Certificate in Vocational English
(Reading & Writing Skills: Workplace Correspondence Module)
(QF Level 4)
Sample Task

Task
You are Leo Ma. You work as an operations supervisor at Elite Trading. You have received an email from Designer AV.

Read the email below. Use all the information in your handwritten notes (in *italics*) and write an email in reply to Tony Hilton in 300 – 350 words.

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**Order 332/11**

<table>
<thead>
<tr>
<th>Date:</th>
<th>15 April 20XX</th>
</tr>
</thead>
<tbody>
<tr>
<td>From:</td>
<td><a href="mailto:thilton@designerAV.com">thilton@designerAV.com</a></td>
</tr>
<tr>
<td>To:</td>
<td><a href="mailto:leoma@elitetrading.com">leoma@elitetrading.com</a></td>
</tr>
<tr>
<td>Subject:</td>
<td>Order 332/11</td>
</tr>
</tbody>
</table>

Dear Leo

We are saddened that our factory was on fire yesterday, which led to the death of three workers. Since production is seriously affected by the accident, we suggest that the delivery of the above order of 5,000 Concord audio systems be postponed for two more weeks, i.e. 4 May.

About a month ago, you told us that you would investigate the cause of the damage to the Vintage high-end speakers. Could you please send me the result and let me know if we can be of help?

Regards
Tony

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**Postponed again!**
(original delivery: 6 Apr
1st postponement: 20 Apr)

2 options for Designer AV:
- **Split shipment** (client needs order urgently for AV Trade Fair):
  - 1st lot (3,000): 20 Apr
  - the rest: 4 May
- **Late charges**: $2,000/day (from 20 Apr) if whole lot delivered on 4 May

**Damage:**
- 33 speakers dented and scratched → some speakers not working

**Cause:**
- accident in Kwai Chung Container Terminal (15 Mar)
- unpredicted strong trade wind → container carrying Vintage speakers not securely fastened → fell from height

**Suggestions for Designer AV:**
- **Enhance packing materials**
  - cover up speakers in heavy-duty bubble wrap (avoid getting scratched)
  - driver side of speakers: cover with corrugated cardboard (protect from damage)
  - sturdy double-walled cardboard boxes + double seal its ends with good packing tape
- **Offer**: pay extra charge for upgraded packing

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