

Vorwort	7
Chapter 1 Problems of Style	9
Formal and informal style in a business letter.	
How not to write a business letter	
Chapter 2 Enquiries	16
Introducing a company called Onions	
Chapter 3 Offers	24
Onions look at two offers and two firms	
Chapter 4 Orders	32
Accepting an offer. Onions place an order with the Russians	
Chapter 5 Acknowledgements	38
The Russian firm wants to acknowledge the order from Onions	
Chapter 6 Supply Problems	44
A strike and trouble at Onions	
Chapter 7 Payment	51
How to pay a bill overseas. The boss of the sales department learns a few things	
Chapter 8 Delays in Payment, Part One	59
Onions phone a firm to ask for their money	
Chapter 9 Delays in Payment, Part Two	66
Onions send a final demand to Melmoths	
Chapter 10 Apologies	74
The boss of Melmoths finds out that you must always keep an eye on your business. He says sorry to Onions	
Chapter 11 Delays in Delivery	81
Singapore is late with a delivery and Mr Wung sends a fax	
Chapter 12 Arranging a Meeting	88
Good style and not so good style	

Chapter 13	More on Meetings	95
	Bob Onion has an unwelcome letter from unwelcome visitors	
Chapter 14	Complaints	102
	Onions receive the wrong order and complain	
Chapter 15	Credit Matters	111
	Asking about the credit status of a firm	
Chapter 16	Fairs and Exhibitions	118
	Onions think big	
Chapter 17	Banking	125
	A bank writes to young Onion about his overdraft and young Onion writes back	
Chapter 18	Applying for a Job	132
	A curriculum vitae and covering letters	
Chapter 19	Going International	141
	Writing to representatives and agents abroad. Onions think bigger	
Chapter 20	Shipping Goods	149
	Onions write to a forwarding agent	
Chapter 21	Subsidiaries	157
	Onions start production in China	
Chapter 22	Thanks and Congratulations	165
	Onions are in the big time as they start to become multinational	
Chapter 23	Using emails	173
	Old Onion learns new techniques of communication	
	Top 30 Mistakes Quiz	182
	Classroom Activities	186
	Letter Functions	191
	Vocabulary	212
	Key to Exercises	231