

Contents

1	Structure and presentation	1
2	Content and style	5
3	Enquiries	10
4	Replies and quotations	15
5	Orders	20
6	Payment	26
7	Complaints and adjustments	31
8	Credit	36
9	Banking	40
10	Agents and agencies	44
11	Transport	50
12	Insurance	55
13	Electronic correspondence	62
14	Miscellaneous correspondence	66
15	Memorandums and reports	71
16	Personnel appointments	76
	Answer key	82