TEST AT 50 WORDS PER MINUTE

(A letter to Mrs Brown enclosing a brochure giving details and prices of hotel accommodation with private facilities. The hotel has a games room and indoor swimming pool)

Dear Mrs Brown (paragraph)

Thank you for your recent letter asking for details and prices of accommodation at this hotel. (fullstop) We have much pleasure in enclosing our brochure which describes all the types of accommodation we have available. (fullstop) As you will see from the brochure all of the rooms have private bathrooms. (paragraph)

The hotel has an indoor swimming pool and there is also a games room where children can play. (fullstop) We have three staff on duty in the games room throughout the day. (fullstop) Your children can therefore be left to play in safety. (paragraph)

If you book your room at least three months in advance you will receive a ten per cent discount. (fullstop) Therefore you can save money and give your family a holiday they will remember. (paragraph)

We look forward to welcoming you to this hotel in the near future. (paragraph)

Yours sincerely
Dear Mrs Shah (paragraph)

Thank you for your letter of the second January informing us that you will shortly be moving to larger office premises and that you will therefore require extra furniture. (paragraph)

We were pleased to note your comments about the items of furniture you purchased from us two years ago. (fullstop) It is always good to know that customers are satisfied with the standard and style of our products. (paragraph)

We are enclosing our latest brochure from which you will see that we have increased our range considerably since you made your last purchase. (fullstop) Please note that all the furniture can be supplied in any of the colours shown at the front of the brochure. (paragraph)

We are sure you will be interested to know that we are holding a sale for the whole of this month, with big savings on most items. (fullstop) All orders placed with us during January will qualify for discounts. (paragraph)

We look forward to being of assistance to you and wish you success in your new premises. (paragraph)

Yours sincerely
Dear Mrs Phillips,

We recently placed an order with your salesman for several stationery items. He told us there was a ten per cent discount on any goods which we ordered this month. Part of the order has now been delivered but we are still having problems with your sales office.

I am surprised to see that we have been charged the full price for the items delivered. In fact some of the prices have even increased since your salesman's last visit. At that time, he assured us that there would be no price increases until next year.

We have also received several items of stationery which we did not order and these have now been returned to you as requested by your sales office manager. He also informed us that the outstanding items on our order would be delivered within twenty-four hours. However, we are still waiting for these goods which were promised more than a week ago.

As we have had so many problems recently with stationery orders, we have decided to use another supplier. We very much regret having to take this action as we have used your company for several years.

Yours sincerely,
TEST AT 80 WORDS PER MINUTE

(A letter to Miss Wood about offering her the post of receptionist with a firm of solicitors and the possibility of having to give one month’s notice)

Dear Miss Wood (paragraph)

Thank you for attending these offices for an interview last Friday afternoon, and I have much pleasure in offering you the post of receptionist. (paragraph)

I would like you to start work here as soon as possible, but I do understand that you will have to give your present employer one month’s notice. (fullstop) As I explained to you, we are, at this time, having to employ temporary staff from an agency and this situation is not very satisfactory. (fullstop) Therefore if there is any possibility of you having to give less than one month’s notice this would be very much appreciated. (paragraph)

The salary and the hours of work were fully discussed with you at the interview. (fullstop) After a period of six months we will send you to college one day every week to enable you to learn more about legal office work. (fullstop) This will give you the opportunity for promotion to the post of legal secretary to one of our solicitors. (paragraph)

I hope that you decide to accept this post with us. (fullstop) Please let me know what your decision is as soon as possible. (fullstop) If you accept this post we will send you a contract of employment together with a copy of our staff handbook. (paragraph)

If you have any questions please do not hesitate to telephone me. (fullstop) I look forward to hearing from you. (paragraph)

Yours sincerely...
Dear Mr Tomlinson (paragraph)

Further to my recent telephone call, I should like to invite you to be the guest speaker at the next meeting of the Business Forum. (fullstop) This will be held at the Royal Hotel on the first of next month at 2 pm. (fullstop) As you know, the Royal Hotel is in the High Street and is just a short walk from the main railway station. (paragraph)

I should be pleased if you could join me for lunch at the hotel before the meeting takes place. (fullstop) I suggest that we meet in the reception area of the hotel at twelve noon, so we can have lunch and discuss your presentation in detail. (paragraph)

As I told you, the Business Forum was set up two years ago by local business people. (fullstop) The idea behind the Forum is to encourage managers at all levels in industry to meet together on a regular basis and share their problems and successes in business. (fullstop) Usually we have a speaker such as yourself, who is a senior executive of an important company. (fullstop) After you have given your talk there will be a question and answer session, which normally lasts for about forty-five minutes, and then we have tea before the meeting ends at around four thirty. (fullstop) The question and answer session is always very lively, as our members feel it is extremely useful to exchange business ideas in this way. (paragraph)

I look forward to seeing you again next month, and I know we will have an interesting talk, and a lively discussion. (paragraph)

Yours sincerely
Dear Mrs King

We have pleasure in enclosing the final account for your holiday in Europe next month. Please check all the details carefully to ensure that they are correct and contact us immediately if you have any queries.

The outstanding balance must be paid within the next seven days. Please note that we make a charge for payments by credit card and we therefore advise you to pay the balance by cheque. We would also like to remind you that it is possible to pay for your holiday by instalments. We offer a very low interest rate and if you require further details regarding this service please contact our office as soon as possible.

It is important for you to ensure that you arrive at the airport at least two hours before the flight is due to depart. This will give you enough time to check in your luggage and look round the large number of airport shops before boarding your flight.

If you have not ordered your foreign currency and travellers cheques we can arrange this for you. We only need twenty-four hours to obtain foreign currency and we always keep travellers cheques in stock. Simply let us know what your requirements are and we will organise this for you.

We are also enclosing some general information about the places you will be visiting on your holiday and we hope you will find this information helpful. Please let us know if you would like further details about any of these places.

We would like to thank you for booking your holiday with us and we would also like to take this opportunity of wishing you an enjoyable and relaxing time.

Yours sincerely
(Letter to Mrs Dawson about her application for the post of Examinations Officer and the installation of a new computer system in the department)

Dear Mrs Dawson (paragraph)

Thank you for attending an interview at this college last Friday afternoon. (fullstop) I am very pleased to inform you that we would / like to offer you the post of Examinations Officer to take effect from the first of next month. (paragraph)

The terms and conditions of your proposed employment are // set out in detail in the enclosed contract. (fullstop) If you agree to accept this contract, you are requested to sign and date it and return it /// to the college as soon as possible. (paragraph)

As I explained to you at the interview, the whole of the Examinations Department is moving to a new building // at the beginning of next term. (fullstop) For the last few years the Department has been divided between two buildings, which has proved to be a very / inefficient way of working. (fullstop) Furthermore, we are hoping that the installation of a new computer system to handle all our examination requirements will be completed shortly. (fullstop) // We shall then have one of the most modern departments in the country, which will enable us to give an improved service to our students. (fullstop) I /// know that all the staff in the Department are looking forward to working in the new building. (paragraph)

It is planned to hold training courses on the new // computer system during the summer vacation for all staff who are involved in examinations. (fullstop) Perhaps you could let me know any dates when you will be / unavailable during the month of August so that arrangements can be made for you to attend one of these courses. (paragraph)

In the meantime, if you require more // information about the post, or you have any questions, please do not hesitate to contact me or my personal assistant at any time. (fullstop) I very much /// hope that you will accept the important position of Examinations Officer in this college. (fullstop) I look forward to working with you in the future. (paragraph)

Yours sincerely
(A letter to Mr Lee, a current account holder, from his bank, telling him about their wide range of savings and investment accounts.)

Dear Mr Lee

We are writing to all our current account holders this month in order to give details about our savings and investment products. We know that our customers want to make the most of their money and we can help you do this.

We have a wide range of savings and investment products which offer attractive interest rates. These include accounts that give you a guaranteed return on your money to help you plan for your future. We also offer higher interest rates for large investments and some accounts are also free from tax. Whether you want to save or invest, in the short or in the long term, whatever your age or financial position, we have an account to suit you.

We undertake to write to you annually with details of our current range of savings and investment products. We will also tell you about any new products offering higher interest rates as and when they become available.

We would like to draw your attention to the new monthly saver account which pays a good rate of interest and gives you the opportunity to earn an annual bonus. You must make regular monthly payments into this account and you can arrange to transfer money every month directly from your current account. To qualify for the bonus you must make no more than one withdrawal and must not miss more than one monthly payment during a particular year. If you miss two monthly payments or make two withdrawals in one year you will receive the interest but not the bonus.

We enclose a leaflet giving full details of all our savings and investment products and hope that this will be of interest to you.
like advice or further information about any of our accounts please telephone this office in order to make an appointment with one of our advisers. (fullstop)

We /// can arrange for an adviser to visit you at home if this is more convenient. (paragraph)

We look forward to hearing from you in the near future. (paragraph)

Yours sincerely I