

Email Business Writing Methods for Docomo CS

METHODS FUNDAMENTALS
PBWC Road map for better and faster e-mails
E-MAIL BUSINESS WRITING METHODS

Answer Key for Day 1

Notes: These are sample answers.

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Goal of business emails

ビジネスメールのねらい

Which type is each of the following sentences?

1. This is to let you know that we have accepted your proposal. **B**
2. The design has to be completed by Friday. **A**
3. I'm afraid I won't be able to send the XY until tomorrow, not today. **C**
4. Could you please confirm that everything I have ordered is available? **A**
5. I'm sending the following documentation, free of charge. **C**
6. I'm sorry to say the methods you requested look difficult. **B**

Sample 1: Fear/Bad news

問題1: 恐れ、悪い知らせ

Dear Ms. Smith,

Would you please issue a cancel notice for Invoice 10354? It is a repeat of your Invoice 10345 which we received earlier this month and paid on the 10th. Both invoices were for our order no. 102 of February, XY-123 (1 unit) and XY-123-A (1 pc.)

Thank you in advance.

Best regards,
Hiroshi Kato

Sample 3: Understandability/Background

問題3: わかり易さ、背景

I'd like to make a request regarding T-Pro. I'd appreciate your permission to change from T-Pro to P-Best.

We have had so much trouble with T-Pro crashes, and I'm afraid that if we keep using T-Pro, we'll have to expect more and more down time. As you know, P-Best is also compatible with our other IT systems.

We would appreciate your kind consideration.

Kind regards,
Hiromi Kato

あなたが依頼していることに対して、読み手は確実に反対の意がある場合
The reader is certainly strongly opposed to what you are asking for.

If you don't mind, we'd be grateful if you could consider a request regarding T-Pro. I wonder if it's possible for you to give us permission to make a change in the software? We're thinking about the possibility of changing to P-Best.

Practice 1

John, could I ask you a favor? Could you send me a video of your service center in operation? (Details attached.) We're renewing our own service center, so a video of yours will help us a lot.

Practice 2

About the accounting questions we have been getting from different people in your department, we'd appreciate it if you could have them contact you first, and then you contact us. Otherwise it's hard to control the accounting information processes.

Case situation:

I want to ask an overseas engineer who is my consultant on my XY project to check his XY data again because I think it may not be correct.

1-step:

Dear Mr. Smith,

Would you please check your data again to make sure you have corrected mistakes?

2-step:

Dear Mr. Smith,

If you don't mind, I'd like to make a request regarding your XY data. Could you please check it one more time, just to make sure there are no mistakes in it?

How to start 2-step sentences: (「2ステップ結論」のうち、最初の文の始め方のサンプルです)

- make a request on/about/regarding
- make a suggestion . . .
- make a proposal . . .
- make a recommendation . . .
- follow up on
- ask for your help with

謝りっぱいの気持ち

regret

I'm sorry (to say)

I'm afraid (to say)

unfortunately

+

「できない」形の動詞

cannot

can't

will not be able to

won't be able to

「しなければならない」形の動詞

have to

must

I am sorry that I cannot send the material data by Friday since the Indonesia Office is closed for a local holiday until next week.

We regret that we have to delay sending the materials until Friday. The Korean Office is closed for a local holiday until tomorrow.

Example

Subject line: Submission of paper for publication (in ABC Journal)
(ABC 誌) 出版記事の提出

I am writing this e-mail to submit my paper (attached) for publication in the ABC Journal.

(ABC 誌刊行のための私の記事 (添付) を提出するために、このメールを書いています。)

I would like to submit my paper (attached) for publication in the ABC Journal.

(ABC 誌刊行のための私の論文 (添付) を提出させていただきます。)

Practice 1

Subject line: Receipt for ABC exhibition

Regarding the receipt you provided for my payment for the ABC exhibition, could you please reissue it in my company name? (The receipt you sent me is in my own name.)

I'd like to ask for your help regarding the receipt you send me for the ABC exhibition fees. I'd appreciate it if you could reissue it in my company name, AGJ, not my own name, Hiroshi Kato.

Practice 2

Subject line: Schedule for delivery

Because of the weather at the site in April, I would like to ask for your permission to change the delivery schedule for building materials.

I'd like to make a suggestion regarding the schedule for delivering building materials at the site. The contract calls for April delivery, but because April is the rainy season there, I would like to ask that they be delivered starting in May.

Practice 3

Subject line: Confirmation of laptop logo design

The designers at the factory asked me to confirm the laptop logo design with you. Is the Green Mark going to be used with your laptop models, or just your desktop systems?

About the Green Mark, could you let me know if it is to be used with the laptop models as well as the desktop models?

Your writing purpose	to refuse their request
Subject line	Your request for MTB without PCB
First sentence	<p>Smith-san,</p> <p>Regarding your inquiry for an MTB without PCB, we regret that we cannot supply the MTB separate from the PCB.</p> <p>The PCB contains the photointerrupter (an LED sensor), which is essential for its operation. If the two are purchased separately, it is very difficult for the user to adjust the sensor's location on the PCB to achieve specified reliability.</p> <p>Best regards, Hiroshi Kato</p>

Alternative 1:

I would like to ask you to purchase our MTB with our factory installed PCB. Unfortunately, we are not able to support the MTB if it is equipped with a third party PCB.

Alternative 2:

We recommend that you purchase our MTB equipped with our AGJ PCB. Unfortunately, MTB firmware is not compatible with third party PCBs.

Alternative 3:

I'd like to explain the technical requirements for the MTB. The MTB must have the PCB factory-installed by us, in order to comply with product specifications.

Application 1

Your writing purpose	to inform them that the documents will be late (and perhaps to apologize)
Subject line	Status of preparation, XY documents Delay in delivery, XY documents Sorry; the XY documents will be a little late
First sentence	Regarding the XY reference documents, I'm sorry to have to tell you that ABC says they are still being prepared, and should be ready by the end of the month. I apologize for any inconvenience this delay may cause you.

Application 2

Your writing purpose	to ask for instructions on the scope
Subject line	Request for instructions, scope of Audit We need to know the scope for the October audit
First sentence	John, I need to get your advice regarding the scope for an audit. We are working with AGJ Kansai Hoojin, and in order to negotiate the fee, . . .

Application 3

The version of " Top One Hundred Asian Markets" that you sent is from two years ago, so could you please send me the most recent one? Also, may I discard the old version that was sent to me by mistake?