS

16001 Valencia

Attention: Jean-Luc Matthias

Fax: 33 1 44 88 97 94

From: Vidal Garcia, Purchasing Department

Dear M Matthias,

I am writing concerning...

I look forward to hearing from you.

Yours sincerely

Vidal Garcia

A problem with a supplier

Worksheet

33

ACTIVITY

Pairwork: reading, writing faxes

AIM

To take part in a typical exchange of faxes between a large customer and supplier.

GRAMMAR AND FUNCTIONS

Too + adjective; not + adjective + enough

VOCABULARY

Trade: *to order, to collect, to deliver, a sample, a batch, goods, transport, insurance*

Faxes: *look forward to hearing, concerning, to inform*

PREPARATION

Make a copy of the worksheet for each student in the class. Cut out the Student A and Student B sections as indicated.

TIME

30 minutes

PROCEDURE

- 1 Tell the students that they work in the purchasing department of Mercanda Supermarkets, a large supermarket chain, and are going to deal with some faxes from a supplier.
- 2 Divide the class into two groups of Student As and Student Bs and ask the students to work with a partner from the same group. Give each student the appropriate part of the worksheet.
- 3 Ask the students to read the faxes from the supplier. Fraisjus.
- 4 When they are ready, ask them to work with their partner to write suitable replies using the notes provided.
- 5 When the students have finished, put them into new pairs of one Student A and one Student B to compare their faxes.
- 6 Ask one or two of the students to read their replies to the class.

FOLLOW-UP

Playing the role of the supplier, students choose one of the faxes they have written and reply to it.

ANSWERS

MERCANDA SUPERMARKETS

16001 Valencia

Attention: Jean-Luc Matthias

Fax: 33 1 44 88 97 94

From: Vidal Garcia, Purchasing Department

Dear M Matthias,

Thank you for your fax, which I received this morning. I am afraid it is not our policy to collect goods from the supplier. The cost of insurance and transport is too high. Please can you deliver the goods to our main warehouse in Zaragoza.

I look forward to hearing from you.

Yours sincerely

Vidal Garcia

MERCANDA SUPERMARKETS

16001 Valencia

Attention: Jean-Luc Matthias

Fax: 33 1 44 88 97 94

From: Vidal Garcia, Purchasing Department

Dear M Matthias,

I am writing concerning the last batch of pineapple juice that we received. Firstly, it arrived late.

Secondly, the temperature in the container lorry was too high and the juice was bad. We will, of course, expect your insurance to pay.

I look forward to hearing from you.

Yours sincerely

Vidal Garcia