



## Unit 16 – Pep-up your writing style!

### Task 09

Announcer: Listen to the conversation between Hannes and his colleague about writing a letter to a customer.

Hannes: Hey Peter, thanks for helping me once again. Look, this time, I've written the letter on my own. It looks good, doesn't it?

Peter: Let me see ... Hmm ... You started with "Dear Miss Hummer".

Hannes: Yes of course, she's only 24 years old. She told me while we were chatting.

Peter: She is quite young, you are right. Nevertheless, you should write Dear Ms Hummer, unless she explicitly asked to be addressed by "Miss". It's like an Austrian 24 year old being addressed as "Fräulein!" Would that really happen?

Hannes: I see. Can you have a look at the next sentence? We had a very nice talk on the phone only two days ago. Wasn't I quick to reply?

Peter: Answering within two days should be standard. It's about gaining a new customer, isn't it? If you receive a mail, you should even reply on the same day! Ok, let me see, you should be more precise. Refer to the telephone conversation, a talk is too informal and stipulate the exact date. It was 3 March, wasn't it?

Hannes: That's right. What about the next sentence?

Peter: Well, I wouldn't say "want"! Can you think of a more polite expression?

Hannes: What about "would like"?

Peter: Yes, that sounds much better! Let me read the rest of your letter. ... Oh, sorry, I have a meeting right now. However, there are better expressions for the last three sentences, which you have already learned. I'm sure you'll find them on your own.

Hannes: I'll do my best. Thanks anyway.