

TEXAS INSTRUMENTMENTS JAPAN  
ONLINE LIVE SEMINAR

# METHODS

E-MAIL BUSINESS WRITING METHODS

## Answer Key for Day 2

Notes: These are sample answers.

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## 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.

状況：建設会社に勤務。外国の顧客とビル建設の契約を交わした。その契約では建設資材（セメントなど）を4月に納品予定だが、インターネットで調べると現地の4月は雨期のため、資材が痛んでしまう恐れがある。そこで、納品を5月に変更したい。

## Practice 3

Subject line: Disclosure of X- file information

The purpose of this email is to ask about the X-file. I would like to know if you have disclosed any information from the file to any outside party.

Could I ask you a question about the X-file information? Do you know if any of it has been disclosed outside ABC?

状況：あなたの勤務先 AGJ 社は X-file データを ABC 社と共有利用している。しかし、ABC 社の誰かが、AGJ との契約に反して、他社と X-file をシェアしているという噂を聞いた。ABC 社の担当ジョン・スミスにメールを書く。

They asked for a component, an MTB, but they want it without a PCB. But the PCB contains a sensor that is necessary for the MTB to operate. If they try to install the PCB separately themselves, it is extremely difficult to get the specified reliability.

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>
<p>Alternative 1:</p> <p>I would like to <u>ask</u> 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.</p> <p>Alternative 2:</p> <p>We <u>recommend</u> that you purchase our MTB equipped with our AGJ PCB. Unfortunately, MTB firmware is not compatible with third party PCBs.</p> <p>Alternative 3:</p> <p>I'd like to <u>explain the technical requirements</u> for the MTB. The MTB must have the PCB factory-installed by us, in order to comply with product specifications.</p>	

状況に見合うポライトネスに改善する

1. To a government official

官公庁職員へ

Please pass on this urgent request to the person in charge.

- Could you please pass on this urgent request to the person in charge?
- We would very much appreciate it if you could pass on this request to the person in charge.

2. To the manager of a foreign subsidiary from the general manager in the head office

本社の本部長から外国子会社の部長へ

You have to correct the quality problems that are damaging your reputation.

- We would be grateful if you could have your QC staff work on solutions to the quality problem, and report to us by the end of the month. We must report to the customer by the middle of next month.
- We believe it is urgent that you have your QC staff analyze this problem as soon as possible. Could you have them report on their solutions by the end of the month? We must report to the customer by the middle of next month.

### 3. To a foreign government official and customer

顧客である外国の官公庁職員へ

Since you haven't supplied the necessary data, please accept our proposed material assumptions.

- Since we have not received the necessary data, may we suggest the following material assumptions?
- The necessary data has not arrived here, so may we ask you to accept the following proposed material assumptions?

## Exercise

### Politeness

Choose the most appropriate response for politeness in these situations.

次の状況において、最も適切な解答を選んでください

#### Practice 1

Situation:	In statement of urgency for receipt of information
Response:	The label designers are waiting, so <b>could you send the confirmation this week?</b>
Choices:	<div><input checked="" type="radio"/> a. could you send the confirmation this week?</div> <div>b. we appreciate your earliest convenience.</div> <div>c. we want the details confirmed now.</div> <div>d. we expect you to send the confirmation.</div>

#### Practice 2

Situation:	Making a polite request on behalf of a group
Response:	<b>On behalf of the Technology Support group, I would like to ask your kindness in considering the attached proposal.</b>
Choices:	<div>a. You are hereby requested by the Technology Support Group to consider</div> <div>b. As represents the Technology Support group, please be kind enough to consider</div> <div>c. For the Technology Support group, they wonder if you are considering</div> <div><input checked="" type="radio"/> d. On behalf of the Technology Support group, I would like to ask your kindness in considering</div>

## Practice 3

Situation:	In an e-mail to the foreign office, reminding them of a previous request
Response:	As we mentioned before, we would like to ask you to perform the test by the end of February.
Choices:	<ul style="list-style-type: none"><li>a. We already asked you once</li><li><input checked="" type="radio"/> b. As we mentioned before, we would like to ask you</li><li>c. Could we ask you</li><li>d. It is annoying to ask twice, but you have</li></ul>

## Practice 4

Situation:	In an e-mail by a writer expecting action
Response:	Regarding the design layout for Product X, could you send your official approval by e-mail?
Choices:	<ul style="list-style-type: none"><li>a. your kind opinion is highly appreciated.</li><li>b. your soonest action is expected by the end of the week.</li><li>c. we would like to receive your comment.</li><li><input checked="" type="radio"/> d. could you send your official approval by e-mail?</li></ul>

●9-1

Mixed tires can't be used for that model.

[Rewrite] **Formal**

Mixed tires cannot be used for that model.

●9-3

I think we'll get the data sheets pretty soon.

[Rewrite] **Formal**

I think that we will be able to obtain the data sheets by the end of the week.

●9-2

We will be able to obtain the data sheets by the end of the week.

[Rewrite] **Casual**

I'll be able to get the data sheets pretty soon.

●9-4

I'd like to ask you to send the latest modifications.

[Rewrite] **Formal**

We would like to request that you send the latest modifications.

●9-6

We can get a permit from the authorities if we give them the following materials.

[Rewrite] **Formal**

We may be granted permission from the authorities if we submit the following materials.

●9-5

May I suggest that we exchange documentation sets?

[Rewrite] **Formal**

May we propose that we exchange documentation sets?

●9-7

That survey is expected to be completed by May 30.

[Rewrite] **Casual**

That survey should be done by May 30.



●9-8

We think we have to discontinue it when our inventory runs out.

[Rewrite] **Formal**  
We consider that it is necessary to discontinue this product . . .

●9-9

We hereby advise you that we will announce to you any appointment of distributors six months before...

[Rewrite] **Casual**  
I am writing to promise you that we will let you know at least six months in advance if we name any new distributors.

●9-10

Install the product after taking off the cover.

[Rewrite] **Formal**  
Install the product after removing the cover.

●9-11

Don't go near when it's rotating.

[Rewrite] **Formal**  
Do not approach when it is rotating.

●9-12

It is figured out that movement reaches 0.012 inches after 14,850 hours of operation.

[Rewrite] **Formal**  
It is calculated that movement reaches 0.012 inches after 14,850 hours of operation.

●10-1

As soon as I receive the information from them, I will inform you.

[Rewrite] **Casual**  
As soon as I get the information from them, I'll let you know.

●10-2

But I hear that you may not have the most recent version of the reference sheet.

[Rewrite] **Formal**  
However, I understand that you may not have the most recent version of the reference sheet.

●10-3

And I need the transportation records for the last two months.

[Rewrite] **Formal**  
Also, we require the transportation records for the last two months.

●10-4

The print shop is waiting for this information, so could you check it and let me know?

[Rewrite] **Formal**  
The print shop is waiting for this information, so could you confirm it please?

●10-5

As you are aware, the material for the high-strength bolt is specified as BS4395.

[Rewrite] **Casual**

As you know, the material for the high-strength bolt is specified as BS4395.

●11

Re: New Price  
We hope your flight was pleasant.

By the way, we have looked at your pricing proposal, and...

[Rewrite] **Formal**

We hope your flight was pleasant.

The main reason we are writing is in regard to your pricing proposal. We would like to . . .

●12-1

There is a little chance that we can get permission.

[Rewrite] **Formal**

There is only a slight possibility that we can obtain permission.

●12-3

Thanks a lot for your help.

[Rewrite] **Formal**

Thank you very much for your assistance.

●12-2

Please introduce me to the person responsible for company publications.

[Rewrite] **Casual**

Can you put me in touch with the person who takes care of business publications?

●12-4

If you have any questions, I hope you'll feel free to contact me.

[Rewrite] **Formal**

If you have any questions, please do not hesitate to contact us.

●12-5

I'd like to ask for your help in the '93 survey, but please don't worry about it.

[Rewrite] **Formal**

We would like to request your assistance with the 1993 survey; however, please do not be concerned about it.