

Inhalt

1 Form and layout of business letters	4
2 Office communication: telephoning	14
3 Office communication: emails	25
4 Enquiries	37
5 Offers and quotations	48
6 Orders and acknowledgements	58
7 Dealing with orders	69
8 Payments and reminders	82
9 Complaints	94
10 Applying for a job	106
Musterprüfungen	118
Deutsch–englisches Glossar	127
Alphabetisches Wörterverzeichnis	132
Transcripts	138
Incoterms	143
Packing containers and materials	144