

2 E-mails to customers (Lösungsvorschlag)

Mark Gable works for 4Kids, a German company that makes toys for children. The company has customers all over the world. He often gets e-mails that he has to answer.

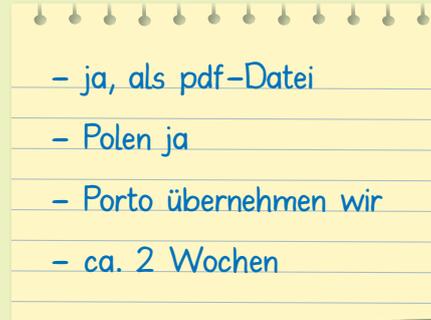
Look at these e-mails and read his notes. Then write his answers.



USEFUL PHRASES FOR FORMAL LETTERS AND E-MAILS

2) Letters/e-mails to customers

- Thank you for ...
- We apologise for ...
- I am sorry to have to tell you ...
- I am pleased to inform you ...

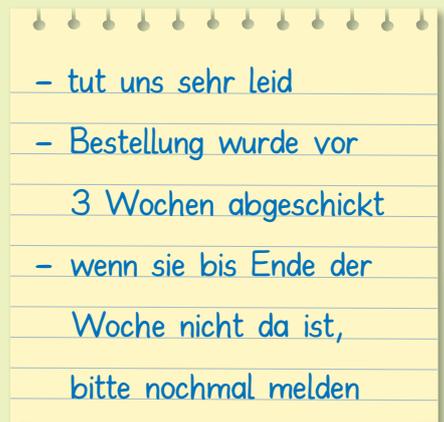
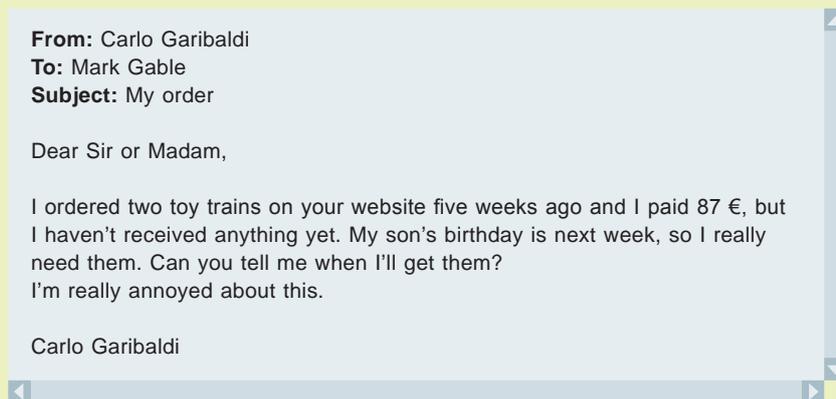


Dear Mrs Krol,

Thank you for your e-mail. I'm sending you our brochure with this e-mail.

I am pleased to inform you that we deliver to Poland, too. It takes about two weeks and there are no delivery costs.

Yours sincerely, Mark Gable



Dear Mr Garibaldi,

We apologise for this inconvenience. The trains were sent to you

three weeks ago. If you have not received them by the end of this week,

please inform us.

Yours sincerely, Mark Gable