

## Worksheet 12: Asking for payment

- 1 Have you ever made a mistake at work? What happened? Did you apologize?
- 2 Read these extracts from letters from the accounts department of a trading company. They are NOT in the correct order.
  - 1 Number the extracts 1–5 in the order they were sent.
  - 2 What mistake has the company made?

A \_\_\_\_

We recently wrote in connection with the amount of \$2,130 on invoice 3100. This should have been paid by May 31st, but **according to our records** it remains unpaid. Please **settle this account immediately**.

B \_\_\_\_

**Despite numerous requests** for payment, the unpaid balance of \$2,130 on invoice 3100 **remains outstanding**. We demand that payment is made within seven working days. **Failure to do this** will result in legal action to recover the debt.

C \_\_\_\_

We have contacted you twice with regard to the unpaid balance of \$2,130 on invoice 3100. This payment is now three weeks **overdue**. If you are unable to **make the full payment**, please contact our accounts office immediately.

D \_\_\_\_

I am writing to **remind you** that your balance of \$2,130 is now **overdue**. Please arrange payment of this account today. If you have already made this payment, please accept our thanks and **ignore** this reminder.

E \_\_\_\_

Further to our phone conversation, I am writing to apologize for the mistake in our invoicing. This **could have been due to** a computer error. If the records had been checked, we would have seen that this invoice was dated from May 1st last year, not this year. Once again, please accept my apologies as the fault was clearly ours.

**3 Match the formal words and phrases in bold in the extracts in Exercise 2 to these meanings.**

- 1 pay the money right away \_\_\_\_\_ in
- 2 our information \_\_\_\_\_ If
- 3 you don't do this \_\_\_\_\_
- 4 is still unpaid \_\_\_\_\_
- 5 past the deadline \_\_\_\_\_
- 6 tell you again \_\_\_\_\_
- 7 Even though we've asked many times \_\_\_\_\_
- 8 pay the total amount \_\_\_\_\_
- 9 might have been because of \_\_\_\_\_
- 10 don't take any notice of \_\_\_\_\_

**4 Make collocations with a verb from box A and a word from box B. Check your answers in the extracts in Exercise 2, then use the collocations to complete these sentences.**

**A** settle remains accept ignore check make

**B** account payment records apologies outstanding reminder

- 1 We would be grateful if you could \_\_\_\_\_ this unpaid \_\_\_\_\_ immediately.
- 2 Please could you \_\_\_\_\_ your \_\_\_\_\_ and confirm whether the amount has been paid.
- 3 If you have already paid this invoice, then please \_\_\_\_\_ this \_\_\_\_\_ .
- 4 Payment for this bill \_\_\_\_\_ \_\_\_\_\_ .
- 5 If you are unable to \_\_\_\_\_ the full \_\_\_\_\_ , please contact our accounts office immediately.
- 6 Please \_\_\_\_\_ my \_\_\_\_\_ for our mistake.

**5 One of your clients has not paid for some of your company's goods or services. Payment was due three days ago. Write a short letter asking for the payment.**

**6 The client has telephoned you. The invoice was paid two weeks ago. Write a short letter of apology.**

I CAN

use formal language to:

ask for payment

demand payment

apologize for a mistake