

İMMİB-İNGİLİZCE TİCARİ YAZIŞMALAR EĞİTİMİ

DOÇ. DR. EBRU NERGİZ



ÖZGEÇMİŞİM

- **Lisans:** İstanbul Üniversitesi İktisat Fakültesi Uluslararası İlişkiler
- **Yüksek Lisans:** Bournemouth University, İngiltere, Uluslararası İşletmecilik
- **Doktora:** İstanbul Üniversitesi Avrupa Birliği
- **Doçentlik:** Avrupa Birliği
- Tekstil sektöründe dış satış temsilcisi olarak çalıştım. 18 yıldır öğretim üyesiyim.
- İstanbul Gelişim Üniversitesi Uygulamalı Bilimler Fakültesi'nde Uluslararası Ticaret ve Finansman Bölüm Başkanı ve Uluslararası Ticaret ve Lojistik Anabilim Dalı başkanım.
- **Uzmanlık alanım:** Uluslararası ticaret, uluslararası pazarlama ve Avrupa Birliği
- **E-mailim:** energiz@gelisim.edu.tr
- **Instagram:** doc.dr.ebrunergiz
- **LinkedIn:** Ebru Terazi Nergiz

KAYNAK KİTAPLAR

- ▶ -Türkçe- İngilizce Ticari İngilizce El Kitabı Çeviren: Artun Altıparmak ABC Kitabevi
- ▶ - Business English Oxford University Press

EĐİTİMİN İÇERİĐİ

- - İngilizce Dıř Ticaret Terimleri
- -Yazıřma Formatları
- -Örnek Yazıřmalar
- -İř İngilizcesi
- -Telefon Görüřmeleri

İNGİLİZCE DIŐ TİCARET TERİMLERİ

-A-

ACCOUNT

Hesap

ACCOUNTING

Muhasebe

AIRWAY BILL (AWB)

Hava konőimentosu, taşıma belgesi



AMOUNT

Miktar

ARRANGE THE DOCUMENTS

Belgelerin düzenlenmesi

ARTICLE

Mal

ASSOCIATION

Dernek, birlik



-B-

BILL OF EXCHANGE

Kambiyo senedi

BILL OF LADING (B/L)

Konşimento, taşıma belgesi, malın taşınmayla ilgili bilgilerini içeren belge

BOND

Tahvil, borç senedi



BRANCH

Şube

BUY

Almak

BUYER

Alıcı

-C-

CERTIFICATE OF ORIGIN

Malın menşeyini, hangi ülkede üretildiğini gösteren belge

CHEAP

Ucuz

CLAUSE

Kanuni bir metnin maddesi, şart, anlaşma maddesi



CLOSE THE CAMBIO ACCOUNT

Kambiyo hesabının kapatılması

COMMERCE

Ticaret, mal ve hizmet alımı, satımı

COMMERCIAL

Ticari



COMMERCIAL INVOICE

Ticari fatura

COMPETITION

Rekabet

COMPETITIVE

Rekabetçi



CONFIRM

Teyit etmek, onaylamak

CONSIGNEE

Alıcı, mal gönderilen kimse

CONSIGNOR

Satıcı, malı gönderen kimse



COST

Fiyat (maliyet+kar), üretim için ödenen para

COUNTRY

Ülke

CUSTOMER

Müşteri



CUSTOMS

Gümrük

CUSTOMS CLEARANCE

Gümrük muayenesi, gümrük işlemleri

CUSTOMS ENDORSEMENT

Gümrük onayı



DEMAND

Talep

DELIVER

Teslim etmek

DELIVERY

Teslim, sevkiyat



-D-

DATE

Tarih

DECLARE

Beyan etmek

DECLARATION

Beyan



- **DESCRIPTION OF THE GOODS**

- Malların cinsi, tanımı

- **DISCOUNT**

- İndirim



- **DRAFT**

- Bir banka ya da müşteri tarafından para ödeneceğini gösteren yazılı emir, poliçe



-E-

ENCLOSE

Zarf içinde ya da beraberinde doküman göndermek

EXCHANGE

Döviz

EXPENSIVE

Pahalı



EXPORT

İhraç etmek

EXPORTER

İhracatçı



-F-

FAVOURABLE PRICE

Makul fiyat, kabul edilebilir fiyat

FOREIGN TRADE

Dış ticaret

FREIGHT

Navlun (taşıma bedeli)

FRANCHISING

Franchise verme, isim hakkı verme

FREIGHT FORWARDER

Bir malın göndericisinden alıcısına teslimine kadar lojistikle ilgili tüm faaliyetleri gerçekleştiren firma



-G-

GOODS

Mallar

GROSS WEIGHT

Brüt ağırlık

GUARANTEE

Garanti, teminat



-H-

HEAD OFFICE

Merkez ofis, büro

IMPORT

İthal etmek

IMPORTER

İthalatçı



INSURANCE

Sigorta, sigorta bedeli

INTERNATIONAL TRADE

Uluslararası ticaret

INVOICE

Fatura



ITEM

Kalem, tane (mal)

-L-

LETTER OF CREDIT

Akreditif mektubu

LOGISTICS

Lojistik



-M-

MAKE A CONTRACT

Sözleşme yapmak

MAKE A DISCOUNT

İndirim yapmak

MAKE A LOSS

Zarar etmek



MAKE A PROFIT

Kar etmek

MANAGER

Müdür, yönetici

MANUFACTURE

Makine ile imal etmek, üretmek



MARKET

Pazar

MARKETING

Pazarlama

MOVEMENT CERTIFICATE

Dolařım belgesi



-N-

NEED

İhtiyaç

NET WEIGHT

Net ağırlık

-L-

LOSS

Zarar



LOWER PRICE

Düşük fiyat

LESS VALUE

Düşük değer, gerçek fiyatının altında

LICENSING

Lisans verme



-O-

OFFER

Teklif

ORDER

Sipariř, sipariř vermek, talimat

ORIGIN

Menře, kken

-P-

PACK

Paketlemek

PACKING

Paketleme

PACKING LIST

Çeki listesi, paketleme listesi, malların yüklemeyle ilgili detaylı bilgilerini, enini, boyunu, ağırlığını, kilosunu, koli adedini içeren belge

PALLET

Palet, malların bir arada tek bir birim olarak taşınmasını sağlayan plastik, metal veya ahşaptan yapılan taşınabilir alçak platform

PAY

Ödemek

PAYMENT

Ödeme



PLACE AN ORDER

Sipariř vermek

PREFER

Tercih etmek

PREFERENTIAL TRADE

Tercihli, ayrıcalıklı ticaret, ticaretle birtakım kolaylıklar sağlamak



PREPARE THE GOODS

Malların hazırlanması

PRICE

Fiyat

PRODUCE

Üretmek



PRODUCER

Üretici

PROFIT

Kar

PROFORMA INVOICE

Örnek fatura



PURCHASE

Satın almak

-R-

RECEIVE

Almak, eline geçmek

REQUEST

Rica etmek, istemek



REPLY

Cevap vermek

REMITTANCE OF EXCHANGE

Dövizin gelişi, döviz havalesi

-Q-

QUANTITY

Miktar



QUALITY

Kalite

QUOTA

Kota, ithalata konan sınırlama

QUOTATION

Fiyat bildirimi



QUOTE

Fiyat vermek, fiyat bildirmek

SALES

Satış

SAMPLE

Numune, örnek



SEND

Göndermek

SEND THE GOODS

Malları göndermek

SELL

Satmak



SELLER

Satıcı

SHIP

Gemi, yüklemek, göndermek

SHIP THE GOODS

Malları göndermek



SHIPMENT

Yükleme (gemiye), sevkiyat

SINGLE TAX NUMBER

Tek vergi numarası

STORE

Mağaza, dükkan



SUPPLY


Tedarik etmek, sağlamak, arz

SUPPLIER

Tedarikçi

- 
- 
- -T-
 - **TAX**
 - Vergi
 - **TRADE**
 - Ticaret
 - **TRANSPORT**
 - Taşıma

- 
- **TRIAL ORDER**
 - Deneme Sipariři
 - **-U-**
 - **URGENT**
 - Acil
 - **URGENTLY**
 - Acil olarak



- -V-

- **VOUCHER**

- Makbuz, fiş, dekont

-

- -W-

- **WAREHOUSE**

- Depo

- **WEIGHT**

- Ağırlık

REPLY TO OFFER

CONFIRMATION OF RECEIPT

Gentlemen,

Thank you very much for your offer concerningdated....which we immediately passed on to our technical department for their consideration.

Please be patient for several days; we will reply as soon as possible.

Sincerely yours,

İNGİLİZCE TİCARİ YAZIŞMA FORMATI

► Girişte:

- Dear Sir/Madam,
- Dear Sir,
- Dear Madam,
- Dear Mrs. Nergiz,
- Dear Ebru,

► Başlarken:

- I hope you are fine.
- I hope this e-mail finds you well.

► Bitirirken:

- Please confirm.
- Please reply as soon as possible.
- With our best regards,
- Yours faithfully,

TEKLİFE CEVAP

ALINDIĐINI TEYİT ETME

Sayın Baylar,

....'a ilişkin..... tarihli teklifinize teŖekkür ederiz. Teklifinizi incelemeleri için hemen teknik servisimize gönderdik.

Lütfen birkaç gün sabrediniz; mümkün olan en kısa zamanda cevap vereceđiz.

Saygılarımızla,

REPLY TO OFFER

CONFIRMATION OF RECEIPT

Gentlemen,

Thank you very much for your offer concerningdated....which we immediately passed on to our technical department for their consideration.

Please be patient for several days; we will reply as soon as possible.

Sincerely yours,



NEGATIVE REPLY

Gentlemen:

We acknowledge receipt of your offer and thank you.

Unfortunately, it does not meet our expectations, as the prices quoted are considerably higher than those for comparable merchandise of other firms.

We regret not being able to give you a more favorable reply.

Sincerely yours,

OLUMSUZ CEVAP

Sayın baylar,

Teklifinizi aldığımızı bildirir, teşekkür ederiz.

Verdiğiniz fiyatlar diğer firmaların benzer mallarına göre hayli yüksek olduğu için teklifiniz maalesef, beklentilerimize uygun düşmemektedir.

Size olumlu bir cevap veremediğimiz için üzgünüz.

Saygılarımızla,

NEGATIVE REPLY

Gentlemen:

We acknowledge receipt of your offer and thank you.

Unfortunately, it does not meet our expectations, as the prices quoted are considerably higher than those for comparable merchandise of other firms.

We regret not being able to give you a more favorable reply.

Sincerely yours,

POSITIVE REPLY

Gentlemen:

On the basis of your offer datedwe enclose Purchase Order No... for the specified goods at the prices and terms of payment quoted.

We have set ...as the delivery date.

Sincerely yours,

Enclosure:

1 Purchase Order

OLUMLU CEVAP

Sayın Baylar,

.....tarihli teklifinize dayanarak, verilen fiyatlar ve ödeme koşullarına göre belirlenen mallarla ilgiliNo.lu sipariş listemizi ilişikte sunuyoruz.

Teslim tarihiolarak saptanmıştır.

Saygılarımızla,

Ek:

1 Sipariş listesi

POSITIVE REPLY

Gentlemen:

On the basis of your offer datedwe enclose Purchase Order No... for the specified goods at the prices and terms of payment quoted.

We have set ...as the deliverely date.

Sincerely yours,

Enclosure:

1 Purchase Order

REQUEST FOR A CHANGE IN OFFER

Gentlemen:

In the offer ofreceived by us, you have unfortunately failed to indicate the minimum quantity we would have to order.

Would you, therefore, kindly let us have a revised offer. Also state what guarantees, if any, are included.

Sincerely yours,

TEKLİFTE DEĞİŞİKLİK YAPILMASI İSTEĐİ

Sayın Baylar,

Bize ulaşantarihli teklifinizde, maalesef vermemiz gereken asgari sipariş miktarını belirtmemişsiniz.

Dolayısıyla, bize yeniden gözden geçirilmiş bir teklif yollamanızı rica ederiz. Bu arada, eğer varsa, hangi garantileri verdiğinizi de belirtiniz.

Saygılarımızla,

REQUEST FOR A CHANGE IN OFFER

Gentlemen:

In the offer ofreceived by us, you have unfortunately failed to indicate the minimum quantity we would have to order.

Would you, therefore, kindly let us have a revised offer. Also state what guarantees, if any, are included.

Sincerely yours,

REQUEST FOR A CHANGE CANNOT BE MET

Gentlemen:

In your letter ofyou requested amendments in our offer of.....concerning conditions of payment.

We must, however, inform you that other terms of payment along the lines desired by you are unfortunately not possible.

We very much regret this, but would have to reject the order should you insist on the changes specified.

Sincerely yours,

DEĐIŐIKLİK İSTEĐİNİN KABUL EDİLEMESİ

Sayın Baylar,

.....tarihli mektubunuzda ödeme koŐullarına iliŐkintarihli teklifimizde deĐiŐiklikler yapılmasını istiyorsunuz.

Ancak, istemiŐ olduĐunuz doĐrultuda baŐka bir ödeme koŐulunun mŐmkŐn olmadıĐını size bildirmek zorundayız.

BelirttiĐiniz deĐiŐikliklerde ısrar ettiĐiniz takdirde sipariŐinizi yerine getiremeyeceĐimiz iŐin ok ũzgŐnŐz.

Saygılarımızla,

REQUEST FOR A CHANGE CANNOT BE MET

Gentlemen:

In your letter ofyou requested amendments in our offer of.....concerning conditions of payment.

We must, however, inform you that other terms of payment along the lines desired by you are unfortunately not possible.

We very much regret this, but would have to reject the order should you insist on the changes specified.

Sincerely yours,

REQUEST CAN BE MET

Gentlemen:

We agree to the amendments to our offer as requested in your letter of

We will execute your order promptly in accordance with your instructions.

Sincerely yours,

İSTEĞİN KABUL EDİLMESİ

Sayın Baylar,

....tarihli mektubunuzda istediğiniz,
teklifimizle ilgili deęişiklikleri kabul ediyoruz.

Siparişinizi verdiđiniz talimata göre hemen
yerine getireceđiz.

Saygılarımızla,

REQUEST CAN BE MET

Gentlemen:

We agree to the amendments to our offer as
requested in your letter of

We will execute your order promptly in
accordance with your instructions.

Sincerely yours,

REQUEST CAN BE PARTIALLY MET

Gentlemen:

In your letter of...you have asked for certain amendments to our offer.

Insofar as it was possible to revise our original offer, we have included these amendments in the enclosed offer.

We hope this will be of service to you.

Sincerely yours,

Enclosure:

1 Offer

İSTEĞİN KISMEN KABUL EDİLMESİ

Sayın Baylar,

....tarihli mektubunuzda teklifimizde bazı değişiklikler yapılmasını istiyorsunuz.

Esas teklifimizi mümkün olduğu kadar gözden geçirip, bu değişiklikleri ilişikte sunduğumuz teklife koymuş bulunuyoruz.

Bunun size yararlı olacağını ümit ediyoruz.

Saygılarımızla,

Ek:

1 Teklif mektubu

REQUEST CAN BE PARTIALLY MET

Gentlemen:

In your letter of...you have asked for certain amendments to our offer.

Insofar as it was possible to revise our original offer, we have included these amendments in the enclosed offer.

We hope this will be of service to you.

Sincerely yours,

Enclosure:

1 Offer

REFERANS İSTEKLERİ

REQUEST FOR REFERENCES

FROM THE BUSINESS PARTNER

Gentlemen:

We wish to thank you for the order sent to us.

As we have not done business with you before, we should appreciate it if you would send us several references.

Please understand that this is merely a routine procedure.

Sincerely yours,

BİR MESLEKTAŐTAN

Sayın Baylar,

Bize gönderdiğiniz sipariŐ için teŐekkür ederiz.

Sizinle daha önce çalışmadığımızdan, bize birkaç referans bildirmenizi rica ediyoruz.

Bu alışıl gelen bir işlem olduğundan lütfen anlayıŐla karşılayınız.

Saygılarımızla,

FROM THE BUSINESS PARTNER

Gentlemen:

We wish to thank you for the order sent to us.

As we have not done business with you before, we should appreciate it if you would send us several references.

Please understand that this is merely a routine procedure.

Sincerely yours,

FROM A THIRD PARTY

Gentlemen:

We are planning to do business with the firm of...

We have been informed that you have had business connections with this firm for many years and we would appreciate it if you could advise us about their business practices.

We wish to assure you that this matter will be treated in strict confidence, and we shall be glad to reciprocate the favor at any time.

Sincerely yours,

ÜÇÜNCÜ BİR ŞAHISTAN

Sayın Baylar,

.....firmasıyla çalışmayı planlıyoruz.

Bu firmayla yıllardır iş ilişkilerimizin olduğunu haber almış bulunmaktayız; onların çalışma usulleriyle ilgili bilgi verebilerseniz müteşekkir kalırız.

Bu konunun kesinlikle gizli tutulacağı hususunda sizi temin ederiz; bu yardımınıza herhangi bir zamanda karşılık vermekten mutlu olacağız.

Saygılarımızla,

FROM A THIRD PARTY

Gentlemen:

We are planning to do business with the firm of...

We have been informed that you have had business connections with this firm for many years and we would appreciate it if you could advise us about their business practices.

We wish to assure you that this matter will be treated in strict confidence, and we shall be glad to reciprocate the favor at any time.

Sincerely yours,

REPLY TO REQUEST FOR REFERENCES

POSITIVE REFERENCE

Gentlemen:

We have received your inquiry concerning...

In our dealings with this firm, we have had only the best experience and can highly recommend them. The firm is well managed and well versed in its field. To date, we have had no difficulties.

We hope this is of some help to you.

Sincerely yours,

REFERANS İSTEKLERİNE CEVAP

OLUMLU REFERANS

Sayın Baylar,

...ile ilgili bilgi isteyen mektubunuzu aldık.

Bu firmayla çalışmalarımız her yönüyle mükemmel bir şekilde süregelmiş olup onları size kesinlikle tavsiye edebiliriz. Bu firma iyi yönetilmektedir ve kendi alanında geniş tecrübeye sahiptir. Bugüne kadar herhangi bir sorunumuz olmamıştır.

Bu bilgilerin size yararlı olacağını umarız.

Saygılarımızla,

REPLY TO REQUEST FOR REFERENCES

POSITIVE REFERENCE

Gentlemen:

We have received your inquiry concerning...

In our dealings with this firm, we have had only the best experience and can highly recommend them. The firm is well managed and well versed in its field. To date, we have had no difficulties.

We hope this is of some help to you.

Sincerely yours,

NEGATIVE INFORMATION

1. Gentlemen:

In answer to your inquiry concerning....we regret to inform you that our experience with them has been most unfavorable. The management proved to be most unreliable. Therefore, we terminated business relations with them two months ago.

This information is supplied to you in strict confidence and on the understanding that you will treat it with the utmost discretion.

Sincerely yours,

OLUMSUZ REFERANS

1. Sayın Baylar,

...ile ilgili bilgi isteyen mektubunuza cevap olarak, onlarla olan ilişkilerimizden çok kötü sonuç aldığımızı üzülerek bildiririz.

Yöneticilerine hiç güvenilmeyeceği ortaya çıkmıştır. Dolayısıyla, onlarla olan iş ilişkilerimize iki ay önce tarafımızdan son verilmiştir.

Bu bilgileri size çok gizli tutulmak kaydıyla ve konuyu azami dikkatle ele alacağınız düşüncesiyle veriyoruz.

Saygılarımızla,

NEGATIVE INFORMATION

1. Gentlemen:

In answer to your inquiry concerning....we regret to inform you that our experience with them has been most unfavorable. The management proved to be most unreliable. Therefore, we terminated business relations with them two months ago.

This information is supplied to you in strict confidence and on the understanding that you will treat it with the utmost discretion.

Sincerely yours,

2. Re: Firm...

Gentlemen:

In reply to your inquiry, we must unfortunately inform you that our experience with them has been most unsatisfactory.

Deadlines were not kept. We could collect only by bringing suit. We no longer do business with this firm.

We would ask you to kindly treat this information as strictly confidential.

Sincerely yours,

2. İlgili....firması

Sayın Baylar,

Bilgi isteyen mektubunuza cevap olarak onlarla olan ilişkilerimizden son derece kötü sonuç aldığımızı maalesef size bildirmek zorundayız.

Son ödeme tarihlerine uyulmamıştır. Paramız ancak mahkeme yoluyla alınabilmiştir. Bu firmayla artık iş yapmamaktayız.

Bu bilgileri çok gizli kaydıyla kullanmanızı rica ederiz.

Saygılarımızla,

2. Re: Firm...

Gentlemen:

In reply to your inquiry, we must unfortunately inform you that our experience with them has been most unsatisfactory.

Deadlines were not kept. We could collect only by bringing suit. We no longer do business with this firm.

We would ask you to kindly treat this information as strictly confidential.

Sincerely yours,

NOT POSSIBLE TO PROVIDE REFERENCES

Re: Firm...

Gentlemen:

We can not supply you with any information on this firm, as they are unknown to us.

We are sorry we cannot be of service.

Sincerely yours,

REFERANS VERMEK OLANAKSIZ

İlgi:....firması

Sayın Baylar,

Bu firmayı tanımadığımız için size onlarla ilgili herhangi bir bilgi veremiyoruz.

Size yardımcı olamadığımız için üzgünüz.

Saygılarımızla,

NOT POSSIBLE TO PROVIDE REFERENCES

Re: Firm...

Gentlemen:

We can not supply you with any information on this firm, as they are unknown to us.

We are sorry we cannot be of service.

Sincerely yours,

KOŞULLAR TERMS

QUANTITY

Gentlemen:

We have received your request for our terms.

Because of our low prices, a minimum order of....is required. We could also agree on an annual order in the amount of....which could be delivered in partial shipments of at least....

If these quantities are not accepted in full, the price will be based on the delivered amounts plus....% of the amount of invoice.

We hope you will understand our reasons for this arrangement.

Sincerely yours,

MIKTAR

Sayın Baylar,

Koşullarımızla ilgili bilgi isteđinizi ieren mektubunuzu aldık.

Fiyatlarımız dşük olduđu iin asgari...’lik bir sipariř verilmesi gerekmektedir. Asgari ...’lik partiler halinde gnderilebilecek, toplam yıllık tutarıolan bir sipariř üzerinde de anlařabiliriz.

Eđer bu miktarlar tam olarak istenilmeyecekse, fiyat gnderilen mala fatura tutarının %.....’i eklenerek tespit edilecektir.

Bu dzenlemeden dolayı bizi anlayiřla karřılayacađınızı umuyoruz.

Saygılarımızla,

QUANTITY

Gentlemen:

We have received your request for our terms.

Because of our low prices, a minimum order of...is required. We could also agree on an annual order in the amount of....which could be delivered in partial shipments of at least....

If these quantities are not accepted in full, the price will be based on the delivered amounts plus....% of the amount of invoice.

We hope you will understand our reasons for this arrangement.

Sincerely yours,

PACKING

Gentlemen:

The goods you ordered will be shipped in special crates. The packing charge is included in the price. Return of the crates is not necessary.

Sincerely yours,

AMBALAJLAMA

Sayın Baylar,

Sipariř verdiđiniz mallar özel sandıklarla sevk edilecektir. Ambalajlama masrafı fiyata dahildir. Sandıkları geri yollamanız gerekli deđildir.

Saygılarımızla,

PACKING

Gentlemen:

The goods you ordered will be shipped in special crates. The packing charge is included in the price. Return of the crates is not necessary.

Sincerely yours,



TERMS OF PAYMENT

1. Gentlemen:

We would like to add in connection with our offer dated....that in the case of customers with whom we have had no previous experience we deliver c.o.d. only.

Sincerely yours,

ÖDEME KOŞULLARI

1. Sayın Baylar

.....tarihli teklifimizle ilgili olarak, daha önce hiç çalışmadığımız müşterilerin siparişlerini ancak tesliminde ödenmesi koşuluyla yolladığımızı ilave etmek isteriz.

Saygılarımızla,

TERMS OF PAYMENT

1. Gentlemen:

We would like to add in connection with our offer dated....that in the case of customers with whom we have had no previous experience we deliver c.o.d. only.

Sincerely yours,



2. Gentlemen:

In reply to your inquiry concerning our terms of payment, we would like to inform you as follows:

Our conditions are% discount on cash payment, or net price within....days.

Sincerely yours,

2. Sayın Baylar,

Ödeme koşullarımızla ilgili mektubunuza cevap olarak size aşağıdaki bilgiyi vermek istiyoruz:

Koşullarımız, peşin ödemede %....indirim ya dagün içinde ödenmek üzere net fiyattır.

Saygılarımızla,

2. Gentlemen:

In reply to your inquiry concerning our terms of payment, we would like to inform you as follows:

Our conditions are% discount on cash payment, or net price within....days.

Sincerely yours,



ACCEPTANCE OF AN ORDER

Gentlemen:

We wish to confirm receipt of your order of for the shipment of

We will dispatch the goods to you as per our agreed schedule of delivery . Shipment will be made in accordance with the conditions of our offer dated

We are certain you will be successful with these goods.

Sincerely yours,

SİPARİŞİN KABULU

Sayın Baylar,

... sevkiyatıyla ilgili ... tarihli siparişinizi aldığımızı bildirmek isteriz.

Malların size kararlaştırılmış teslimat planımıza yoğun olarak göndereceğiz. Sevkiyat ... tarihli teklifinizde yer alan koşullara uygun olarak yapılacaktır.

Bu mallarla başarılı bir sonuç elde edeceğinize eminiz.

saygılarımızla,

ACCEPTANCE OF AN ORDER

Gentlemen:

We wish to confirm receipt of your order of for the shipment of ...

We will dispatch the goods to you as per our agreed schedule of delivery. Shipment will be made in accordance with the conditions of our offer dated

We are certain you will be successful with these goods.

Sincerely yours,



REJECTION OF AN ORDER

Gentlemen,

We have received your order for shipment dated ...

Unfortunately, we must inform you that at present we are not in a position to deliver your order as specified . For the next ... months our entire production is sold out.

Please let us know if you are interested in a shipment in the month of ...

We regret not being able to meet your order at the present time .

Sincerely yours,

SİPARİŞİN REDDİ

Sayın Baylar,

Sevkiyat talimatınızı içeren tarihli siparişinizi aldık.

Maalesef, şu anda siparişinizi belirtilen şekilde teslim edebilecek durumda olmadığımızı bildirmek zorundayız. Önümüzdeki ... ay için üretimimizin tümü satılmıştır.

... ayında yapılabilecek bir sevkiyat size uygun geldiği takdirde bildirmenizi rica ederiz.

Siparişinizin şu anda karşılayamamaktan ötürü üzgünüz.

Saygılarımızla,

REJECTION OF AN ORDER

Gentlemen,

We have received your order for shipment dated...

Unfortunately, we must inform you that at present we are not in a position to deliver your order as specified . For the next ... months our entire production is sold out.

Please let us know if you are interested in a shipment in the month of ...

We regret not being able to meet your order at the present time .

Sincerely yours,



PLACING AN ORDER

1. Gentlemen,

Referring to your offer fo we would like to send you the following order:

.... items at ... The articles should conform to those described in your brochure and to the samples you send us.

We expected delivery free of charge by ... Packaging is to be in boxes (...) and with no extra charge.

Remittance will be made upon receipt and inspection of the goods.

Please confirm this order .

Sincerely yours,

SİPARİŞ VERME

1. Sayın Baylar,

.... tarihli teklifinizle ilgili olarak size şu siparişi vermek istiyoruz:

.... fiyattan .. adet . Göndereceğiniz mallar broşürünüzdeki tarifelere ve bize yolladığınız numunelere uygun olmalıdır.

Teslimatın taşıma ücreti alınmaksızın ... tarihine kadar gerçekleşmesini istiyoruz. Ambalajlama sandıklarla (...) yapılacak ve ayrı bir ücret alınmayacaktır.

Ödeme, mallar teslim alınıp incelendikten sonra yapılacaktır.

Lütfen bu siparişi teyit ediniz.

Saygılarımızla,

PLACING AN ORDER

1. Gentlemen,

Referring to your offer fo we would like to send you the following order:

.... items at ... The articles should conform to those described in your brochure and to the samples you send us.

We expected delivery free of charge by ... Packaging is to be in boxes (...) and with no extra charge.

Remittance will be made upon receipt and inspection of the goods.

Please confirm this order .

Sincerely yours,

PLACING AN ORDER

2. Gentlemen,

With reference to your offer of ... please send us a shipment of ... The shipment must be sent f.o.b. ... by ... Payment will be made upon receipt of the goods with a discount of ...% for cash payment.

As agreed, we will receive a discount of ... % if the packing material is returned to you with in .. weeks from the date of invoice.

Please send us a brief confirmation of this order. If shipments are received in perfect condition, you may count on regular orders from us .

Sincerely yours,

SİPARİŞ VERME

2. Sayın Baylar,

....tarihli teklifinizle ilgili olarak bize ...göndermenizi rica ederiz. Sevkiyat ... tarihine kadar f.o.b. olarak ...'e yapılacaktır. Ödeme malların teslim alınmasından sonra % ... peşin ödeme indirimi hesaba katılarak yapılacaktır.

Aramızdaki anlaşma gereğince, ambalaj malzemeleri fatura tarihinden itibaren ... hafta içerisinde size iade edildiği takdirde %... indirim almamız gerekmektedir.

Bu siparişi teyiden kısa bir cevap yazmanızı rica ederiz. Sevkiyatı mükemmel bir durumda aldığımız takdirde bizden devamlı sipariş alacağınıza emin olabilirsiniz.

Saygılarımızla.

PLACING AN ORDER

2. Gentlemen,

With reference to your offer of ... please send us a shipment of ... The shipment must be sent f.o.b. ... by ... Payment will be made upon receipt of the goods with a discount of ...% for cash payment.

As agreed, we will receive a discount of ... % if the packing material is returned to you with in .. weeks from the date of invoice.

Please send us a brief confirmation of this order. If shipments are received in perfect condition, you may count on regular orders from us .

Sincerely yours,



NOTICE OF BEGINNING OF PRODUCTION

Gentlemen,

With reference to your order dated .. for a shipment of .. We wish to inform you that the goods you ordered are in production and will be ready for shipment by.

Please let us know how you wish this order to be shipped.

Sincerely yours,

ÜRETİMİN BAŞLADIĞINI BİLDİRME

Sayın Baylar,

... tarihli gönderilmesine ilişkin siparişlerinizle ilgili olarak, sipariş verdiğiniz malların şu anda üretilmekte olduklarını ve ... tarihine kadar göndermeye hazır olacaklarını size bildirmek isteriz.

Bu siparişin nasıl gönderilmesini istediğinizi bize bildirmenizi rica ederiz.

Saygılarımla,

NOTICE OF BEGINNING OF PRODUCTION

Gentlemen,

With reference to your order dated .. for a shipment of .. We wish to inform you that the goods you ordered are in production and will be ready for shipment by.

Please let us know how you wish this order to be shipped.

Sincerely yours,



NOTIFICATION OF SHIPMENT

Gentlemen,

We wish to inform you that your order No... dated ... has been shipped today.

The goods were shipped by truck through .. (company) , f.o.b. ..

We hope you will be satisfied with this shipment and we look forward to additional orders from you.

Sincerely yours,

SEVKİYATIN BİLDİRİLMESİ

Sayın Baylar,

... No.lu, ... tarihli siparişinizin bugün sevk edildiğini size bildirmek isteriz.

Mallar ... (şirketin adı), aracılığıyla, kamyonla ... 'a f.o.b. olarak sevk edilmiştir.

Bu sevkiyatın memnun kalacağınızı umar, başka siparişlerinizi de bekleriz.

Saygılarımızla,

NOTIFICATION OF SHIPMENT

Gentlemen,

We wish to inform you that your order No. dated ... has been shipped today.

The goods were shipped by truck through .. (company) , f.o.b. ..

We hope you will be satisfied with this shipment and we look forward to additional orders from you.

Sincerely yours,



INVOICING

Gentlemen,

Your order was shipped today.

Enclosed you will find the invoice for the complete shipment

We would be very pleased to be of service to you again.

Sincerely yours,

Enclosure

1 invoice

FATURALAMA

Sayın Baylar,

Sipariřini bugün yollanmıřtır.

Sevkiyatın tmne ait fatura iliřiktedir.

Size tekrar hizmet edebilmekten ok memnun kalacađız.

Saygılarımla,

EK

1 Fatura

INVOICING

Gentlemen,

Your order was shipped today.

Enclosed you will find the invoice for the complete shipment

We would be very pleased to be of service to you again.

Sincerely yours,

Enclosure

1 invoice



CONFIRMATION OF RECEIPT OF MERCHANDISE

Gentlemen,

The shipment goods which you announced in your letter of arrived today.

An immediate examination of the shipment indicated that it is in order.

Sincerely yours,

MALLARIN ALINDIĐINI TEYİT ETME

Sayın Baylar,

....tarihli mektubunuzda haber verdiĐiniz mallar bugün gelmiřtir.

Derhal yapılan incelemede sevkiyatın düzenli olduĐu görölmüřtür.

Saygılarımızla,

CONFIRMATION OF RECEIPT OF MERCHANDISE

Gentlmen,

The shipment goods which you announced in your letter of arrived today.

An immediate examination of the shipment indicated that it is in order.

Sincerely yours,



DELAY IN DELIVERY

1. Gentlemen,

According to the purchase contract dated ... the products should have been delivered by .. at the latest.

Unfortunately, we have not as yet received the shipment, nor have we received any noticed of shipment,

As we need the goods urgently, we will set as deadline for delivery. If you do not deliver by this time , we must cancel this order.

Sincerely yours,

TESLİMDE GECİKME

1. Sayın Baylar,

.... tarihli satın alma sözleşmesine göre mallar en geç' e kadar teslim edilmesi gerekiyordu.

Şu ana kadar sevkiyat bize ulaşmadığı gibi ne yazık ki sevkiyatla ilgili herhangi bir haber de alamadık.

Bu malların acilen ihtiyacımız olduğundan tarihini son teslim günü olarak kabul ettiğimizi bildiririz. O tarihe kadar malı teslim etmediğiniz takdirde siparişi iptal etmek zorunda kalacağız.

Saygılarımızla.

DELAY IN DELIVERY

1. Gentlemen,

According to the purchase contract dated ... the products should have been delivered by .. at the latest.

Unfortunately, we have not as yet received the shipment, nor have we received any noticed of shipment,

As we need the goods urgently, we will set as deadline for delivery. If you do not deliver by this time , we must cancel this order.

Sincerely yours,



2. Gentlemen,

In our letter dated ...we gave you a deadline for the delivery of our order . Unfortunately you have not been able to keep this deadline .

Therefore, our order is hereby cancelled.

Sincerely yours,

2. Sayın Baylar,

....tarihli mektubunuzda siparişimizle ilgili son teslim gününü size bildirmiştik. Maalesef, bu son teslim gününe uymamış bulunuyorsunuz,

Bu nedenle, siparişimizi bu mektubumuzla iptal ediyoruz.

Saygılarımızla,

2. Gentlemen,

In our letter dated ...we gave you a deadline for the delivery of our order . Unfortunately you have not been able to keep this deadline .

Therefore, our order is hereby cancelled.

Sincerely yours,



3. Gentlemen,

We must inform you that we will not accept the goods ordered.

You did not meet our deadline regarding the date of delivery as per our letter dated....

Because of this, we were forced to cover our needs elsewhere . We are enclosing a bill for additional cost incurred by us, and request that you forward the amount promptly.

Sincerely yours,

Enclosure:

1 Purchase Order

3. Sayın Baylar,

Sipariş ettiğimiz malları kabul etmeyeceğimizi size bildirmek zorundayız.

... tarihli mektubumuzda belirtilen son teslim tarihine uymamış bulunuyorsunuz.

Bu nedenle ihtiyacımızı başka bir yerden sağlamak zorunda kaldık. Tarafımızdan ödenen ilave masraflarla ilgili bir faturayı, bedelini bize hemen havale etmeniz ricasıyla ilişikte sunuyoruz.

Saygılarımızla,

EK:

1 Fatura

3. Gentlemen,

We must inform you that we will not accept the goods ordered.

You did not meet our deadline regarding the date of delivery as per our letter dated....

Because of this, we were forced to cover our needs elsewhere . We are enclosing a bill for additional cost incurred by us, and request that you forward the amount promptly.

Sincerely yours,

Enclosure:

1 Purchase Order



DELAY IN PAYMENT

Gentlemen,

Based on your order dated, we turned the goods over to the shipping company ... on .. for delivery.

According to our terms, payment should have been made ... days after receipt of the shipment. Unfortunately, to date we have not received payment.

We, therefore, urgently request that you forward the amount of ... We await confirmation of payment.

Sincerely yours,

ÖDEMEDE GECİKME

Sayın Baylar,

....tarihli siparişinize ilişkin mallar size teslim edilmek üzere ... tarihinde nakliyat şirketine verilmiştir.

Koşullarımıza göre ödemenin, sevkiyatının alınmasından ... gün sonra yapılması gerekiyordu. Maalesef, bugüne kadar söz konusu ödeme elimize geçmemiştir.

Dolayısıyla ... tutarındaki parayı derhal yollamanızı rica ederiz. Ödemenin yapıldığını teyit eden mektubunuzu bekliyoruz.

Saygılarımızla,

DELAY IN PAYMENT

Gentlemen,

Based on your order dated, we turned the goods over to the shipping company ... on .. For delivery.

According to our terms, payment should have been made ... days after receipt of the shipment. Unfortunately, to date we have not received payment.

We, therefore, urgently request that you forward the amount of ... We await confirmation of payment.

Sincerely yours,



SHORTCOMINGS

1. Gentlemen,

Your shipment was received on... Upon examination, we found that ... items are missing. We assume that this was caused by a mistake in your shipping department.

Please send the missing items immediately. Additional shipping costs should not be charged to us.

Sincerely yours,

AKSAKLIKLAR,

Sayın Baylar,

Sevkiyatınız ... tarihinde teslim alınmıştır. İncelendikten sonra ... adedin /parçanın eksik olduğu tespit edilmiştir. Bunun sevkiyat servisinizde yapılan bir yanlışlıktan kaynaklandığınızı sanıyoruz.

Eksik malları derhal yollamanızı rica eder, yapılacak ek sevkiyat masraflarının bize fatura edilmemesi gerektiğini bildiririz.

Saygılarımızla,

SHORTCOMINGS

Gentlemen,

Your shipment was received on... Upon examination, we found that ... items are missing. We assume that this was caused by a mistake in your shipping department.

Please send the missing items immediately. Additional shipping costs should not be charged to us.

Sincerely yours,



REQUESTS FOR AN OFFER

1. Subjects: Business offer

Gentlemen:

As a major manufacturer of washing machines, we require large quantities of electric motors from 0.1 to 0.5 hp.

Could you make us an offer for such motors? Please quote your lowest price based on an annual order of motors.

We look forward to receiving your detailed offer.

Sincerely yours,

OFFER

TEKLİF İSTEKLERİ

Konu: İş Teklifi

Sayın Baylar,

Büyük bir çamaşır makineleri üreticisi olarak önemli miktarda 0,1- 0,5 beygir gücünde elektrik motorlarına ihtiyacımız vardır.

Bu tür motorlar için bize bir teklifte bulunabilir misiniz? Yılda ... adetlik bir sipariş esas alarak bize en düşük fiyatınızı bildirmenizi rica ederiz.

Ayrıntılı teklifini bekliyoruz.

Saygılarımızla,

REQUESTS FOR AN OFFER

1. Subjects: Business offer

Gentlemen:

As a major manufacturer of washing machines, we require large quantities of electric motors from 0.1 to 0.5 hp.

Could you make us an offer for such motors? Please quote your lowest price based on an annual order of motors.

We look forward to receiving your detailed offer.

Sincerely yours,



2. Gentlemen:

We received your address from Mr. Black our representative in Paris. He informed us that you manufacture various types of adding machines. We are very interested in including your machines in our sales program.

If you are interestd in doing business with us, we would like you to make us an offer with full details.

We hope to hear from you soon.

Sincerely yours,

2. Sayın Baylar,

Adresinizi ... temsilcimiz olan Bay ...'den aldık bize sizin deęişik tipte hesap makineleri ürettięinizi bildirdi. Makinelerinizi satış programımıza dahil etmek istiyoruz.

Bizimle iş yapmak istemeniz halinde bize ayrıntılı bir teklifte bulunmanızı rica ederiz.

Yakında sizden haber almak umuduyla.

Saygılarımızla,

2. Gentlemen:

We received your address from Mr. Black our representative in Paris. He informed us that you manufacture various types of adding machines. We are very interested in including your machines in our sales program.

If you are interestd in doing business with us, we would like you to make us an offer with full details.

We hope to hear from you soon.

Sincerely yours,



3. Gentlemen:

In recent years, we have introduced various foreign brands in Milan and have built up a considerable market for the manufactures.

We are interested in your line which we saw exhibited in Paris.

Please send us all available data on your ... We would like to point out that we offer our customers an excellent service department and repair facilities.

We await your reply with great interest.

Sincerely yours,

3. Sayın Baylar,

Son yıllarda birçok yabancı markayı .. piyasasına sürdük ve üretici firmalar için önemli sayılacak bir pazar oluşturduk.

Paris'ten sergilendiğini gördüğümüz çeşitleriniz ilgimizi çekmiş bulunmaktadır.

Bize lütfen ürününüz/ürünlerinizden ... ile ilgili tüm bilgileri yollayınız. Bu arada müşterilerimize mükemmel servis ve onarım kolaylıkları sunduğumuza dikkatinizi çekmek isteriz.

Cevabınızı büyük bir ilgiyle bekliyoruz.

Saygılarımızla,

3. Gentlemen:

In recent years, we have introduced various foreign brands in Milan and have built up a considerable market for the manufactures.

We are interested in your line which we saw exhibited in Paris.

Please send us all available data on your ... We would like to point out that we offer our customers an excellent service department and repair facilities.

We await your reply with great interest.

Sincerely yours,



REPLY TO REQUEST FOR AN OFFER

REJECTION

1. Gentlemen,

Thank you very much for your letter dated in which you expressed interest in our product

Unfortunately, we must inform you that for competitive reasons our productin line comprise only spesific items. We do not produce the merchandise you request.

We have, there for asked... , with which we have close connections , to send you an appropiriate offer.

We are including and illustrated folder showing the items we produce. If you are interested in any of these please let us know. We will them send you a detailed offer including delivery dates prices terms of payment, etc.

Sincerely yours,

Enclosure

1 folder

RED, KABUL ETMEME

1. Sayın Baylar,

Ürünlerimizle ilgilendiğinizi bildirdiğinizi ... tarihli mektubunuza çok teşekkür ederiz.

Maalesef rekabet koşulları nedeniyle üretim alanımızın yalnızca belirli maddeleri kapsamakta olduğunu size bildirmek zorundayız. İstemiş olduğunuz malı üretmiyoruz.

Dolayısıyla yakın ilişkimiz olan ...'dan size uygun bir teklifte bulunmasını istedik.

Ürettiğimiz malları gösteren resimli bir broşürü ilişikte sunuyoruz. Eğer bunlardan herhangi biri ile ilgilenirseniz lütfen bize bildiriniz. O taktirde size teslim süresini fiyatları ödeme koşulları vb. içeren ayrıntılı teklif yollayacağız.

Saygılarımızla,

Ek

1 broşür

REJECTION

1. Gentlmen,

Thank you very much for your letter dated in which you expressed interest in our product

Unfortunately, we must inform you that for competitive reasons our productin line comprise only spesific items. We do not produce the merchandise you request.

We have, there for asked... , with which we have close connections , to send you an appropiriate offer.

We are including and illustrated folder showing the items we produce. If you are interested in any of these please let us know. We will them send you a detailed offer including delivery dates prices terms of payment, etc.

Sincerely yours,

Enclosure

1 folder



2. Gentlemen,

We acknowledge receipt of your letter of inquiry dated Unfortunately, we are not in a position a present to make you an offer as our production is sold out for the next month. A temporary increase in production capacity is not possible.

We trust you will understand are position.

sincerely yours,

2. Sayın Baylar,

... tarihli bilgi isteğinde bulunan mektubunuzu aldık. Maalesef önümüzdeki .. ay için üretimimiz tümüyle satılmış olduğundan şu anda size bir teklifte bulunamıyoruz. Üretim kapasitemizin geçici olarak yükseltilmesi mümkün değildir.

Durumumuzu anlayışla karşılayacağınızdan eminiz.

Saygılarımızla

2. Gentlemen,

We acknowledge receipt of your letter of inquiry dated Unfortunately, we are not in a position a present to make you an offer as our production is sold out for the next month. A temporary increase in production capacity is not possible.

We trust you will understand are position.

sincerely yours,



3. Gentlemen,

**Thank you very much for your letter of inquiry dated ..
Unfortunately, we must inform you that we do not exports.
We only supply the market in ...**

**All product manufactured by us are exported by .. We have
forwarded your request to them and have ask that they make
you the offer you desire. You may expected an answer from
them shortly .**

Sincerely yours.

3. Sayın Baylar,

... tarihli bilgi isteğinde bulunan mektubunuza çok teşekkür ederiz. İhracat yapamadığımızı üzülerek size bildirmek zorundayız. Yalnızca .. piyasasına mal veriyoruz.

Ürettiğimiz tüm mallar ... tarafından İhraç edilmektedir. Talebinizi onlara gönderip arzu ettiğiniz teklifi size yollamalarını istedik. Onlardan kısa süre içerisinde cevap alabilirsiniz.

Saygılarımızla.

3. Gentlemen,

Thank you very much for your letter. Of inquiry dated .. Unfortunately, we must inform you that we do not exports. We only supply the market in ...

All product manufactured by us are exported by .. We have forwarded your request to them and have ask that they make you the offer you desire. You may expected an answer from them shortly .

Sincerely yours.



4. Gentlemen,

**We have received your letter of inquiry dated ...
Unfortunately we are not in a position to make you a direct
offer .**

**For many years now we have been represented by ...
Because of a contractual agreement with this firm, we can
not make direct sales in that territory .**

Please direct your inquiry, with reference to this letter, to ...

Sincerely yours,

4. Sayın Baylar,

... tarihli bilgi isteğinde bulunan mektubunuzu aldık. Ne yazık ki size doğrudan doğruya teklifte bulunacak durumda değiliz.

Uzun yıllarsan beri ... tarafından temsil ediliyoruz. Bu firma ile yaptığımız sözleşme nedeniyle o bölgede doğrudan satış yapmamız imkansızdır. Lütfen bu mektubumuza atıfta bulunarak ..' e başvurunuz.

Saygılarımızla.

4. Gentlemen,

We have received your letter of inquiry dated ... Unfortunately we are not in a position to make you a direct offer .

For many years now we have been represented by ... Because of a contractual agreement with this firm, we can not make direct sales in that territory .

Please direct your inquiry, with reference to this letter, to ...

Sincerely yours,

OFFER BASED ON INQUIRY

1. Gentlemen,

Thank you for your inquiry of jeans

At the same time we enclose the sample of jeans which you requested . We can offer you this item on the following terms:

Plastic bags in lots of 80

Minimum order : 500

Delivery: freight payed to border

Packing. no charge

Payment: by irrevocable letter of credit.

We would appreciate your order promise you prompt service at all times.

Sincerely yours,

Enclosure

1 sample

İSTEK SONUCU YAPILAN TEKLİF

1. Sayın Baylar

... tarihli istek teklifinize teşekkür ederiz. Bu mektupla birlikte size istemiş olduğunuz ... numunesini yolluyoruz. Bunun size aşağıdaki koşullarla verebileceğimizi bildiririz.

Plastik ... 'lik parçalar/ takımlar halinde asgari sipariş

Teslimat: sınırda teslim

Ambalajlama: ücretsiz

Ödeme: gayri kabilirücu Akreditif

Siparişinizi almaktan memnun olacağımızı ve her defasında süratli bir şekilde yerine getireceğimizi bildiririz.

Saygılarımızla,

EK

1 numune

OFFER BASED ON INQUIRY

1. Gentlemen,

Thank you for your inquiry of jeans

At the same time we enclose the sample of jeans which you requested . We can offer you this item on the following terms:

Plastic bags in lots of 80

Minumum order : 500

Delivery: freight payed to border

Packing. no charge

Payment: by irrevocable letter of credit.

We would appreciate your order promise you prompt service at all times.

Sincerely yours,

Enclosure

1 sample



4. Gentlemen,

We received your inquiry about the delivery of shoes. It will not be necessary to send you samples , as you are familiar with the quality of our merchandise

Provided your order is early enough , we will be able to ship you 100 Items quarterly.

Mr Blue of our company has informed you of prices, delivery schedules, etc. Your references have proven satisfactory; therefore, we can begin making shipments receipt of order.

Sincerely yours,

4. Sayın Baylar,

... gönderilmesi ile ilgili bilgi isteyen mektubunu aldık. Mallarımızın kalitesini zaten bildiğinizden size numune yollamak gerekmemektedir.

Siparişinizin önceden bildirilmesi koşuluyla her üç ayda bir ...adet/parça yollayabileceğiz.

Çalışma arkadaşlarımızdan Bay ... size fiyatlar ve teslimat koşullar vb. ile ilgili bilgi vermiş bulunmaktadır. Verdiğiniz referanslar yeterli görünmüştür; dolayısıyla; siparişinizi aldıktan sonra size mal göndermeye başlayabiliriz

saygılarımızla.

4. Gentlemen,

We received your inquiry about the delivery of shoes. It will not be necessary to send you samples , as you are familiar with the quality of our merchandise

Provided your order is early enough , we will be able to ship you 100 Items quarterly.

Mr Blue of our company has informed you of prices, delivery chedukes, etc. Your references have proven satisfactory; therefore, we can begin making shipments receipt of order.

Sinceresly yours,



OFFER DEVIATING FROM INQUIRY VARIATION IN TYPE

Gentlemen:

We regret to inform you that we do not manufacture an item of the type you desire.

However, we would like to take the liberty of enclosing a brochure of our current line of merchandise. We would be pleased if some of these goods should fit in your sales program.

May we hear from you at your convenience,

Sincerely yours,

TEKLİFİN TALEPTEN DEĞİŞİK OLMASI MAL ÇEŞİDİNDE DEĞİŞİKLİK

1. Sayın Baylar,

İstemiş olduğunuz türde mal üretmediğimizi size bildirmek isteriz.

Bununla birlikte size şuanda üretmekte olduğumuz malların bir broşürünü ilişikte arz ediyoruz. Bu malların bir bölümünü satış programınıza uygun düştüğü takdirde memnuniyet duyacağız.

Uygun zamanınızda yazmanızı rica ederiz.

Saygılarımızla,

OFFER DEVIATING FROM INQUIRY VARIATION IN TYPE

1. Gentlemen:

We regret to inform you that we do not manufacture an item of the type you desire.

However, we would like to take the liberty of enclosing a brochure of our current line of merchandise. We would be pleased if some of these goods should fit in your sales program.

May we hear from you at your convenience,

Sincerely yours,



2. Gentlemen,

Thank you for your inquiry of shoes. We also confirm receipt of your sample.

Having examined it, we can assure you that we are able to produce an article of identical type and quality.

Based on your annual requirement of 1000 items, we make the following offer:

Price. from factory 50 € each

Packing : you will (not) be billed

Payment: irrevocable letter of credit.

Delivery: 10 days after receipt of order.

May we assure you that these are our lowest prices for the above - stated quantities.

See our brochure for all technical details.

Should you have additional questions, feel free to contract us.

Sincerely yours,

Enclosure

1 brochure

2. Sayın Baylar,

... tarihli bilgi isteyen mektubunuza teşekkür ederiz. Bu arada numunenizi aldığımızı da teyit ederiz.

Onu incelemiş bulunduğumuzdan aynı tipte ve kalitede bir malı üretebileceğimizi size temin ederiz.,

Yıllık ... adet mal istediğinizi esas alarak aşağıdaki teklifi sunuyoruz.

Fiyat: fabrikada teslim adedi ...

Ambalajlama: fatura edil(mey)ecektir.

Ödeme: gayri kabilirucü akreditif

Teslimat siparişin kabulünden ... gün sonra yukarıda belirtilen miktarlar için en düşük fiyatları verdiğimiz, sizi temin ederiz.

Tüm teknik ayrıntılar için broşürümüze bakınız.

Başka sorularınız olduğu takdirde bizimle temas etmekte tereddüt etmeyiniz.

Saygılarımızla

Ek

1 broşür

2. Gentlemen,

Thank you for your inquiry of shoes. We also confirm receipt of your sample.

Having examined it, we can assure you that we are able to produce an article of identical type and quality.

Based on your annual requirement of 1000 items, we make the following offer:

Price. from factory 50 € each

Packing : you will (not) be billed

Payment: irrevocable letter of credit.

Delivery: 10 days after receipt of order.

May we assure you that these are our lowest prices for the above - stated quantities.

See our brochure for all technical details.

Should you have additional questions, feel free to contact us.

Sincerely yours,

Enclosure

1 brochure



3. Gentlemen

We are pleased to send you line of samples as you requested . We are also enclosing an export price list of all of our items.

We are very interested in exporting to and would like to demostre our proficiency by a trial order. We assure you that all orders will be handled with utmost care.

May we request a prompt repl.

Sincerely yours,

Enclosure

1 sample collection

1 price list

3. Sayın Baylar,

İstediğiniz üzere size numunelerimizi yollamaktan memnuniyet duyuyoruz. Ayrıca tüm mallarımızın ihraç fiyat listesini de ilişikte sunuyoruz.

... ' a ihracatta bulunmak bizim için son derece ilgi çekici olup deneme niteliğindeki siparişle yeterliliğimizi göstermek istiyoruz. Tüm siparişlerin azami dikkatle yerine getirileceğine size temin ederiz.

Acele cevap vermenizi rica ederiz.

Saygılarımızla.

Ek

1 numune koleksiyonu

1 fiyat listesi

3. Gentlemen

We are pleased to send you line of samples as you requested . We are also enclosing an export price list of all of our items.

We are very interested in exporting to and would like to demasantre our proficiency by a trial order. We assure you that all orders will be handled with utmost care.

May we request a prompt repl.

Sincerely yours,

Enclosure

1 sample collection

1 price list



VARIATION IN QUALITY

Gentlemen;

Thank you for your inquiry of trousers However we are sorry to informy you that we do not manufacture the requested item in the desired quality.

We are forwarding a line of our own samples for you to determine whether they meet your requirements. If only the quality you requested is acceptable, we would be able to produce and deliver it in approximately 2 months.

For price quotations, price details concerning quantity are necessary. As soon as we receive details from you , we can make you an offer.

We look forward to your reply.

Sincerely yours,

Enclosure

Quality samples

KALİTEDE DEĞİŞİKLİK

Sayın Baylar,

.... tarihli bilgi isteyen mektubunuza teşekkür ediyoruz. Ancak istediğiniz malı arzu ettiğiniz kalitede üretemediğimizi size üzülerek bildirmek isteriz.

İhtiyaçlarınıza cevap verip vermediklerine karar verebilmeniz için size ürünlerimizden bir dizi örnek gönderiyoruz. Eğer yalnızca arzu ettiğiniz kalite kabul edilecekse bunu yaklaşık olarak ... ayda üretip teslim edebiliriz.

Size fiyat verebilmemiz için sipariş miktarıyla ilgili kesin ayrıntıları bilmemiz gerekmektedir. Bu ayrıntıları alır almaz size teklifimizi yapabiliriz.

Cevabınız bekliyoruz.

Saygılarımızla,

EK

Kalite ile ilgili numuneler

VARIATION IN QUALITY

Gentlemen;

Thank you for your inquiry of trousers However we are sorry to inform you that we do not manufacture the requested item in the desired quality.

We are forwarding a line of our own samples for you to determine whether they meet your requirements. If only the quality you requested is acceptable, we would be able to produce and deliver it in approximately 2 months.

For price quotations, price details concerning quantity are necessary. As soon as we receive details from you , we can make you an offer.

We look forward to your reply.

Sincerely yours,

Enclosure

Quality samples



NO TRIAL SHIPMENTS

Gentlemen,

We regret to inform you that we do not make trial shipments.

Our products have gained an outstanding reputation in many countries. Therefore we hope you understand our position.

We are indeed interest in exporting to your country and are therefore willing to give you an introductory discount of. 10% on our regular prices for the first Shipments.

Please let us know whether we could reach an agreement with you on this basis. We look forward to hearing from you.

Sincerely yours.

DENEME SEVKİYATI YAPILMAMASI

Sayın Baylar,

Deneme mahiyetinde mal gönderdiğimizizi size üzülerek bildiririz.

Ürünlerimiz birçok ülkede birçok şöhrete ulaşmıştır. Dolayısıyla durumumuzu anlayacağınızı ümit ederiz.

Ülkenizde ihracat yapmayı pek tabidir ki arzu etmekteyiz ve dolayısıyla ilk ... sevkiyatında size normal fiyatlarımız üzerinden % ... tanıtma indirimi yapmak istiyoruz.

Bu esas üzerinden sizinle bir anlaşmaya varıp varamayacağımızı lütfen bildiriniz cevabınızı bekliyoruz.

Saygılarımızla,

NO TRIAL SHIPMENTS

Gentlemen,

We regret to inform you that we do not make trial shipments.

Our products have gained an outstanding reputation in many countries. Therefore we hope you understand our position.

We are indeed interest in exporting to your country and are therefore willing to give you an introductory discount of. 10% on our regular prices for the first Shipments.

Please let us know whether we could reach an agreement with you on this basis. We look forward to hearing from you.

Sincerely yours.



LIMITED OFFER

1. Gentlemen;

In drawing up your order of t-shirts. We have to inform you that it is not possible to send you the entire quantity requested.

Of the lot ordered , we will be able to send you only a partial shipment of 200 of within 10 days. Beyond this we can not make any further shipments as we have to work up a backlog of orders first.

Please let us know immediately if this is of any help to you.

Sincerely yours,

LIMITED OFFER

SINIRLI TEKLİF

1. Sayın Baylar,

... tarihli siparişinizi düzenlerken istemiş olduğunuz miktarın tümünü yollamamızın imkansız olduğunu size bildirmek zorundayız.

Sipariş verdiğiniz partiden ancak 200 tutarında bir sevkiyatı 10 gün içerisinde yapabiliriz. Bu sevkiyatın dışında daha önceden beklemekte olan siparişleri karşılamak zorunda olduğumuzdan başka sevkiyatta bulunmayınız.

Bu teklifimizin size yararlı olup olmayacağını bize acele olarak bildirmenizi rica ederiz.

Saygılarımızla,

LIMITED OFFER

1. Gentlemen;

In drawing up your order of t-shirts. We have to inform you that it is not possible to send you the entire quantity requested.

Of the lot ordered , we will be able to send you only a partial shipment of 200 of within 10 days. Beyond this we can not make any further shipments as we have to work up a backlog of orders first.

Please let us know immediately if this is of any help to you.

Sincerely yours,



2. Gentlemen,

We were happy to receive your inquiry dated 2 nd of october. We can ship your order only if you are able to accept the goods, which are now available, no later than 20 th of october.

Please let us know your decision as soon as possible.

Sincerely yours.

2. Sayın Baylar,

... tarihli bilgi isteyen mektubunuzu memnuniyetle almış bulunuyoruz. Şu anda mevcut olan malları .. tarihten sonra olmamak koşuluyla almayı kabul ederseniz siparişinizi sevk edebiliriz.

Lütfen kararınızı mümkün olan en kısa zamanda bildiriniz.

Saygılarımızla,

2. Gentlemen,

We were happy to receive your inquiry dated 2 nd of october. We can ship your order only if you are able to accept the goods, which are now available, no later than 20 th of october.

Please let us know your decision as soon as possible.

Sincerely yours.



3. Gentlemen,

Thank you for your inquiry,

Enclosed you will find our current export price list. Due to the fact that the prices of raw materials have been steadily increasing for several months now, we can hold our offer open only if you order within the next 10 days.

After this date, the stock we have on hand will be gone, and in view of the raw materials market trends, We must then review and most likely readjust our prices.

We trust you understand our position and look forward to hearing from you.

Sincerely yours,

Enclourse

1 export price list

3. Sayın Baylar,

Bilgi isteyen mektubunuza teşekkür ederiz.

Şuanda geçerli olan(cari) ihraç fiyatları listemizi ilişikte sunuyoruz. Hem madde fiyatlarının birkaç aydır devamlı artması nedeniyle bu teklifimizi ancak .. Gün içinde sipariş vermeniz koşuluyla geçerlidir.

Bu tarihten sonra mevcut stoğumuz tükenmiş olacağından ve ham madde piyasasındaki gelişmeler nedeniyle fiyatlarımızı gözden geçirmek ve büyük bir olasılıkla yeniden ayarlamak zorunda kalacağız.

Durumumuzu anlayacağınızdan emin olarak cevabınızı bekliyoruz.

Saygılarımızla,

Ek

1 ihraç fiyatları listesi

3. Gentlemen,

Thank you for your inquiry,

Enclosed you will find our current export price list. Due to the fact that the prices of raw materials have been steadily increasing for several months now, we can hold our offer open only if you order within the next 10 days.

After this date , the stock we have on hand will be gone, and in view of the raw materials market trends, We must then review and most likely readjust our prices.

We trust you understand our position and look forward to hearing from you.

Sincerely yours,

Enclourse

1 export price list



4. Gentlemen,

Unfortunately, you did not state in your inquiry of shirts the amount desired.

Enclosed is a price list of our range of merchandise. We wish point out, however, that these prices are based on a quantity of 100 of any one them. Orders for less than this amount can not be accepted due to difficulties in processing and packing.

Plesa let us know if you agree to our conditions. We could delivery the goods to you with in 7 days

Sincerely yours,

Enclourse

1 export price list

4. Sayın Baylar,

... tarihli bilgi isteyen mektubunuzda arzu ettiğiniz miktarı maalesef belirtmemişsiniz.

İlişikte mal çeşitlerimizin fiyat listesini sunuyoruz. Ancak bu fiyatlarda her mal için esas alınan miktarın 100 olduğunu belirtmek isteriz. Bu miktarlardan aşağı olan istekler siparişleri hazırlama ve ambalajlamadaki güçlükler nedeniyle kabul edilmemektedir.

Koşullarımız sizin için uygunsa bize bilgi vermenizi rica ederiz. Malları 7 gün içerisinde size teslim edebiliriz.

Saygılarımızla,

Ek

1 ihraç fiyatları listesi

4. Gentlemen,

Unfortunately, you did not state in your inquiry of shirts the amount desired.

Enclosed is a price list of our range of merchandise. We wish point out, however, that these prices are based on a quantity of 100 of any one them. Orders for less than this amount can not be accepted due to difficulties in processing and packing.

Please let us know if you agree to our conditions. We could delivery the goods to you with in 7 days

Sincerely yours,

Enclourse

1 export price list

UNSOLICITED OFFER

1. Gentlemen,

We have received your address from ... a business acquaintance of ours in Ankara, who also informed us that you require a large amount of the items we manufacture.

Our products are very well known in more than 4 European and other foreign countries during the past 5 years we have been able to constantly expand our export program.

We are interested in gaining a foothold in your country and offering our entire line of sweatshirts on the market.

In order to give you an idea of the capacity of our organization, we are enclosing our comprehensive illustrated brochure.

We would be very pleased to receive a favourable reply from you.

Sincerely yours,

Enclosure

1 Brochure

TALEP EDİLMEYEN YAPILAN TEKLİF

1 Sayın Baylar,

Adresinizi ... ' de bulunan .. adındaki ticari, ilişkimiz olan bir dostumuzdan aldık. Dostumuz üretmekte olduğumuz mallara büyük miktarda ihtiyacınız olduğunu da bildirdi.

Bizim mallarımız 4'ten fazla Avrupa ülkesinde ve diğer ülkelerde çok iyi bir şöhrete sahiptir. Son 5 yılda ihraç programımızı sürekli olarak genişletmeyi başardık.

Ülkenizde bir köprübaşı elde etmeyi ve kazak çeşidimizin tümünü piyasaya sunmayı arz ediyoruz.

Kuruluşumuzun kapasitesi hakkında size bir fikir verebilmek üzere ayrıntılı resimli broşürümüzü ilişikte sunuyoruz.

Sizden olumlu bir cevap almaktan mutluluk duyacağız.

Saygılarımızla,

UNSOLICITED OFFER

1 Gentlemen,

We have received your address from ... a business acquaintance of ours in Ankara, who also informed us that you require a large amount of the items we manufacture.

Our products are very well know in more than 4 European and other foreign countries during the past 5 years we have been able to constantly expands our expoert program.

We are interested in gaining food hold in your country and offering our entire line of sweatshirt on the market.

In order to give you an idea of the capacity of our organization, we are enclosing our comprehensive illustirate brochure.

We would be very pleased to receive a favourably reply form you.

Sincerely yours,

Enclourse

1 Brochure



2. Gentlemen,

A few days ago we visited trade representation of your country and made inquiries regarding firms which import .. Your was among the adresses and we take the liberty of submitting to you an offer.

We would like to supply one or two majör importers in your country with our products , which very are popular on the market both here and abroad.

We are sending you, under sprete cover, samples of our various models along with an export price list.

If you are interesting in our offer, we would appricate an answer from you as soon as possible in order that final arrangements can be discussed.

Sincerely yours

Enclosure

1 under sprete cover

2. Sayın Baylar,

Birkaç gün önce ülkenizin ticari temsilciliğini ziyaret ederek ithal eden firmalar ile ilgili bilgi istedik. Aldığımız adresler arasında bulunan firmanızda bir teklifte bulunmak istiyoruz.

Gerek burada gerekse yabancı ülke piyasalarında çok tanınan ürünlerimizi ülkenizdeki bir ya da iki ithalatçıya yollamak istiyoruz.

Bu mektupta ayrı olarak size bir ihracat fiyatları listesi ile birlikte değişik modelde numuneler yolluyoruz.

Eğer teklifimizle ilgileniyorsanız kesin düzenlemelerin görüşülebilmesini sağlamak üzere bize mümkün olan en kısa zamanda cevap verirseniz müteşekkir kalacağız.

Saygılarımızla,

EK

1 ayrıca gönderilmiştir.

2. Gentlemen,

A few days ago we visited trade representation of your country and made inquiries regarding firms which import .. Your was among the addresses and we take the liberty of submitting to you an offer.

We would like to supply one or two major importers in your country with our products , which very are popular on the market both here and abroad.

We are sending you, under spreate cover, samples of our various models along with an export price list.

If you are interesting in our offer, we would appricate an answer from you as soon as possible in order that final arrangements can be discussed.

Sincerely yours

Enclosure

1 under spreate cover



3. Gentlemen

During the textile fair in Paris we had lengthy conversation with your representative, Mr. Blue when he visited our exhibited

We had arranged with him that you would inform us as immediately if our products could be sold on your market. Unfortunately, we have heard nothing from you to date.

After having spoken with quite a large number of interested parties, we must now reach a decision as to who will represent us. We would, therefore, appreciate it very much if you could let us have your reply in this matter as soon as possible.

We wish to draw your attention to the quality of our products and to our favorable prices and conditions.

We look forward to hearing from you.

Sincerely yours,

3. Sayın Baylar,

... 'daki .. fuarında temsilciniz Bay ... 'in bizi ziyareti sırasında kendisi ile uzun bir konuşmamız oldu.

Bu konuşmaya göre ürünlerimizin ülkenizde satılıp satılamayacağına ilişkin bilgiyi bize en kısa zamanda vermeniz gerekiyordu. Ancak bu güne kadar, maalesef sizden bir haber alamadık.

Oldukça çok sayıda firma ile görüştüğümüzden sonra, şuanda bizi kimin temsil edeceği konusunda bir karara varmak durumundayız. Dolayısıyla bize bu konuya ilişkin cevabınızı en kısa zamanda yollayabilirseniz çok memnun olacağız.

Bu arada ürünlerimizin kalitesine uygun fiyat ve ödeme koşullarımıza dikkatinizi çekmek isteriz. Cevabınızı bekliyoruz .

Saygılarımızla,

3. Gentlemen

During the textile fair in Paris we had lengthy conversation with your representative, Mr. Blue when he visited our exhibited

We had arranged with him that you would inform us as immediately if our products could be sold on your market. Unfortunately, we have heard nothing from you to dated.

After having spoken with quite a large number of interested parties, we must now reach a decision as to who will represent us. We would, therefore, appreciate it very much if you could let us have your reply in this matter as soon as possible.

We wish to draw your attention to the quality of our products and to our favorable prices and conditions.

We look forward to hearing from you.

Sincerely yours,

MÜŞTERİYLE YAPILAN TELEFON GÖRÜŞMELERİ

1-Gelen Aramalarda

Telefonu cevaplarken *Hello / Good morning / Good afternoon* ile söze başlayabilirsiniz.

- Daha sonra, **şirketinizin adını ve kendi adınızı** söyleyin. Örnek:
- **-Good morning. Pin Electronics, this is Bilge. How may I help you?**
- *(Günaydın. Pin Elektronik, ben Bilge. Nasıl yardımcı olabilirim?)*
- **-Good evening. Nova Company, Ali speaking. How can I help you?**
- *(İyi akşamlar. Nova Şirketi, Ali konuşuyor. Nasıl yardımcı olabilirim?)*
- Eğer sizi kimin aradığını bilmiyorsanız **“May I ask who is calling? / May I ask your name”** gibi kalıplar kullanarak kim olduğunu sorabilirsiniz.

Neden aradığını ve bilgilerini sorarken

- ▶ -Could you please tell me what company you are with?
(Hangi şirketle çalıştığınızı söyleyebilir misiniz lütfen?)
- ▶ -What is your suggestion?
(Sizin öneriniz nedir?)
- ▶ -Could you send me the report please?
(Bana raporu gönderebilir misiniz lütfen?)

Anlamadığınız Birşeyi Tekrar Etmesini İsteddiğiniz Zaman

- ▶ -Could you please repeat it?
(Lütfen tekrar eder misiniz?)
- ▶ -Could you spell that please?
(Lütfen bunu heceler misiniz?)
- ▶ -I didn't catch the product's name. Could you say it again please?
(Ürünün adını yakalamadım. Tekrar söyler misiniz lütfen?)
- ▶ -Would you mind speaking louder please?
(Daha yüksek bir sesle konuşabilir misiniz lütfen?)

Yardımcı olamayacağınız durumlarda

- ▶ -Sorry but I can't give you this information.
- ▶ (*Üzgünüm ama size bu bilgiyi veremem.*)
- ▶ -I'm afraid she/he is not available right now. Could you please call again at...
- ▶ (*Korkarım ki o şu an uygun değil. Lütfen ... saatte tekrar arayabilir misiniz?*)
- ▶ -Sorry but she/he is not here today. Do you want to leave a message?
- ▶ (*Üzgünüm ama o bugün burada değil. Mesaj bırakmak ister misiniz?*)

Konuşmayı Sonlandırırken

- ▶ -I'll ask her/him to call you soon.
(Sizi kısa zamanda aramasını rica edeceğim.)
- ▶ -I'll send you the information as soon as possible.
(En kısa zamanda size bilgileri göndereceğim.)
- ▶ -Thanks for calling.
(Aradığınız için teşekkürler.)

Aramayı Siz Yapıyorsanız

- Yine aynı şekilde **adınızı ve çalıştığınız yerin adını** söylemeniz yeterli olacaktır. Örnek:
- **Hello. It's Ali from Nova Company.** (*Merhaba ben Nova Şirketinden Ali.*)
- **Neden aradığınızı belirtin**
- Kendinizi tanıttikten sonra arama sebebinizi söyleyin:
- **-I am calling to request information about..**
- (*Şu konu hakkında bilgi almak için arıyorum..*)
- **-Could you please tell me..**
- (*Lütfen söyleyebilir misiniz..*)
- **-I am calling to ask about...**
- (*Şunun için arıyorum...*)

Duyduklarınızı Kontrol Etmek İçin

- Bazen anlamadığınız ya da kaçırdığınız yerler olabilir. Ya da aldığınız bilgilerin doğruluğundan emin olmak istiyor olabilirsiniz:
- **-Let me see if I understand right...**
- *(Doğru anladım mı bakayım..)*
-
- **-Could you please repeat it? I want to check if I got it right.**
- *(Tekrar edebilir misiniz lütfen? Doğru anlayıp anlamadığımı kontrol etmek istiyorum.)*
-

Aradığınız Kişiyi Ulaşamadıysanız

- ▶ -When is she/he going back?
(O ne zaman geri gelecek)
- ▶
- ▶ -Could I leave her/him a message?
(Ona mesaj bırakabilir miyim?)
- ▶
- ▶ -Could you please tell her/him to call me?
(Beni aramasını söyler misiniz lütfen?)

ÖRNEK

- ▶ **A:** Sorry but Mr.Brown is not here right now. (*Üzgünüm ama Mr.Brown burada değil.*)
- ▶ **B:** Okay. I'd like to leave him a message. Could you please let him know that our meeting was cancelled? (*Tamam. Ona mesaj bırakmak istiyorum. Ona toplantımızın iptal olduğunu söyleyebilir misiniz?*)



Konuřmayı Sonlandırırken

- -Thank you for your time.
- (*Zaman ayırdığınız için teřekkürler.*)
-
- -Thank you, (isim)
- Örnek: Thank you, Mr. White.
-

ÖRNEK TELEFON KONUŞMASI

- **A:** Hello. Pine Decoration Company. It's Jack. How may I help you?
- *(Merhaba. Pine Dekorasyon Şirketi. Ben Jack. Nasıl yardımcı olabilirim?)*
- **B:** Hello. Can I talk to Neil Goth, please?
- *(Merhaba. Neil Goth ile konuşabilir miyim lütfen?)*
- **A:** May I ask who is calling?
- *(Kimin aradığını sorabilir miyim?)*
- **B:** It is Richard Ville.
- *(Ben Richard Ville.)*
- **A:** Okay Mr. Ville. Please hang on a moment. I will see if Mr. Goth is in.
- *(Pekala Mr. Ville. Lütfen hatta kalın. Mr. Goth burada mı bakacağım.)*

➤ **A:** Mr. Ville, I'm sorry but Mr.Goth is not here at the moment. Can I take a message?

(Mr.Ville üzgünüm ama Mr.Goth şu anda burada değil. Mesaj iletebilir miyim?)

➤ **B:** Could you please tell him to call me? My phone number is 568-236-986.

➤ *(Beni aramasını söyler misiniz lütfen? Telefon numaram 568-236-986.)*

➤ **A:** Certainly. Let me see if I got the number right. Is it 568-236-986?

➤ *(Elbette. Numarayı doğru aldım mı kontrol edeyim. 568-236-986.)*

➤ **B:** Yes that's right. Thank you for your time.

➤ *(Evet doğru. Zaman ayırdığınız için teşekkür ederim.)*

➤ **A:**Thank you Mr. Ville.

➤ *(Teşekkürler Mr.Ville.)*

Which verbs do we use with the activities below? Put the words in the correct column, as in the examples.

tennis	golf	the cinema	cycling	squash	a meal in a restaurant
skiing	DIY	sightseeing	football	shopping	a drink after work
sailing	karate	the theatre	jogging	the gym	the opera

play	go	have	go to	do
tennis	skiing			

- Which verbs do we use with the activities below? Put the words in the correct column, as in the examples.

tennis	golf	the cinema	cycling	squash	a meal in a restaurant
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play	go	have	go to	do
Tennis Golf Football Squash	Skiing Sailing Sightseeing Cycling Jogging Shopping	a meal in a restaurant a drink after work	the cinema the theatre the gym the opera	DIY karate

UNIT IV: Visiting a company

LANGUAGE NOTE: Simple past of be and regular verbs

1. Be

Where were you last week? I was in Paris, and Jan and Bob were on holiday

Where was Rosa? She was in New York.

Was he here yesterday? No, he wasn't (was not).

Were you at the meeting? No, we weren't (were not).

2. Regular verbs

To form the simple past of a regular verb, add ed.

To make a question, use the auxiliary did + infinitive.

What did you do? I visited Milan last week, but Nick stayed here.

When did she phone? She phoned me last Monday.

Where did you live before? We lived in Beirut for a few years.

Where did they move to? They moved to Rio de Janeiro.

Yuji Ishiguro visits Paco Reverte in Madrid. Paco meets him at his hotel. P conversation in the right order, as in the example.

- a. Yes, that 's right. You must be Paco Reverte. Thanks for coming.
- b. By car. I parked just outside the hotel. This way.
- c. Yes it is.
- d. Oh I'm sorry to hear that. Did you sleep well?
- e. About midnight. My plane was late.....
- f. Yes, thanks, I did. What time is our meeting?
- g. That would be nice. Do we get to the centre by car or on foot?
- h. What time did you arrive?
- i. Excuse me. Are you Yuji Ishiguro?
- j. At 10.00. Shall we go? We can have a coffee in the city centre.....
- k. No problem. Is this your first visit here?

Yuji Ishiguro visits Paco Reverte in Madrid. Paco meets him at his hotel. P conversation in the right order, as in the example.

- a. Yes, that 's right. You must be Paco Reverte. Thanks for coming.2...
- b. By car. I parked just outside the hotel. This way. ...11....
- c. Yes it is.4...
- d. Oh I'm sorry to hear that. Did you sleep well?7...
- e. About midnight. My plane was late....6....
- f. Yes, thanks, I did. What time is our meeting?8...
- g. That would be nice. Do we get to the centre by car or on foot?10...
- h. What time did you arrive? ...5....
- i. Excuse me. Are you Yuji Ishiguro?1...
- j. At 10.00. Shall we go? We can have a coffee in the city centre...9....
- k. No problem. Is this your first visit here? ...3 ..



Work in pairs. Take it in turns to ask and answer these questions.

What is the day today?

What time was it?

What is the time?

Were you busy last week?

What was the day before yesterday?

Every day?

What is the day tomorrow?

What did you do?

When was your last lesson?

What did you do at the weekend?



Language Note: Simple past irregular verbs

Many of the most common verbs in English are irregular. Some of the irregular verbs from this unit are given below.

buy bought

leave left

fly flew


meet met

go went

take took

have had

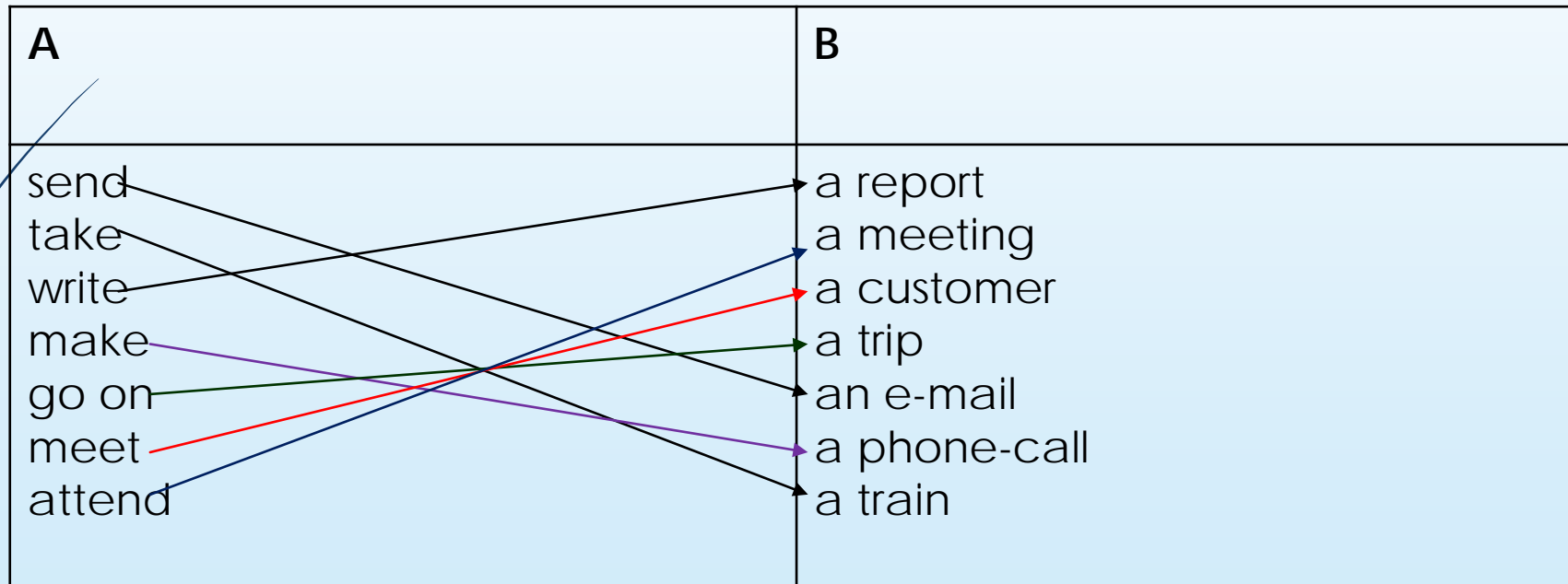
write wrote



The two lists below contain words that are often used together. Match a *verb* from column A with a noun from column B to make seven common expressions, as in the example.

A	B
send take write make go on meet attend	a report a meeting a customer a trip an e-mail a phone-call a train

The two lists below contain words that are often used together. Match a *verb* from column A with a noun from column B to make seven common expressions, as in the example.



Match the jobs in the box with the descriptions below.

managing director

personal assistant

sales representative

training officer

purchasing manager

laboratory technician

quality control manager

~~1. I organize training courses for members of staff - languages, computers, etc.~~

2. I set up the equipment and do experiments and tests.

3. I am the senior executive.

4. I check that products are made to the right standards.

5. I visit customers and try and increase business.

6. I work with the Managing Director. I am responsible for his diary, organize his travel, and take calls for him.

7. I buy everything the company needs, from raw material to stationery.

Match the jobs in the box with the descriptions below.

(3) managing director (6) personal assistant (5) sales representative
(1) training officer
(7) purchasing manager (2) laboratory technician (4) quality control manager

1. ~~I organize training courses for members of staff - languages, computers, etc.~~

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Product
brands

takeover
customers

subsidiary
market share

market leader
production sites

research centre
acquisition

turnover

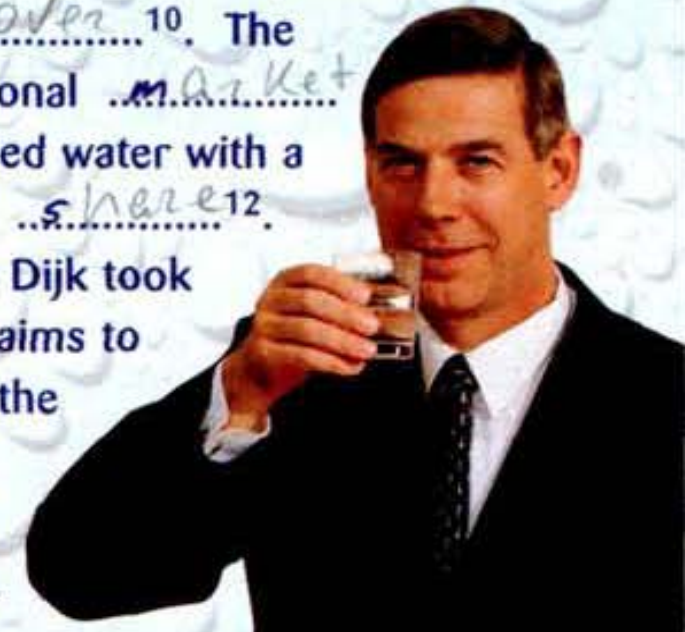
division

Perrier Vittel



Perrier Vittel is a *subsidiary* of the Nestlé Group. It has millions of *c* ² all over the world. It is the water *division* ³ of the group and has many famous *brands* ⁴ such as San Pellegrino, Contrex, Panna and Aquarel. There are sixty-seven *production sites* ⁵ producing billions of litres of bottled water. The main *research centre* ⁶ of the Nestlé Group is in Lausanne and there is a network of seventeen other centres on four continents employing 2,500 staff. This research helps produce safe and affordable water for everybody. A recent new *product* ⁷ is Nestlé Pure Life.

The company bottles this water locally in developing countries such as Pakistan and Brazil. Nestlé's interest in water began in 1969 with the *acquisition* ⁸ of 30% of Vittel. After the *takeover* ⁹ of Perrier in 1992 the new company Perrier-Vittel became a major part of the Nestlé Group. Today water sales represent 8.8% of the group's *turnover* ¹⁰. The group is the international *market leader* ¹¹ for bottled water with a 15% *market share* ¹². A new CEO, Frits van Dijk took over in 2000 and he aims to keep Perrier-Vittel at the front of the bottled water market in both sales and technology.



Product
brands

takeover
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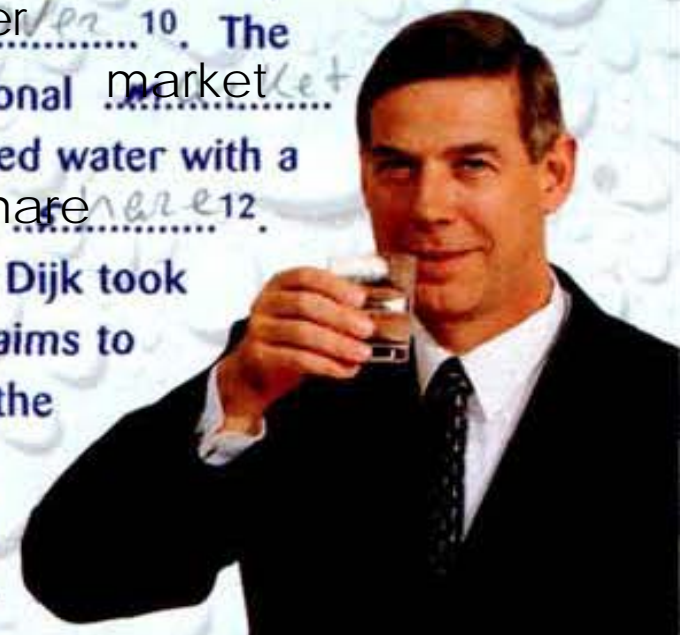
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over in 2000 and he aims to
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water market in both
sales and technology.



LANGUAGE NOTE: Describing your department

1. Describing the activity of a department

My department deals with / is responsible for marketing / administration, etc.

We organize tests / studies / research.

We work with customers / suppliers / subsidiaries / other companies in the group.

2. Describing the staffing of a department

There are ... people in the department.

Pierre Ducros is in charge of the department.

I am one of the managers / technicians / secretaries / engineers.

3. Describing the equipment / premises of a department

We have a large office / three laboratories / a small building.

We use computers / fax / e-mail a lot.

We have a well-equipped laboratory / a lot of technical equipment.

UNIT V: New developments

LANGUAGE NOTE: The present continuous

- ▶ The present continuous tense is formed using the *verb be* and the main verb with an *-ing* ending.

He's (he is) working at home today. They aren't (are not) designing any new products this year.

I'm (I am) learning to play the piano. Are you leaving now, or are you staying for lunch?

- ▶ We use the present continuous to talk about:
 - ▶ actions happening now, at this moment

I'm reading this sentence.

The teachers writing on the board.

- ▶ actions happening **OVER** a longer period of time, including now

My company's building a factory

She's travelling a lot at the moment. in Venezuela.

We aren't working on any new projects just now. I'm reading a good book.

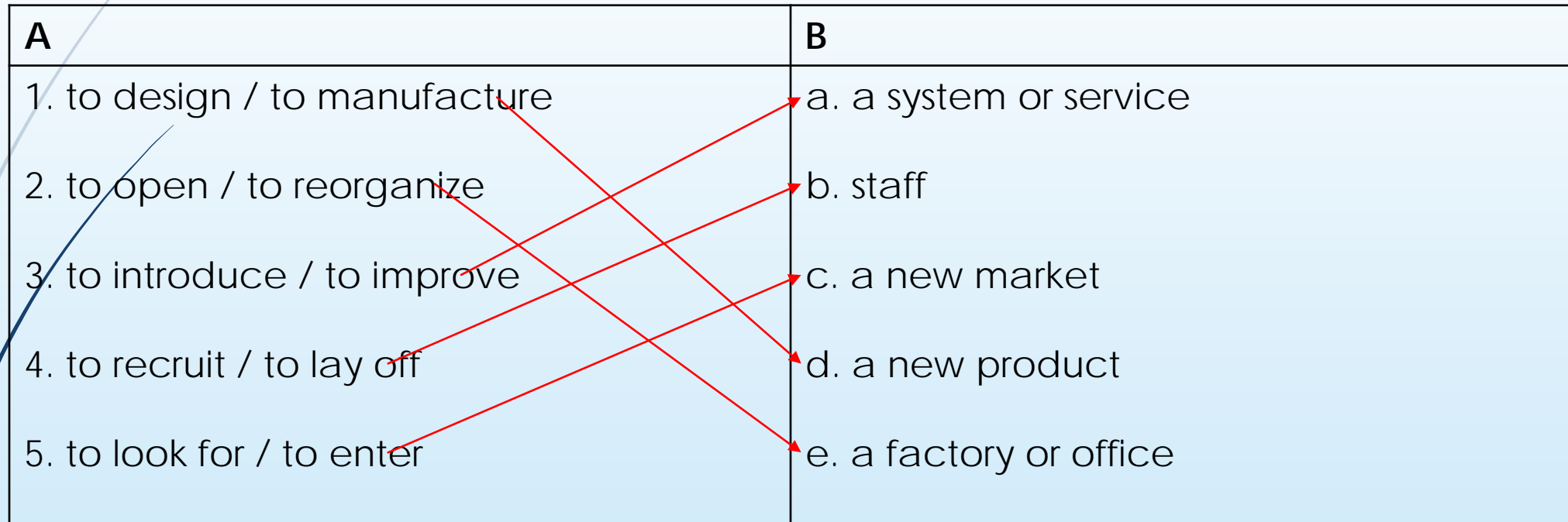


Match the verbs in A with the phrases in B, as in the example.

A	B
1. to design / to manufacture	a. a system or service
2. to open / to reorganize	b. staff
3. to introduce / to improve	c. a new market
4. to recruit / to lay off	d. a new product
5. to look for / to enter	e. a factory or office

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LANGUAGE NOTE

Present simple or present continuous?

The present simple is used for permanent or regular actions.

- ▶ *She often calls the USA.*
- ▶ *We don't have lessons on Saturdays.*
- ▶ *Does Microsoft sell software?*

The present continuous is used for temporary, present actions.

- ▶ *At the moment she's calling a client in Lima.*
- ▶ *This week we're not having any lessons.*
- ▶ *Are you selling a lot of products in Asia this year?*

Complete the text opposite with an appropriate form of the verbs below - present simple or present continuous.

Own
help

expand
have

produces

sponsor
grow

specialize

sell

research

be

Repsol: A growing presence in Latin America

Repsol¹ its operations in Latin America at the moment.

Following a takeover in 1999, Repsol now² YPF, the biggest industrial company in Argentina. YPF³ and sells oil and gas in seven South American countries, Indonesia and the USA. Repsol also has a 67.86% share in the Argentinian oil company Astra C.A.P.S.A., which⁴ in oil exploration and production.

The new Repsol YPF company⁵ a worldwide production capacity of 1.2 million barrels of oil per day, of which 364,000 barrels are produced in Argentina. As for distribution, Repsol

YPF⁶ its petrol in a network of about 3,300 service stations in Argentina, compared with 800 before. Sales⁷ usually very high in these stations, and the Argentinian petrol market⁸ very quickly, so the prospects for further expansion are very good.

Currently, Repsol YPF⁹ Latin America to discover its cultural history. It¹⁰ a special community programme which¹¹ the traditional music of Latin America from the 16th to the 19th century.



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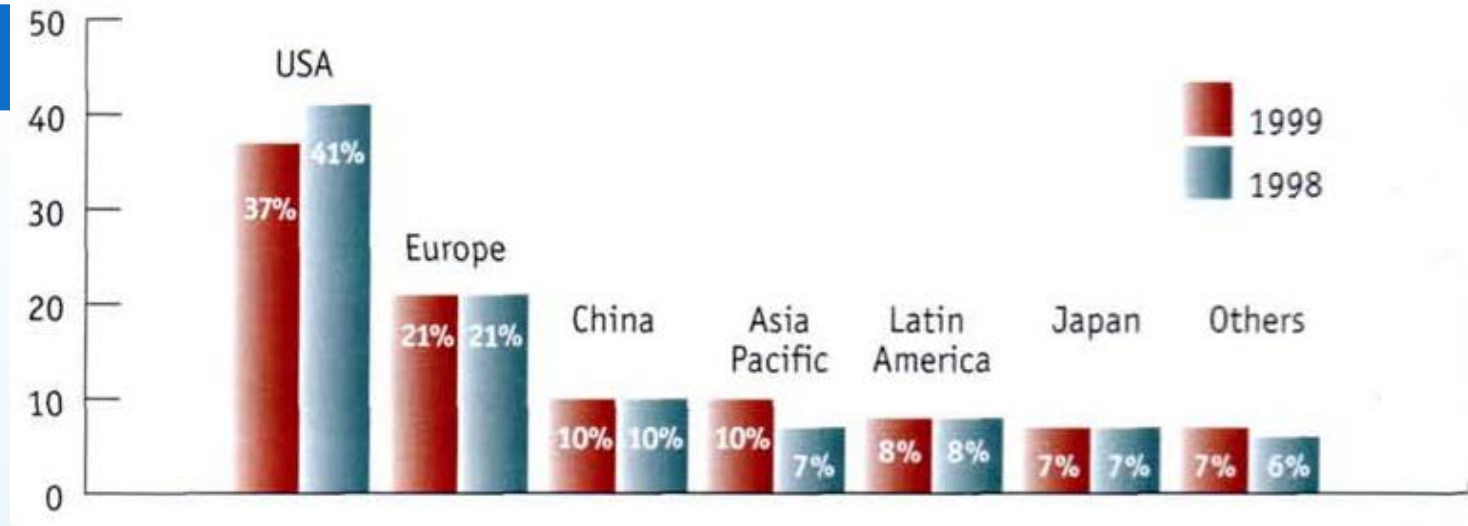
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Currently, Repsol YPF ^{is helping} Latin America to discover its cultural history. It ^{is sponsoring} special community programme which ^{is researching} the traditional music of Latin America from the 16th to the 19th century.



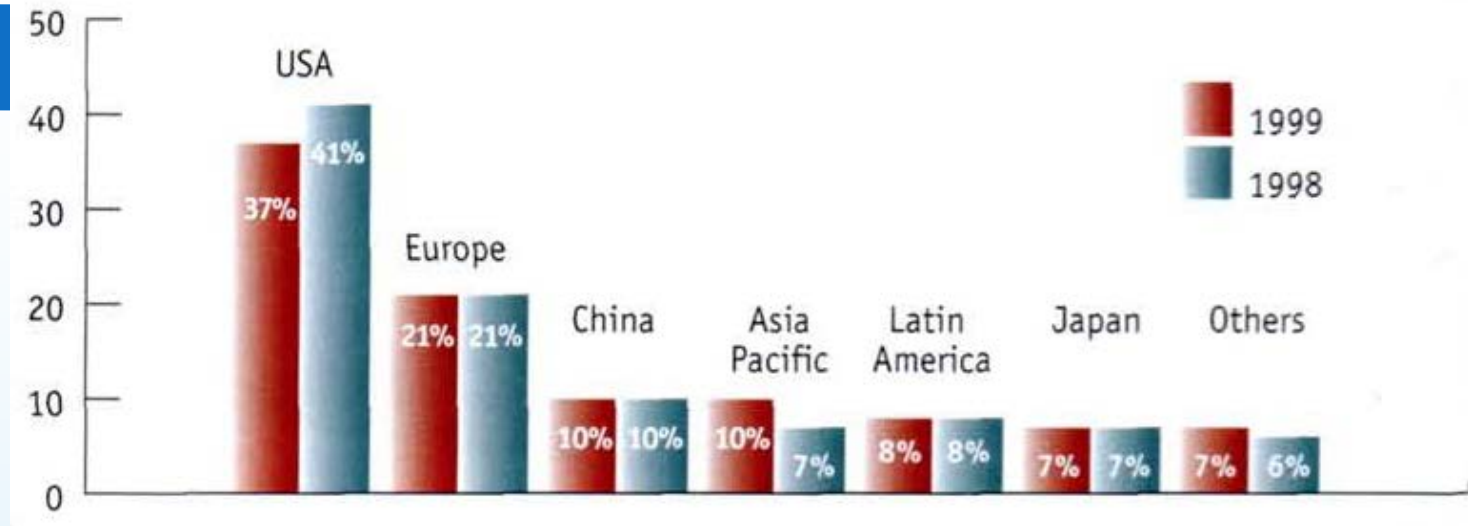
Company developments



Look at the information about the American company Motorola. Are these sentences true (T) or false (F)? If they are false, correct them. Use the Language Note below to help you.

1. Between 1998 and 1999, the percentage of sales went down in three sales regions.....
2. Sales rose in two regions.
3. In three regions, sales remained stable.....
4. Sales in other regions fell by 1%.....
5. Sales to Asia Pacific went up by 3%.
6. Total sales outside the USA decreased by 4%.

Company developments



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2. Sales rose in two regions.T...
3. In three regions, sales remained stable....F....
4. Sales in other regions fell by 1%.....F...
5. Sales to Asia Pacific went up by 3%.T...
6. Total sales outside the USA decreased by 4%.F...

LANGUAGE NOTE: Describing trends

1. to rise / to go up / to increase

► *Sales rose / went up / increased from March to September last year.*

► *Prices are rising / going up / increasing this year.*

2. To fall / to go down / to decrease

► *Sales fell / went down / decreased between 1998 and 2000.*

► *Exports are falling / going down / decreasing at the moment.*

3. To remain stable

► *Sales remained stable last month.*

4. By, from, and to

► *Our market share rose by 2%, from 7% to 9%.*

Language Note: Referring to visual aids

Introducing visual aids

- ▶ *Let's have a look at the first slide / this pie chart / the next diagram.*
- ▶ *This pie chart/ table / graph / slide / diagram shows ...*
- ▶ *Can everybody see that?*

Indicating important details

- ▶ *Notice that the number of users is rising.*
- ▶ *I'd like to draw your attention to the figures for Asia-Pacific.*
- ▶ *As you can see, consumption is increasing.*

LANGUAGE NOTE : *What is / was it like?*

▶ We use the construction *What... like?* to ask for a general description.

1. Present

▶ *What's (what is) the weather like today? It's sunny / cloudy, etc.*

▶ *What are the teachers like? They are very friendly / interesting, etc.*

2. Past

▶ *What was the food like at the conference? It was very good/ fantastic.*

▶ *What were the presentations like? They were very long/ boring, etc.*