

**CLASS XII**

**LETTER WRITING**

**LETTER ACCEPTING / DECLINING/ PLACING ORDER**

The format of the letter placing order is similar to that of a formal letter. When you are placing an order for goods keep in mind.

To mention the quotation received from the suppliers and the reference number of the quotation, Be exact about the description of the goods to be ordered, Mention the quantity /number of each item that you are ordering, Request for discount, Mention the mode of payment, Be clear about the date of delivery, Present your order of goods in a tabular form.

**Sample Letter of Acknowledgement (Accepting an order)**

As Vice –President (Sales and Marketing) of Super Plast Industries Pvt Ltd, write a letter to M/s. Chennaswamy Furnitures, Chennai acknowledging the order of plastic chairs and garden tables they have placed with your company.

Super Plast Industries Pvt. Ltd,

Industrial Area B,

Noida (UP) Phone: 0120-226633xxxx

Email: superplastind@ymail.com

07<sup>th</sup> February 2016

Ref: Your Order No. Sup/fur/nx-209-12

M/s. Chennaswamy Furnitures

23 Annasalai, Adjacent Madras Mercantile Bank

Chennai (Tamil Nadu)

Dear Sirs

Subject: Acknowledgement of Your Order for the Supply of Plastic Chairs & Tables.

Thank you very much for your order number Sup/fur/nx-209-12 dated 07<sup>th</sup> February 2016 for the supply of 400 plastic chairs (Windsor White, item code 369) and 125 garden tables (Persian Pearl, item code 444).

Keeping in with our tradition of prompt service and value for our esteemed customers' time and business, we are pleased to inform you that your order has been despatched through Maharashtra Freight Corp Ltd as per the GR and invoice enclosed herein.

Please, allow the transport company about a week's time to deliver the goods at your Chennai Showroom and do please acknowledge as and when you receive it.

We would appreciate it very much if you make the balance payment on receipt of goods through direct transfer to our bank account 03344-919xxxx89 (Bank of Maharashtra, Andheri East Branch) or through a demand draft payable at Noida.

Should you have any queries regarding your order, please do let me know.

Looking forward to your continued patronage.

Best regards

Yours sincerely

Amit Kenkre

(Vice-President, Sales and Marketing)

Encl: (i) GR No. 0739876 dated 10<sup>th</sup> Feb.2016 (Maharashtra Freight Corp Ltd. Mumbai); (ii) Invoice number 311/ 12-4433 dated 10<sup>th</sup> Feb. 2016.

**Sample Letter of Acknowledgement (Declining an Order)**

You are the Production and Sales head of a woollen garments manufacturing company. You have received an order for woollen garments for reduced prices. Write a letter to the customer M/s Das Gupta & Bros., 57, Banerjee Estate, Darjeeling expressing your inability to execute the order at reduced prices citing a valid reason. Express your willingness to supply the order at the rates quoted and request the customer to confirm the order.

AWM Hosiery

Industrial Area B, Focul Point, Ludhiana – 141003

Ph. +91- 161-xxx21324. Email: awnhosierypvtltd@yahoo.co.in

17<sup>th</sup> May 2016

Reference: Your order no. 393/47

M/s Das Gupta & Bros

Shop No.57, Banerjee Estate

Darjeeling (West Bengal)

Dear Sirs

Subject: Your Order for Woollen Clothes at Reduced Prices.

We thank you for your order dated 17<sup>th</sup> May 2016 for woollen clothes garments along with your proposal for reducing our prices on certain items.

We have carefully considered your proposal but regret that it is hard for us to execute the order on these terms. You will appreciate that our goods are of the best quality in the market and are quite competitively priced. We maintain very high manufacturing standards and play on a very small margin to bring best value for money to our esteemed customers.

All this together with the recent hike in the prices of raw materials, especially pure new wool from Australia, makes it impossible to offer you the prices you have quoted. While we offer you our sincere apologies, we are ready to extend the credit period for payments from 45 days to 60 days.

We hope you will understand our position and continue to patronise us with your valuable business. Do please let us know at the earliest if we should go ahead with your order.

Yours sincerely

For AWM Hosiery

S. S. Vivek.

Production & Sales Head.

**Sample Letter: Placing an Order: You are the Principal of R.K. Public School, Pitampura, New Delhi. You require various furniture items like chairs, desks, cupboards, almirahs etc. for your school. Write a letter to Kishore Furnitures, Vidhya Nagar, New Delhi placing the order for the furniture.**

R.K. Public School

Pitampura

New Delhi

25 March, 2015

The Manager

Kishore Furnitures

Vidhya Nagar, New Delhi

Dear Sir

Sub: Order for furniture

I received your quotation for furniture vide no A248/41. We are happy with the quality of furniture as well as the price of the items.

I request you to send the following items to the address mentioned above.

S. No.	Particulars	Numbers
1.	Cupboards	10
2.	Chairs	50
3.	Desks	80
3.	Tables	40
4.	Almirahs	15

I will be grateful if the furniture is sent through local transport. Kindly pack all the items properly to avoid damage. The payment shall be done via cheque within ten days from the date of delivery of the goods. I hope you would give us a discount of 25 % as per the quotation received. Kindly deliver the items on or before 2 May, 2015.

Yours faithfully

S/d

Geeta Ahuja

### **PRACTICE QUESTION**

You are Pratap Singh, Sports Instructor of Springdales Senior Secondary School, Patiala. Write a letter placing an order for a few sports items (minimum 4) with M/S Sports & Sports Co., Patiala.

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