Handout 4

Business Correspondence Cycle and Functional Expressions

- Advertisement/Sales letters
- Enquiry/Information request
- Claim/complaint
- Response to enquiry/offer to sell/quotation
- Order/offer to buy
- Adjustment/response to claim
Give examples of functional expressions that communicate the intent/purpose of the writer for the following types of letters.

1. Advertisement/ sales letters: ________________________________

2. Enquiry/Information request: ________________________________

3. Response to enquiry/ Quotation/Offer to sell:
   ________________________________

4. Order/ Offer to buy: ________________________________

5. Order acknowledgement: ________________________________

6. Order confirmation: ________________________________

7. Order refusal: ________________________________

8. Claim/Complaint: ________________________________

9. Adjustment-positive: ________________________________

10. Adjustment-negative: ________________________________