

TEXAS INSTRUMENTMENTS JAPAN
ONLINE LIVE SEMINAR

METHODS
E-MAIL BUSINESS WRITING METHODS

Answer Key for Day 3

Notes: These are sample answers.

Copyright © pbwritingcenter, inc 2023. All rights reserved.

本書の著作権は株式会社ビー・ビー・ライティングセンター(以下、当社)に帰属します。本書の一部
あるいは全部を当社から書面による事前の承諾を得ることなく複写複製(コピー)することを禁じます。

pbwritingcenter

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?

4. To a customer

顧客へ

Would you give us your approval for the revised delivery schedule as soon as possible, please.

- We would appreciate it if you would give us your approval for the revised delivery schedule. If we can receive it by the end of the month, we will be able to make sure that supply to you will not be interrupted.
- I wonder if we could ask you to approve the revised delivery schedule. We are sorry for the hurry, but could we ask you to let us know by the end of the week? We have to inform the transport company early to be sure of delivery.

5. To a customer

顧客へ

We cannot answer your inquiry without more information, so please contact our representative in your area.

- We are sorry that we cannot answer your inquiry without more information, so could we ask you to contact our representative in your area?
- We want to be sure that we understand your inquiry correctly, so we will be asking our representative in your area to contact you. He should be calling you early next week.

6. From support staff of Japanese agent to head office in America

日本の代理店のサポートスタッフから米国の本社へ

HELLO, JOHN-SAN, I AM HIROSHI KATO OF ABC. I SUPPORT AB9000 SERIES COMPUTER....I NEED MORE INFORMATION ABOUT THE QPR# 999000, ESPECIALLY THAT THE PROBLEM IS DEPENDENT ON THE CPU OR NOT. PLEASE LET ME KNOW, ASAP.

- Hello, Mr. Smith. I am Hiroshi Kato of ABC. I support the HAL 7890 Series computer. I need more information about the QPR#999000, especially whether or not the problem is dependent on the CPU. Since I must report to the customer on Wednesday, could I ask you to send me information on this by e-mail today?
- I would be grateful if you could send me information on this by e-mail today. This problem has caused some trouble to the customer, and I must report back to him immediately.

Expressing modesty to save their face and make difficult things easier to accept

相手の顔を立てるため、そして難しい事柄を相手が受け入れやすくするために謙虚さを表現する

Situation 1

They haven't performed calculations correctly. We're in charge but they are proud experts.

You didn't calculate the chemical concentrations according to the manual. They are different from what we calculated here.



We are wondering if you calculated the chemical concentrations according to the manual. They appear to be different from what we calculated here.

Situation 2

We will reject their new product offering, at least for the current year. We have the right to decide that but they had great hopes.

We can consider your product in the future, but not for this coming year. Our product line-up has already been set.



I believe that we can consider your product in the future, but I'm afraid it's difficult to accept it for this coming year. Our product line-up has already been set.

Situation 1: *Avoiding trouble*

Their reply to your question was not useful to your search for the cause of a defect.

Thank for your mail. But it didn't help us find what's causing the defect.



Thank you very much for your mail. But honestly, I'm sorry to say it didn't help us find what's causing the defect.

Situation 2: *Thanks/Appreciation*

They made a lot of effort to make sure your meeting was successful.

Thank you for your efforts to ensure a successful meeting and for your hospitality too.



Please accept our sincere thanks for all your wonderful efforts and for your very kind hospitality too.

Situation 1

There is a delay. (By far the most frequent situation in business e-mail)

We had a delay, but we have finally completed the report.



I'm very sorry for the delay, but we have finally completed the report.

Situation 2

I don't have what they want.

About your question, I don't know the office floor space now. I'll let you know when I find it.



About your question, I'm sorry I don't know the office floor space now. I'll let you know as soon as I find it.

Choice for Deference: Expressing deference in business e-mail situations

ビジネスEメールシチュエーションにおける敬意を表現する

Situation 1

You want them to hurry

You need their estimate for the XY because the decision will be made soon.

I'd like your estimate for the XY as soon as possible. We need it urgently because we plan to make our decision next week.



It it's possible, I'd like to ask for your estimate

for the XY as soon as possible. We need it

urgently because we plan to make our decision

next week.

Situation 2

You want to ask once again for a reply to your mail

They are very busy; perhaps they just forgot.

I would like to ask you once again for your reply to my mail of August 7.



If I may, I would like to ask you once again for

your reply to my mail of August 7.

Situation 1

Changes are needed

Customers are complaining about your supplier and you want them to change.

Our customers are not satisfied with the present service, and if changes are not made, they will certainly switch to another supplier.



Honestly speaking, our customers are not satisfied with the present service, and if changes are not made, to be frank, they will certainly switch to another supplier.

Situation 2

We couldn't use what they sent

The files they sent couldn't be used with our system.

I got the data your team sent yesterday. But we couldn't create price data for our invoice system, so we had to modify your data.



Thank you very much for the data your team sent yesterday. But frankly speaking, we couldn't create price data for our invoice system, so I'm sorry to say we had to modify your data.

Subject lines from purpose statements

Example

Submission of paper for publication
(出版記事の提出)

Practice 1

Questions on payment and registration for
ABC exhibition

Payment and registration for ABC exhibition

Practice 2

Request for solutions to problems with XY-123
measurement device

Problems with XY-123 measurement device

Practice 3

Request for samples of XY chemical

Request for samples, XY chemical

Inquiry on (purchase of) XY chemical

Practice 4

Request to check compliance of specifications
with revised Measurement Law

Confirmation of compliance of specs with
revised Measurement Law

Compliance of specs with revised
Measurement Law

A.	Time since we met	前回会ったときのこと	<input checked="" type="checkbox"/>
B.	Prime Minister Jones's visit	ジョーンズ総理大臣の訪問	<input checked="" type="checkbox"/>
C.	Lunch at the Royal Hotel	ロイヤルホテルでのランチ	<input checked="" type="checkbox"/>
D.	Date of first subscription	はじめて利用を開始した期日	<input checked="" type="checkbox"/>
E.	Renewal history	更新の履歴	<input checked="" type="checkbox"/>
F.	Our use of AD Data	カトウさんのADデータの利用方法	<input type="checkbox"/>
G.	Parties to the subscription	データ利用契約の当事者	<input checked="" type="checkbox"/>
H.	Payment basis	支払条件(規定の支払方法)	<input checked="" type="checkbox"/>
I.	Approximate date of your cancellation	相手がキャンセルした大体の日付	<input type="checkbox"/> ×
J.	Method of information	支払の通知方法	<input checked="" type="checkbox"/>
K.	Our declaration of payment	AGJが支払ったという申告	<input type="checkbox"/>
L.	Method of our reply	支払済みであることを伝えた方法	<input checked="" type="checkbox"/>
M.	Your deadline for our payment	AGJに対して相手が通知した期限	<input type="checkbox"/> ×
N.	Our emotional response to all this	カトウさんの感情的な表現	<input checked="" type="checkbox"/>
O.	Records of our correspondence	これまでのやりとりの記録	<input type="checkbox"/>
P.	Our request for your understanding	相手に理解を求めること(不満に感じること)	<input checked="" type="checkbox"/>
Q.			<input checked="" type="checkbox"/>