

CORRIGE de l'épreuve d'anglais

III. LETTRE COMMERCIALE :

British Wines PLC
42 John Lennon Lane
Liverpool LU70 3WA
United Kingdom

Your ref:

Our ref:

16 May 2008

Champagne Bulles d'Or
4, Avenue de la République
51200 Epernay
France

FAO: Sales Manager

Dear Ms Bulle

LETTER OF COMPLAINT

On March 15 we placed an order for 200 cases of brut champagne and 100 cases of vintage rosé. We would like to remind you that we are still expecting the delivery and would be grateful for any further information. *4pts*

We have already received your letter of apology informing us of the lorry drivers' strike. We fully appreciate the circumstances, however our customers are rather dissatisfied. *4pts*

We do hope that we will be delivered by May 26 at the latest.

Given the circumstances, we might expect a discount to compensate for the delay. *3pts*

Should the delivery be delayed again, we shall have to cancel the order and turn to an alternative supplier. *3pts*

We look forward to hearing from you as soon as possible. *2 pts*

Yours sincerely

John Sparkling
Purchasing Manager

4pts présentation, salutations, date, signature etc.