

PRACTICE 5

Situation: You work at Global Office Supplies, PO Box 340, Borehamwood, Herts, WD6 1LT.
Tel: 020 2369 5846 Fax: 020 2369 5700. The Sales Manager is Mr Max Humphreys.

Mr Humphreys gives you the following letter and asks you to write a reply ready for his signature.

Wiseman Medical Supplies

56 Eldon Road, Leith, Edinburgh EH1 3WP
Tel: 0131 225 8787 Fax: 0131 225 8687

Mr Max Humphreys
Sales Manager
Global Office Supplies
PO Box 340
Borehamwood
Herts
WD6 1LT

22 January ...

Dear Mr Humphreys

We have been working with your company for 3 years and so far have been perfectly happy with the service we have received.

Recently, however, several mistakes have been made which give me cause for some concern.

On your invoice dated 10 January no discount was shown and your invoice dated 17 January listed 3 items which we had not ordered. Furthermore the delivery on 12 January contained some packing material which we did not request. The delivery which arrived yesterday did not contain the labels which we had requested urgently and there was no explanation as to where they were.

As we supply medical goods to hospitals it is of utmost importance that we have the correct packing materials and labels when we require them.

If your service does not improve immediately we will have to find an alternative supplier.

Yours sincerely
Pat Rhodes
Patrick Rhodes (Mr)
Director

You check the situation and make the following notes.

Missing labels sent by express courier - return other things at our costs
Many staff have been off work due to flu epidemic
Other staff working long hours / overtime to cover
Invoice errors
- issued by a temporary member of staff (no longer with us)
- he didn't know Wiseman eligible for discount
- credit note will be issued
Many apologies for all problems
First time it's happened - not prepared for epidemic
Staff nearly all back at work
Assure him it won't happen again

Write the reply.