ビジネスパーソンの英文メール

Shawn M. Clankie

小林敬彦

英文ビジネスメールは5文でまとめます！

簡潔でわかりやすい英文ビジネスメールを短時間で書くための実例集です。目的別の100例文と、語彙解説と関連表現、さらに英文ビジネスメールの書き方に関するQ&Aを収録しました。
はじめに

本書は、1パラグラフ（原則として5文以内）の簡潔でわかりやすい英文ビジネスメール100文例をまとめた英文メール作成マニュアルです。短時間で書ける要を得た文例には、コピー＆ペーストすぐに使えるひな形表現と関連表現を加え、さらに英文ビジネスメールに関する表現や異文化情報をQ&A形式で解説してあります。

筆者もまたビジネススクール（国内MBA取得コース専門職大学院）でビジネス英語の授業（チームティーチング）を担当しています。日本人ビジネスビーブルとの日々の親交や授業を通じて彼らのニーズを把握し、さらに企業内や企業間で実際に扱われた数多くの英文メールを分析して、本書の文例を書き上げました。ビジネス上的ニーズに加えて、クリスマスカードや冠婚葬祭など、プライベートでも参考になる文例が数多く含まれているはずです。英文メールに類出する例文と語彙を紹介し、受信した英文メールを読むと短時間で理解するだけでなく、忙しい生活の中で時間をかけずに英文メールを書き上げる力を高めることを目的とした【発信型英文メール実例集】と言えます。

インターネットの普及で私たちの生活は一変しました。電子メールを活用することで人と人が容易に結び付き、コミュニケーションが密になり、手軽に連絡が取れるようになりました。とりわけ、ビジネスの分野ではメールが基本の伝達手段となり、その利便性を活かして、会社の内外を問わずメールで用件をすませることになりました。24時間いつでもメッセージを発信し、またいつでも好きなときに受信することが基本的なビジネススタイルになっています。情報が迅速に伝達され、紙資源の節約にもなる英文メールは、国際派ビジネスビーブルにとって不可欠のコミュニケーションツールです。

本書は、文例集として参照するだけでなく、文例を参考にして今後使いそうなメール文をあらかじめ作成して保存しておくことをお勧めします。ビジネスメールは、語彙を入れ替え繰り返し使えるひな形を用意し、それをうまく使い分けることで生産性が大きく高まります。本書が、皆さん英文によるコミュニケーション能力の向上に役立つことを願っております。

最後に、本書の構成について、いつもながら株式会社語研の奥村本氏にはたいへんお世話になりました。企業からの視点が多く盛り込まれたものと確信しております。この場を借りて改めてお礼を申し上げます。

北に一星あり、小なるれば その輝光強し

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【装丁】神田 昇和
Subject: New development project

Dear Sharon Mayer,

We are planning to start working on a new development project for SmartInfo Co. If it is possible, I would like to see you to hear your opinion on the project. Please let me know when is convenient for you so that I can come to see you at that time. I look forward to hearing from you.

Sincerely,

Tony Kobayashi
Useful Sentences

1. I wonder if it would be convenient for you to see me next week.
2. Could you spare about 30 minutes with me?
3. Would it be possible to set up an appointment with you on June 28?
4. Is it possible for me to see you?
5. I am prepared to accommodate my schedule to yours.
6. I would appreciate a brief visit with you tomorrow to introduce our new project.
7. I would appreciate it if you could give me a call as soon as possible.

FAQ 1

Question  What do we do if we do not know who to send our e-mail message to?

Answer  We have a set phrase in English that we can use for an opening to a message where we don't know the recipient. It is “To whom it may concern.” “To whom it may concern” tells the reader that the message is for anyone that is relevant. We can use it for e-mail messages, such as requesting information from a company, or when we make first contact. The phrase, however, is sometimes viewed as unprofessional, so it is best to try to find the name of a contact person in the company.
Subject: Re: Appointment request

Mr. Adams,

My name is Kumiko Tanimoto and I’m responsible for sales at Muroran Steel. Thank you for your request for an appointment. We will be available to meet with you on July 10th at 2 p.m. If this is acceptable, please let me know and we will finalize the details. Thank you.

Best Regards,

Kumiko Tanimoto
Useful Sentences

1. Let me check his/her schedule and get back to you.
2. We could schedule you at 1 p.m. on Monday.
3. Paul Jones can see you next week.
4. What is this regarding?
5. Ms. Crosby is booked solid until May.
6. I’m sorry but Mr. Ali is only available at that time.
7. I’m afraid Mr. Palani is not available.

FAQ 2

Question Do we always have to start an e-mail message with “Dear?”

Answer “Dear” in the opening of an e-mail is not always necessary (Dear Mr. Reynolds, Dear Ms. Adams) in business e-mail messages. It is natural and appropriate simply to use the person’s name (Mr. Reynolds, Ms. Adams). First names should only be used when there is a long-established relationship with the person you are writing to, or if you are co-workers.

Successful E-mailing

質問 電子メールは常に Dear で書き始めるべきですか。

回答 ビジネスメールの冒頭では、Dear Mr. Reynolds や Dear Ms. Adams のように、Dear を必ずしも使う必要はありません。Mr. Reynolds, Ms. Adams のように人名だけで書き始めるのが自然ですし、適切です。ファーストネームは付き合いが長い相手や同僚に対してのみ使います。
Subject: Meeting

Ms. Sanchez,

Thank you for offering to meet so that we might discuss our mutual business interests. Might I suggest that we meet over lunch at La Piazza on 12th Street? How does 1 p.m. sound? If this works for you, please let me know and I will go ahead and make the reservation. Looking forward to seeing you.

Sincerely,

Takako Endo
**Useful Sentences**

1. This calls for a meeting.
2. We’d like to have a meeting on Wednesday at 1 in the conference room. (Note: 日付, 時刻, 場所の順序に書きます)
3. The meeting will be held at the convention center.
4. We’ll be meeting in Meeting Room 4.
5. Let’s set up a working lunch.
6. Let’s discuss this over dinner.
7. There is a mandatory meeting at 5.

**FAQ 3**

**Question** How should we close a business e-mail message?

**Answer** Business e-mail messages generally end with a closing, followed by the person’s name and the person’s position if it is not known to the recipient of the message. “Sincerely” and “Best regards” are the two standard closings for business e-mail messages.

1. この件は会議が必要です。
2. 水曜日の1時に会議室で会議を開きます。
3. 会議はコンベンションセンターで開きます。
4. 第4会議室でお会いします。
5. 昼食を取りながら話し合いましょう。
6. 夕食を食べながらこの件について話し合いましょう。
7. 5時に全員参加の会議があります。

質問　ビジネスメールを締めくくるにはどんな表現がよいですか。

回答　ビジネスメールでは一般に締めくくりの文言を最後に付けます。それに続いて自分の氏名と、相手が知らない場合には肩書を続けます。Sincerely や Best regards がビジネスメールの標準的な結びの表現です。
Subject: Re: October 4th meeting

Mr. Jameson,

I am sorry to inform you that I must cancel our meeting scheduled for October 4th. Unfortunately, my plans to be in your area at that time have fallen through. If possible, on my next trip to Boston I would like to try to reschedule. I apologize for this inconvenience and hope we can meet on my next trip.

Sincerely,

Gen Matsumoto
President, Matsumoto Industries

件名：返信：10月 4日の会議

ジェムソン様

申し訳ありませんが，10月 4日に予定しておりましたお打ち合わせをキャンセルしていただかなければならなくなりました。残念ながら，その時間に貴社の近くにうかがう予定がなくなってしまいました。可能であれば，次回ボストンに出張の際に延期願いたく存じます。ご迷惑をおかけすることをお詫び申し上げ，次回お会いできることを願っております。

敬具

マツモト産業社長
ゲン・マツモト

☐ I am sorry to inform you that ...
☐ cancel one's meeting scheduled for ...
☐ fall through うまくいかない
☐ reschedule 予定を組み直す
☐ I apologize for this inconvenience. ご迷惑をおかけしますことをお詫び申し上げます。
Useful Sentences

1. I can’t make it to the meeting on Friday.
2. I have some business to attend to.
3. Would it be possible to reschedule?
4. Could we meet on a different day?
5. Is there an alternate day we can get together?
6. I apologize for cancelling at the last minute.
7. I have no choice but to cancel the meeting.

FAQ 4

Question What if I must cancel at the last minute?

Answer If you must cancel at the last minute, then a telephone call is preferred to an e-mail message. It is seen as more professional and, at the last minute, it is possible that the recipient may not see your message in time.

1. 金曜日の会議には出席できません。
2. 所用がございます。
3. 予定を変更することは可能ですか。
4. 別の日にお目にかかることは可能ですか。
5. 別の日にお目にかかれますか。
6. 直前になってキャンセルしてしまい申し訳ありません。
7. 会議を中止せざるを得なくなりました。

質問 直前になって約束をキャンセルしなければならないときはどうすればよいでしょうか。

回答 直前のキャンセルは、メールより電話で連絡するほうがよいでしょう。電話での連絡のほうが職業意識を感じさせます。それに、直前になってメールで連絡しても、相手に読む時間がない場合もあります。
Subject: Thank you

Dear Ms. Stevens,

Thank you once again for taking the time to meet with me last Friday. It was a pleasure speaking with you about our products and I hope that we will have the opportunity to do business together now and in the future. If I could offer any further information, please do not hesitate to contact me.

Sincerely,

Ken-ichi Kanazawa

件名：ありがとうございました

ステイプルス様

先日の金曜日は面会に時間を割いていただき、改めてお礼を申し上げます。当社製品についてお話しできてよかったです。今後一緒に仕事ができる機会を願っております。私のほうでさらにご提供できる情報がございましたら、遠慮なくご連絡ください。

敬具

ケンイチ・カナザワ
Useful Sentences

1. It was an honor to meet you.
2. I really enjoyed our conversation.
3. I’m grateful for the opportunity to meet with you.
4. If I can be of any more help, please let me know.
5. Please contact me if you need any further assistance.
6. Thank you for your kindness and hospitality.
7. Your kindness is greatly appreciated.

FAQ 5

Question How soon should I send a follow-up message after a business meeting?

Answer Following up after an important meeting is always important. But you don’t have to e-mail immediately, especially if you are on a business trip. Sending a follow-up message the next day or even the next week (if you are travelling) is fine. The follow-up helps keep you in the minds of the people you met with in the meeting.

Successful E-mailing

質問 商談後どれくらいの期間のうちにフォローアップメッセージを送るべきですか。

回答 大切な商談後にはフォローアップすることが大切です。ただし、メールを送るのはすぐでなくてもかまいません。特に出張の場合には翌日、あるいは翌週でもかまいません。フォローアップのメールは、商談相手にあなたを覚えてもらううえで有効です。
Subject: Flex time proposal

Mr. Tilley,

I have this idea I’ve been working on. I’d like to run it by you.

How about if we offer flex time to all employees? This would allow employees a more flexible work environment and would increase productivity. If you need further details, please let me know and we can get together and talk about it.

Thanks,

Sho Ishihara
### Useful Sentences

1. Here’s an idea!  
2. I have a great idea.  
3. Allow me to make a suggestion.  
4. I’d like to make a proposal.  
5. What if we do this instead?  
6. Why don’t we consider this idea?  
7. Wouldn’t it make sense to try something new?

### FAQ 6

**Question** How do I answer an e-mail message if I disagree with someone’s proposal?

**Answer** In an e-mail message and during a meeting in English, it is important to say you disagree. One polite way is to say “I’m afraid I must disagree,” or “I’m sorry but I don’t agree.” The important point, however, is that you give reasons for your position such as “I’m afraid I must disagree because your proposal would cost too much to implement.”
Subject: Thank you for your suggestion.

Ms. Baker,

Thank you for your suggestion regarding the financial services division of our office. We appreciate all input into our business and are grateful that you took the time to offer your assistance. You can be assured that your suggestion will receive careful consideration. If we can be of further assistance, please feel free to contact me directly.

Sincerely,

Toru Watanabe
If we can be of further assistance, please feel free to contact me directly.
さらにお役に立っていることがございましたら、どうぞお気軽に対面私にご連絡ください。

Useful Sentences

1. Thank you for your idea.
2. What a great idea!
3. That’s not a very good idea.
4. We welcome all suggestions.
5. Rest assured, your suggestion will be considered carefully.
6. You can be certain that your suggestion will be taken seriously.
7. Please feel free to call me at this number.

FAQ 7

Question

What is a form letter?

Answer

A form letter is any letter or e-mail message where the same letter or message is sent out to everyone. The letter may have your name at the top, or it may say “To whom it may concern,” or “Dear valued customer,” but the content of the letter does not change from person to person. Form letters are viewed by many people as impersonal and not good business practice, but they are sometimes useful during advertising campaigns.

質問

フォームレターとは何ですか。

回答

フォームレターとは、複数の人々に同時に送られる同一内容の手紙やメールです。宛先にあなたの名前が記されていたり、To whom it may concern、（関係者各位）と書かれていたり、Dear valued customer、（お得意様）と書かれている場合がありますが、本文の内容は同じです。フォームレターは、温かみがなく、ビジネスのやり方として適切でないと思われることが多いのですが、広告キャンペーンなどで有効な場合もあります。
Subject: New! The Terra E450

Dear valued Terra customer,

Please allow me to tell you about the newest product in our E-Series car lineup. The Terra E450 is a top-of-the-line four wheel drive sedan loaded with everything you would expect in a Terra. This car comes standard with a 7-speed manual transmission, leather seats and hand-finished interior. The E450 starts at $92,500. Stop into your nearest Terra dealership for a test drive.

Takuya Saito, President
Terra Motor Company of America

件名：新製品！テラ E450

テラご利用のお客様

E シリーズ車種の最新製品をご案内いたします。テラ E450 は、テラに期待されるすべてを搭載した最高価格の四輪駆動車です。この車は 7 段式マニュアル・トランスミッション、皮張りのシート、手作業で仕上げた内装を標準装備しております。価格は 9 万 2,500 ドルからです。最寄りのテラ販売店にお立ち寄りのうえ試乗なさってください。

米国テラモーター社社長
タクヤ・サイトオ

☐ Please allow me to tell you about … 〜をご案内いたします。
☐ top-of-the-line （当社の）最高価格の
☐ come standard with … 〜が標準装備されている
☐ start at … （価格は）〜からある
☐ Stop into your nearest … 最寄りの〜にお立ち寄りください。
Useful Sentences

1. Let me highlight some of the wonderful features of our product.
2. You’re going to love our newest product.
3. Here’s a product that your business is sure to need.
4. This product is state-of-the-art.
5. Standard features of our product include an energy-saving solar chip.
6. Visit your local agent for more information.
7. Stop into a shop near you.

FAQ 8

Question Some sales people are very aggressive. What are some quick but polite ways to refuse a sales pitch in writing or speaking?

Answer If you need to refuse a sales pitch, there are several ways you can do it. Most responses in English are very short and to the point. In e-mail, if the sales pitch is a form letter, you can simply ignore and delete it. But, if you must answer, the polite answer is “I’m sorry but we’re not interested at this time.” Or you can say “We’re not making any new purchases at this time.” At trade shows, or when the salesperson is at your office, the best answer is “No, thanks.”
Subject: Brochure request

Dear Mr. Sutherland,

I’m writing to you today about ABC Industries’ new 7800C water pump. I was wondering if you could send me a brochure about your new product or if you could have one of your sales team stop over with the information. We are a medium-sized firm and are currently in the process of updating our water system. Please forward the information to the address below, care of me. Thank you.

Toshiyuki Nakata

Sato Components
27 Chase Boulevard
Rockton, IL 61072
Inquiring about a Product

Useful Sentences

1. I’m writing to inquire about your latest product.
2. I’d like some more information about your products.
3. Could you send me some information about your fall line?
4. Could I get a brochure about your company’s products?
5. Please send it directly to me.
6. Please forward the information, in care of Dr. Ami Watanuki.

FAQ 9

Question  How can we write “いつもお世話になっております” in English business e-mail messages?

Answer  Usually “いつもお世話になっております” is translated into English as “Thank you for your continued support.” But the way that it is used in Japanese, at the top of an e-mail message, is not done in English. If an English speaker wants to write “Thank you for your continued support,” then this expression would come as the closing sentence of the e-mail message.
Subject: Our subsidiary Rising Sun Enterprises

Mr. Peter Waxman,

It is a great pleasure for me to introduce to you our subsidiary, Rising Sun Enterprises. Rising Sun handles research and new product development for Machida Industries. I believe the project we discussed earlier would best be dealt with by this division. If you desire a direct introduction to the team at Rising Sun, I would be happy to arrange that. Thank you and we appreciate your business.

Sincerely,

Yuka Machida
Managing Director, Machida Industries.
If you desire a direct introduction to ..., I would be happy to arrange that.
〜への直接のご紹介を希望でしたら、喜んで手配いたします。

We appreciate your business. 毎度ありがとうございます。

Useful Sentences

1. I would like to present to you our sister company Star One.
2. This is Yukina Kudo from our branch office.
3. Yukari Kobayashi works for our partner firm, KY Designs.
4. This problem is best handled by our sales department.
5. We will deal with this situation later.
6. It is a pleasure doing business with you.

FAQ 10

Question Should we put a seasonal or weather-related opening at the beginning of our message in English?

Answer In Japanese, it is common to put a seasonal phrase at the beginning of a business message to avoid going directly to the topic such as “梅雨も明け、よいよ夏本番へ向かいますか。お変わりございませんか。” In English such expressions are not normally used. Business messages in English tend to get straight to the point.
Subject: Taylor and Guinness contracts

Bill,

Could you please send over the contracts for the Taylor and Guinness accounts? Those contracts were supposed to be delivered to this office by the 28th of the month. As today is the 31st, and we are under a deadline, it is important that we move on these contracts. Your prompt attention would be greatly appreciated.

Atsushi Yamada
Director of Finance, The Alenza Group

件名：テイラーとギネスの契約書

ビル、

テイラーとギネスの取引口座に関する契約書を送っていただけますか。同契約書は今月28日までに当オフィスに届くことになっています。今日は31日で締切を過ぎておりますので、契約書を進めることが大切です。早急に処理いただければ幸いです。

アレンザ・グループ財務部長
アッシャ・ヤマダ

☐ Could you please send over ...? 〜こちらへ送付していただけますか。
☐ be supposed to do 〜することになっている（予定や義務を表す）
☐ be under a deadline 期限が切れている
☐ Your prompt attention would be greatly appreciated. 早急に処理いただければ幸いです。（相手の行動を促すていねいな表現）
**Useful Sentences**

1. Could you please expedite delivery of the layouts for the new hotel?
2. Could you fedex the documents over immediately?
3. This is an urgent matter.
4. We have a strict deadline.
5. We are up against a time limit.
6. It is important that we act on these contracts.
7. We need to finalize these contracts immediately.

**FAQ 11**

**Question** What is the difference between “could you,” “would you” and “can you?”

**Answer** While the usage of these three expressions is similar, the level of formality and of politeness is different. The most polite of these expressions is “could you.” “Could you” will work in most business situations and is seen as very polite. “Would you” is in the middle. It is somewhat less polite, but is still used in a wide variety of business exchanges. “Can you” is less polite than the other two, but it too is used widely. The tip here is that if in doubt use “could you.”
Subject: Update request

Mr. Rogers,

Would you mind giving us an update on the upgrades to our computer system? Specifically, when will the work be finished, and more importantly, will there be any more disruptions to our network? Any information you could provide would be greatly appreciated. Please respond at your earliest convenience.

Thanks.

Atsushi Yamada
President, Yamatake Hands

件名：最新情報のお願い

ロジャース様

当社コンピュータシステムの更新に関して最新情報をいただけますか。具体的には、作業はいつ完了するか、さらに重要なこととして、当社ネットワークにこれ以上の支障をきたすことはあるのでしょうか。どんな情報でもご提供いただければ幸いです。ご都合がつき次第お返事をお願いします。どうぞよろしく。

ヤマタケ・ハンズ社長
アツシ・ヤマダ

Would you mind giving us an update on ...?
～に関して最新情報をいただけますか。

specifically 具体的には
and more importantly さらに大切なことですが
Any information you could provide would be greatly appreciated.
どんな情報でもご提供いただければ幸いです。
Please respond at your earliest convenience.
ご都合がつき次第お返事をお願いします。
### Useful Sentences

<table>
<thead>
<tr>
<th>1</th>
<th>Would you take a moment to answer a few questions?</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>If you have any information, could you please let me know?</td>
</tr>
<tr>
<td>3</td>
<td>The problem is namely about money.</td>
</tr>
<tr>
<td>4</td>
<td>Please get back to me when you have a chance.</td>
</tr>
<tr>
<td>5</td>
<td>Please let me know ASAP.</td>
</tr>
<tr>
<td>1</td>
<td>いくつか質問に答えていますか。</td>
</tr>
<tr>
<td>2</td>
<td>何情報をお持ちでしたら教えていただけますか。</td>
</tr>
<tr>
<td>3</td>
<td>問題はつまり資金です。</td>
</tr>
<tr>
<td>4</td>
<td>機会のあるときにお返事を願います。</td>
</tr>
<tr>
<td>5</td>
<td>できるだけ早くお知らせください。</td>
</tr>
</tbody>
</table>

### FAQ 12  Successful E-mailing

**Question** How do I introduce myself to someone in an e-mail message or when I first make contact by e-mail?

**Answer** To introduce yourself or to make first contact with someone at a different company, you begin with “Dear Mr./Ms./Mrs.” and their family name. Do not use first names until you are better acquainted with the person. Then, the first line of the letter should begin “My name is (first name, last name) and I am (position) at (company name).” For example, “My name is Tatsuya Mori and I am the managing director of Sakura One Bank.” Once you have done this, then you can move on to the reason you are writing to them.

質問 メールで初めて連絡を取る相手にはどのように自己紹介すればよいですか。

回答 社外の人初めメールを送って接觸し、自己紹介する際は、メールは《Dear Mr./Ms./Mrs. + 姓》で始めます。親しくなるまではファーストネームは使いません。本文の第1行目は，《My name is ファーストネーム + 姓 and I am + 役職・地位 at 企業名》とします。例えば My name is Tatsuya Mori and I am the managing director of Sakura One Bank.（サクラワン銀行専務のタツヤ・モリと申します）となります。この書き出しに続いて、メールを送る理由を続けます。
Subject: Inventory check request

Bill,

Please check our inventory in the warehouse to see how many D-345 engines we have on the shelves. We have a client who would like to make a major purchase of 16 engines and we need to know how many are in stock and how many will need to be made. As this is a priority, please get back to me ASAP.

Thanks.

Mie

件名：在庫確認のお願い

ビル,

倉庫の在庫を調べて，D-345 エンジンの在庫数を確認してください。16 台という大口購入をご希望の顧客がいらっしゃるので，在庫を調べて，何台生産するかを知る必要があります。これは優先事項ですので，なるべく早くお返事願います。よろしく。

ミエ

□ Please check our inventory in the warehouse to see how many ... we have on the shelves.  倉庫の在庫を調べて，〜の在庫数を確認してください。

□ We have a client who would like to do.  〜したいというお客様がいらっしゃいます。

□ We need to know how many are in stock.  在庫数を知る必要があります。

□ As this is a priority, please get back to me ASAP.  これは優先事項ですので，なるべく早くお返事願います。
Subject: Inventory check request

Bill, please check our inventory in the warehouse to see how many D-345 engines we have on the shelves. We have a client who would like to make a major purchase of 16 engines and we need to know how many are in stock and how many will need to be made. As this is a priority, please get back to me ASAP.

Thanks.

Mie

Useful Sentences

1. Please have a look at what’s in storage.
2. Please look in the closet.
3. A customer has requested seven bottles of our new tonic.
4. How many are available?
5. As this is an urgent matter, please respond quickly.
6. Make this your priority.

FAQ 13

Question When can I use someone’s first name in a business e-mail?

Answer Using the other person’s first name sometimes depends on the situation. If they are in a subordinate position, it is possible to use their first name. If it is someone at another company, it depends on how well you know them. A good rule to follow is that if the other person uses your first name, then it is probably safe to use their first name in e-mail correspondence.
Subject: Team merger announcement

Product development team members,

I would like to bring to your attention the memo I received from our corporate headquarters. In it, the president of the company, Mr. Yukio Iizuka, announced that the product development team will be merged with the research team to form a new joint group. This will be effective from September 1st. Any questions may be directed to me.

Shota Kudo
Useful Sentences

1. This policy is effective immediately.
2. Our new program will go into effect in August.
3. Direct all questions to our lawyers.
4. Questions about the program may be forwarded to my secretary.

FAQ 14

Question How do I express “各位” in English?

Answer You can use “To all (name of section or department) staff [members]” as in “To all sales staff,” or “To all R&D team members.” This clearly means the message is meant for everyone in that part of the company.

Successful E-mailing

Q: How do I express “各位” in English?

A: You can use “To all [name of section or department] staff [members]” as in “To all sales staff,” or “To all R&D team members.” This clearly means the message is meant for everyone in that part of the company.

Q: 「各位」は英語ではどのように言い表しますか。

A: To all sales staff や To all R&D team members のように《To all + 部局名 + staff [members]》の形で表せます。こうすれば、そのメールが特定部署の全員に宛てたものであることがはっきりします。
Subject: Parts received

Mr. Bill Prince,

This message is to acknowledge receipt of the parts shipment order #84123, dated October 10, 20XX. We have inspected all of the parts and would like to thank you for your prompt shipment of our order.

We look forward to doing business with you again in the future.

Sincerely,

Masato Kogame
Procurement Officer, Matsu Fabrication Inc.
I'm writing to let you know that our order hasn't arrived.
Thank you for quickly sending the required documents.
We are certain to do business with you again.
We welcome the opportunity to work with you in the future.

In order not to offend someone such as calling a woman Mr. or a man Ms., it is best to try to find out if the person you are writing to is male or female. Doing an Internet search will sometimes give you the answer or you could call the head office and simply ask if the person you wish to contact is male or female. In this way, you eliminate a potentially embarrassing situation.
Subject: Estimate request

Hi Jane,

This is Saeko Michinishi over at ABC Supply. I was wondering if we could get an estimate for a D-130 paint gun and air compressor. Please include the cost of delivery as we would like it sent over to our shop. If you could get in touch with me when you have the quote, I would appreciate it.

Thanks,

Saeko Shimada
Supply Manager, ABC Supply

件名：見積もりのお願い
こんにちは、ジェーン。

ABCサプライのサーテコ・ミチニシです。D130ペイント銃と空気圧縮機の見積もりをいただけますか。当店まで配達していただきたいため、配送料を含めてください。見積もりが用意でき次第ご連絡いただければ幸いです。

どうぞよろしく。

ABCサプライ販売部長
サーテコ・シマダ

□ This is A over at B.
B の A と申します。（ビジネスメールの冒頭で自己紹介によく使われる）

□ I was wondering if we could get an estimate for ...
〜の見積もりをいただけますか。

□ Please include the cost of delivery.
配送料を含めてください。

□ would like A sent over to B
A を B まで配達してもらいたい

□ If you could get in touch with me when you have the quote, I would appreciate it.
見積もりが用意でき次第ご連絡いただければ幸いです。
**Useful Sentences**

1. Could we get an estimate on the cost of repairs?
2. Could you provide us with a rough idea of the cost?
3. Please figure in the shipping cost.
4. Don’t forget the mailing costs.
5. Mail me when you’ve got the estimate.
6. Please give me a call.

**FAQ 16**

**Question** What if someone I don’t know uses my first name in an e-mail message to me and it makes me uncomfortable?

**Answer** Please remember that in dealings with English-speaking cultures, the use of the first name is common. It is not used disrespectfully. Rather, it is a way of treating the other person as an equal rather than simply as a customer or acquaintance. If you deal with English speakers long enough, it will become natural to use the first name in correspondence.
Subject: A-330 golf cart question

Dear Allied Products,

Thank you for sending me the catalog of your products. I’m particularly interested in the A-330 golf cart, but the price is slightly over budget. I was wondering if there are any discounts available, or will it be going on sale soon? Please let me know if there are, and perhaps we can work out a deal. Thanks.

Tadashi Yoshida
Pacific Country Club
Subject: A-330 golf cart question

Dear Allied Products,

Thank you for sending me the catalog of your products. I'm particularly interested in the A-330 golf cart, but the price is slightly over budget. I was wondering if there are any discounts available, or will it be going on sale soon? Please let me know if there are, and perhaps we can work out a deal. Thanks.

Tadashi Yoshida
Pacific Country Club

Useful Sentences

1. That is out of our price range.
2. It is more than we can afford.
3. Can we get a discount?
4. Can you give us a deal on this?
5. Perhaps we can work something out.
6. I'm very interested in your new sales idea.
7. We are becoming increasingly interested in a tie-up between our two companies.

FAQ 17

Question What should I say if I accidentally send an e-mail message to the wrong person at the wrong company?

Answer Sometimes we mistakenly send an e-mail message to someone when the message was meant for someone else. If it is someone you have frequent contact with, then simply send a quick message saying “Please disregard the previous message. It was sent to you by mistake.” If it is someone from another company, or someone you have less contact with, then you should say the same thing, but add a short apology at the end such as “Sorry about that.”
Subject: Forklift offer

Arnold,

Thanks for getting back to me about the price of the used forklift. Your price of $2,000 is a bit over our spending limit of $1,800. Would you be prepared to accept $1,800 for it? If that price is acceptable, we will forward the money to your account immediately. Please let me know.

Thanks,

Hiroyuki Sasamura
Koala Moving Company
Subject: Forklift offer

Arnold,

Thanks for getting back to me about the price of the used forklift. Your price of $2,000 is a bit over our spending limit of $1,800. Would you be prepared to accept $1,800 for it? If that price is acceptable, we will forward the money to your account immediately. Please let me know.

Thanks,

Hiroyuki Sasamura
Koala Moving Company

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**Useful Sentences**

1. Thanks for mailing me back.
2. Thanks for the quick response.
3. Our budget for the new system is $10,000.
4. How about $950 for the database?
5. Would you accept $1,400?
6. If we are in agreement on the price, I can send over the payment tonight.
7. If our offer is acceptable to you, please let me know.

---

**FAQ 18**

**Question** What if one of our customers sends us a private e-mail by mistake? Should I mention it to them?

**Answer** In situations where the client or customer has sent a potentially embarrassing e-mail message to you by mistake, the best thing to do is simply delete it and not mention it to the client unless the client mentions it first. If they do, then a simple response of “No problem.” will help overcome the situation.
Subject: About the contract

Mr. Wayne Whitehouse,

Thank you for sending over the proposed contract for the plumbing work at our new business location. My lawyers have looked over it and there are a couple of minor details that I would like to discuss with you, namely Articles 13 and 15 of the contract. If you could give me a call, I’m sure we can come to an agreement and finalize the contracts.

Mitsuaki Sano
CEO, Takeda Drills
Useful Sentences

1. I'm reading the contract sample you sent over last week.
2. This is our standard contract.
3. Management has examined the documents.
4. I will read through the contracts to see if everything is in order.
5. I'm sure we can reach an agreement.
6. I'm sure we can resolve these minor points.
7. I'm sure we can find common ground.

FAQ 19

Question How can I make sure my e-mail is read and doesn’t end up in someone’s junk mailbox?

Answer If you are contacting someone for the first time, your e-mail may be sent directly to that person’s junk mailbox, where they may or may not see it. One of the best ways to avoid this is to use a clear subject line, stating what the e-mail is about. For example, “SY Ltd. Contracts” or “Follow-up to our meeting last week: Maiko Kaneko.” While no guarantee your e-mail will be read, it may make your message stand out and not be mistaken for junk mail. A second way is to e-mail them through a link on their website.

Successful E-mailing

質問 送付したメールが確実に相手に読まれ、迷惑メールとして扱われないようにするにはどうすればよいですか。

回答 初めて接触する相手にメールを送る場合、そのメールはそのまま相手の迷惑メールボックスに送られ、読まれないかもしれません。これを避けるには、件名として何に関するメールであるかを明記することが一番大切です。例えば、SY Ltd. Contracts（SY株式会社契約）とか Follow-up to our meeting last week: Maiko Kaneko.” にします。メールが読まれる保証はありませんが、メールを目立たせ、迷惑メールと間違わないようにできるかもしれません。あるいは、相手のホームページにあるリンクからメールを送付する方法もあります。
Subject: Contract completion

Ms. Ronda Harrington,

We are pleased to announce that we have looked over the contracts you sent over last week and everything is in order. We have signed the contracts and will send back one set of contracts to you as requested, and will keep the second copy for our records. We welcome the opportunity for this tie-up between Harrington Fashions and Chrysalis Shirt Company. We hope the relationship will be mutually beneficial and look forward to a long working relationship together.

Sincerely,

Takashi Wada
Owner, Chrysalis Shirt Company
We will keep the second copy for our records.
2 通目は当社記録用に保管いたします。

We look forward to a long working relationship together.
長く一緒にお仕事できることを楽しみにしております。

**Useful Sentences**

1. Everything appears to be correct.
   何も問題はないようです。

2. Everyone has signed off on your proposal.
   貴社のご提案に対して全員が署名しました。

3. We look forward to the chance to meet with you in person next week.
   来週直接お目にかかるのが楽しみです。

4. We think both companies will benefit from this line of products.
   この商品ラインで両社が利益を得られるものと考えております。

5. We believe this new office design will benefit us mutually.
   この新しいオフィスデザインが双方の利益になるものと信じております。

**FAQ 20**

**Question** When can I use “Sir” or “Madam?”

**Answer** “Sir” and “Madam” are becoming increasingly rare in e-mail messages. But it is possible to use them in certain cases. For example, if you are making first contact by e-mail through a website link and don’t know who your message is going to in the company, then you may want to start your e-mail message “Dear Sir or Madam,” Another time is when you are sending an e-mail message to a group (such as a group of male lawyers). In this case, use the plural sirs, as in “Dear Sirs,”

Sir と Madam はいつ使えますか。

回答 Sir と Madam は電子メールでは見なくなってしまいましたが、特定の場合には使います。例えば、ネット上のリンクから初めて接触する際に当該企業のどれにメッセージが届くのかわからない場合には、メールは Dear Sir or Madam, で始めるとよいでしょう。また、男性ばかりの弁護士グループのような集団にメールを送る場合には、複数にして Dear Sirs, を使います。
Subject: About our cell phone contract

Dear Mr. Riley,

Thank you for notifying us that our current cell phone contract is about to expire. We would like to make a few changes to our current contract to better reflect our company’s needs. Could you please drop by our office when you are available to discuss the changes that are necessary for our new contract?

Thank you.

Yasunori Ohno
Ohno Cement
Subject: About our cell phone contract

Dear Mr. Riley,

Thank you for notifying us that our current cell phone contract is about to expire. We would like to make a few changes to our current contract to better reflect our company's needs. Could you please drop by our office when you are available to discuss the changes that are necessary for our new contract?

Thank you.

Yasunori Ohno
Ohno Cement

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Useful Sentences

1. Table 3 of your prospectus better shows the new building design.
2. Let’s discuss what needs to be done to improve our bottom line.
3. These parts of the contract need to be fixed.
4. Please stop in when you have a moment.

FAQ 21

**Question** If I send a short e-mail message, won't the recipient think I am unprofessional?

**Answer** Not at all. In business, people are busy and they don’t have a lot of time to deal with all of the mail coming in. People appreciate it if you are brief and to the point and it will make the reader’s job easier.

**Question** If I send a short e-mail message, won't the recipient think I am unprofessional?

**Answer** Not at all. In business, people are busy and they don’t have a lot of time to deal with all of the mail coming in. People appreciate it if you are brief and to the point and it will make the reader’s job easier.
Subject: Contract resolution

Steve,

We seem to have reached a deadlock on the contracts. So, in order to move things forward and get this contract completed, we are willing to compromise on the price of $2.32 per square meter of flooring as you proposed. Please send the contracts over and we will get them signed and back to you as soon as possible.

Thank you.

Shin Nakamura
Flooring Masters

件名: 契約についての解決案

ステーブ,

契約が行き詰まっているように思われます。事を進めて契約を成立させるために、ご提案いただいたように1平方メートル当たり2ドル32セントのフロアリング価格について歩み寄ります。契約書をお送りいただければ、署名してできるだけ早くお返しします。

よろしくお願いします。

フロアリングマスターズ
シン・ナカムラ
Subject: Contract resolution

Steve,

We seem to have reached a deadlock on the contracts. So, in order to move things forward and get this contract completed, we are willing to compromise on the price of $2.32 per square meter of flooring as you proposed. Please send the contracts over and we will get them signed and back to you as soon as possible.

Thank you.

Shin Nakamura
Flooring Masters

Useful Sentences

1. We seem to have hit a roadblock in our construction plans.
2. This bill is stuck in committee.
3. In order to get things moving again, let’s meet to discuss the deal tonight.
4. In order to take the next step, we first need to complete this paperwork.
5. We would like to offer up a compromise in order to get your business.
6. We have done nothing but compromise, but you seem unwilling to do the same.
7. We will have the signed contracts sent over this evening.

FAQ 22

Question  How do I bargain with a seller, for example, in an online auction?

Answer  Online auctions can bring great savings for your business if you can get a bargain. One of the best ways is to send the seller an e-mail message outlining your offer. You could write, “Instead of $225, how about this deal? I will give you $200+postage and will pay by Paypal immediately upon receiving your agreement. If this is acceptable, please let me know.” Very often this will be successful.
Subject: Contract cancelation

Dr. John Mathews,

This is to inform you that we have decided not to renew our bottled water contract with you upon expiration on June 30th. Unfortunately, our company is going through a bad economic situation and these cutbacks are necessary. Once the economy improves, we may again contact you. Thank you.

Mio Kondo
Chief Financial Officer, Kondo Dental
Subject: Contract cancelation

Dr. John Mathews,

This is to inform you that we have decided not to renew our bottled water contract with you upon expiration on June 30th. Unfortunately, our company is going through a bad economic situation and these cutbacks are necessary. Once the economy improves, we may again contact you. Thank you.

Mio Kondo
Chief Financial Officer, Kondo Dental

Useful Sentences

1. We are cancelling the contract.
2. We would like to nullify this contract.
3. We must make significant cuts to our budget.
4. The head office is looking to cut expenses wherever possible.
5. Once business picks up, we will begin hiring new employees.

FAQ 23

Question Isn’t it bad to give a reason why we are cancelling a contract?

Answer Not at all. Just as with giving a reason when you cancel a meeting or are late, you should also give a reason why you are cancelling a contract. Your answer may help the other company improve their services. In many English-speaking countries, there is an expectation of a reason. Not giving a reason seems cold.

Question 契約を取り消す際にその理由を述べることは不適切ですか。

Answer 大丈夫です。面会を取り消したり、遲れたときに理由を述べるのと同じで、契約を取り消す場合にも理由を述べるべきです。そうすることで相手のサービス向上に役立つかもしれません。英語圏の多くの国々では、理由を述べることが期待されます。理由を伝えないと冷淡に思われるでしょう。
Subject: Contracts sent

Deb,

I just sent over the completed contracts for our new distribution agreement. They should get to you by Friday. Please look them over upon receipt and if there are any problems, let me know. Thanks and we look forward to working with you.

Asami Sudo
Bando Bottling, Ltd.

件名：契約書の送付

デブ、

新規の供給合意に関する契約書が整いましたのでお送りしました。金曜日までに届くはずです。受け取り次第目を通してください。何か問題がありましたらお知らせください。一緒に仕事ができることを楽しみにしております。

バンドウボトリング社
アサミ・スドウ

□ I just sent over the completed contracts for ... ～に関する契約書が整いましたのでお送りしました。

□ They should get to you by ～までにそちらに届くはずです。

□ look ... over ～に目を通す

□ upon receipt 受理したい

□ If there are any problems, let me know. 何か問題がありましたらお知らせください。

□ We look forward to working with you. 一緒に仕事ができることを楽しみにしております。
Subject: Contracts sent

Deb, I just sent over the completed contracts for our new distribution agreement. They should get to you by Friday. Please look them over upon receipt and if there are any problems, let me know. Thanks and we look forward to working with you.

Asami Sudo
Bando Bottling, Ltd.
Subject: New order

Greetings,

I would like to order the following: Four all-season radial tires for each of the eight 20XX Skylarks in our corporate fleet. According to your website, these are currently on sale for $899 per set of four. Could you confirm that you have enough in your inventory to supply our company? Thank you and your prompt response would be greatly appreciated.

Yuko Yokoi
JP Transport

件名：新規注文
こんにちは。

以下の商品を注文いたします：全部で20XX 年型スカイラーク8台分のオールシーズン用ラジアルタイヤ。貴社のサイトによると、これらはいま4本一組899ドルで販売されています。当社への納品を満たす在庫があることをご確認いただけますか。至急お返事いただければたいへん助かります。

JP 輸送
ユウコ・ヨコイ

□ I would like to order the following:
以下の商品を注文いたします：（コロンを使う）

□ be currently on sale for ... ～（全額）で販売中である

□ Could you confirm that you have enough in your inventory?
十分な在庫があることをご確認いただけますか。

□ Your prompt response would be greatly appreciated.
至急お返事いただければたいへん助かります。（迅速な返答を求める表現）
I wish to order this desk.
Can I place an order?
Could you make sure you have this supplement in stock?
Are you certain that this work station is still available?
These tools are being discounted at the moment.
There is a sale going on now.

Question How can I ask for clarification if I receive an e-mail message from a client that I don’t understand?

Answer Sometimes what is written in a message is not clear to the recipient. If this is the case, you can use phrases like “I’m afraid I don’t understand your question.” or “Could you please clarify what you mean by ...?” This will usually solve the problem.
Subject: Order change request

Alonzo,

About the order I sent you this morning, is there still time to change it? I would like to add two more boxes of photocopiers paper (from four boxes to six). If the order is already on the truck and en route, then please disregard and I will hold off until next time. Anyway, let me know. Thanks.

Kohei
Wild Entertainment
**Useful Sentences**

1. I’m checking on this morning’s order.
2. Do you remember that order I sent you?
3. Do we have time to adjust that order?
4. We’re running out of time.
5. Please ignore my last message.
6. We will delay making a decision until after next week’s meeting.

**FAQ 26**

**Question** Should I send a confirmation message when my colleague sends me work or has a request?

**Answer** Definitely. Just a quick note that you have received the work will put the sender at ease. You might say, “Got the work order you sent. I will have a look and get back to you.” Or perhaps, “I saw your request. I’ll try to get to it as soon as I can. Thanks.” These will keep your relationships with co-workers moving smoothly.
Subject: Confirmation request: Order #3224

Jake,

Could I confirm that you received my supply order last week? I ordered via your website. The order number is #3224. One of the parts we ordered, the oven thermostat, is pretty urgent. If you could check on that and get back to me, I would appreciate it.

Yosuke Tachihara
Tachihara Bakeries
**Useful Sentences**

1. Could I have your order number please?
2. My order confirmation number is 122863.
3. Could I just make sure you are shipping our order on Wednesday?
4. Could you check on that for me?
5. One item you ordered is out of stock.
6. I sent you a message through your website.

**FAQ 27**

**Question** What is the proper way of indicating the date? Wednesday, May 2, 20XX / Wed. May 2nd, 20XX / Wednesday, 2nd May, 20XX—there are several ways. We are often confused.

**Answer** Each English-speaking country uses a slightly different way. In the U.S. you can say “The meeting will be Wednesday, May 2nd at 2 p.m.” or “The meeting will be on Wednesday, the 2nd of May at 2 p.m.” In Britain, you might see “The meeting will be on 2 May, Wednesday, at 2 p.m.”
Subject: Missing order: #14478

Dear Shipping Department,

Nearly two weeks ago I put in an order (#14478) for two replacement conveyor belts. I ordered them to be sent by express mail, but as of this morning they still have not arrived. One of our belts snapped this morning and we are in desperate need of those replacements. Could you please ship our order immediately? Thank you.

Taro Hatoyama
Beltline Snacks
Subject: Missing order: #14478

Dear Shipping Department,

Nearly two weeks ago I put in an order (#14478) for two replacement conveyor belts. I ordered them to be sent by express mail, but as of this morning they still have not arrived. One of our belts snapped this morning and we are in desperate need of those replacements. Could you please ship our order immediately? Thank you.

Taro Hatoyama
Beltline Snacks

Useful Sentences

1. We are in urgent need of color toner cartridges.
2. We are desperate to get those parts.
3. Please have that delivered by courier.
4. Please have the parts flown in from Sweden.

FAQ 28

Question What is a polite way to prompt a quick response?

Answer “I would appreciate it if you could get back to me as soon as possible.” or alternatively, you could say “Please get back to me at your earliest convenience.” Both of these will work, and you should always end with “Thank you.”

Answer 質問 メールの返事をていねいに催促する言い方は何ですか。

回答 I would appreciate it if you could get back to me as soon as possible.（できるだけ早く返事をいただけたら助かります）や Please get back to me at your earliest convenience.（ご都合がつく次第お返事をいただければ幸いです）がよいでしょう。どちらも使えますが、文末には必ず Thank you を加えます。
Subject: Today's delivery

Claire,

Thanks again for your order. This is just a heads-up to let you know that your order is on the truck and should be delivered about 1 today. The driver’s name is Damien and, if he gets delayed, I gave him your number and asked him to call. If I can be of further help, feel free to let me know. We appreciate your business!

Hisako Fujita
Computer World

件名：本日の配送

クレア,

ご注文いただき改めてお礼申し上げます。お知らせいたします。ご注文の品はトラックで配送中で、本日1時にはお届けできます。ドライバーの名前はダミアンです。お届けが遅れる場合にはお電話できるようにそちらの電話番号を教えてあります。さらにお役に立てることがございましたら、ご遠慮なくおっしゃってください。ご愛顧いただきありがとうございます！

コンピュータワールド
ヒサコ・フジタ

☐ Thanks again for your order. ご注文いただき改めてお礼申し上げます。
☐ This is just a heads-up to let you know that ... ～をお知らせいたします。
☐ If I can be of further help, feel free to let me know. さらにお役に立てることがございましたら、ご遠慮なくおっしゃってください。
☐ We appreciate your business! ご愛顧いただきありがとうございます！
Useful Sentences

1. Thanks for the heads-up!
2. We will ship you the remaining items once they are in stock.
3. Thank you for your business!

FAQ 29

Question Should we send any seasonal messages, say, for Christmas or Halloween? Is e-mail enough instead of cards?

Answer While more people are starting to send e-mail greetings, unless it is part of another message, this seems unprofessional. Christmas cards are traditional and always look good. Since Japanese New Year is important, these cards may make a positive impression as well, even to your foreign clients. But, those are generally the only two holidays when it would seem normal to send a card.

Answer 質問 クリスマスやハロウィーンなどの時 候の挨拶を送るべきですか。メールの 代わりにカードでも十分ですか。

Answer 回答 メールで挨拶をする人が増えていますが、別の文面の一部として入 れるのでない限り、ビジネスにはふさわしくないでしょう。クリスマスカードは伝統 であり、時代を問わず喜ばれます。日本で は正月が大切なので、こうしたカードは外 国の得意先に対してもよい印象を与えるか もしれません。ただし、カードを送るのが 自然なのは、一般的にこの2つの休日ぐら いです。
Subject: Payment request: Office window repairs

Mr. Jerry Smithers,

Thank you for your business. Enclosed please find the bill for the repairs to your office window. If you could send your payment by August 31st, we would greatly appreciate it.

Thanks and we look forward to serving you again in the future.

Emi Suzuki
Archetype Windows
Subject: Payment request: Office window repairs

Mr. Jerrry Smithers,

Thank you for your business. Enclosed please find the bill for the repairs to your office window. If you could send your payment by August 31st, we would greatly appreciate it.

Thanks and we look forward to serving you again in the future.

Emi Suzuki
Archetype Windows

---

**Useful Sentences**

1. Attached to this memo is an invoice.
2. Here is the payment request for services rendered.
4. Please forward payment by the due date on your bill.
5. Please pay immediately.
6. Along with this message I have attached a coupon for your next order.
7. We hope to serve you again soon.

---

**FAQ 30**

**Question** How can I be polite but request payment immediately?

**Answer** Getting someone to pay is often difficult. One way to request immediate payment is to say “Please pay upon receiving this invoice.” This is a very polite and formal way to request payment immediately.
Subject: Payment question

Luke,

I’m just checking to see what forms of payment you accept. Do you take credit cards? If so, which ones? Can I do a bank transfer? If none of those is available, let me know and I will stop by and pay in cash.

Thanks.

Tomoko Saito
Subject: Payment question

Luke,

I’m just checking to see what forms of payment you accept. Do you take credit cards? If so, which ones? Can I do a bank transfer? If none of those is available, let me know and I will stop by and pay in cash.

Thanks.

Tomoko Saito

---

**Useful Sentences**

1. Which methods of payment will you accept?
2. Can I write a check?
3. We are a cash-only business.
4. We expect a cash payment by the close of business today.
5. I will forward the money to your First Hawaiian bank account #31256-8 today.
6. I will move the money into your account upon completion of the work.

---

**FAQ 31**

**Question** What is the proper way of asking if my e-mail has been received?

**Answer** “Did you receive my earlier message about ...?” is the phrase you are looking for. This is useful in times where you sent something but did not receive a response.

質問 メールが先方に届いたかどうかはどのように確認すればよいですか。

回答 Did you receive my earlier message about ...? (～に関して先に送ったメールをお受け取りですか) がびっくりの表現です。この表現は、メールを送ったが返信が来ないときに使えます。
Subject: Invoice: Murphy case

Dear Mr. Sulley,

Here is the invoice for the consulting services we provided on the Murphy case. The total for 32 hours of work comes to $1,007.42. Attached to this message is a breakdown of the costs. If anything is out of the ordinary, please let us know.

Payment is due by the end of the business week.

Regards,

Ken Oishi
Oishi, Watanabe and Kato Law Partners

件名：送り状：マーフィーの件

サレー様

マーフィーの件に関して当社が行ったコンサルティング料の請求明細書です。総時間32時間の仕事で合計1,007ドル42セントとなります。経費の明細を添付いたします。お気づきの点がございましたらお知らせください。支払いは今週の金曜日が期限となっております。

よろしくお願いします。

オオイシ・ワタナベ・カトウ法律事務所
ケン・オオイシ

□ Here is the invoice for ... ～の請求明細書です。
□ The total for A hours of work comes to B. 総時間Aの仕事で合計B（金額）となります。
□ Attached to this message is a breakdown of the costs. 経費の細目を添付いたします。
□ If anything is out of the ordinary, please let us know. お気づきの点がございましたらお知らせください。
□ Payment is due by ... 支払い期限は～です。
**Useful Sentences**

1. Here is your bill.
2. Your total is $21.07.
3. With tax your total amounts to $127.14.
4. This is a summary of the costs.
5. Please render payment by the close of business on Friday.
6. I would like to see a cost-by-cost list of our expenses.
7. Please do the work now and bill me later.

**FAQ 32**

**Question** When you notice your business client or someone seems to have forgotten an agreement or promise, not necessarily on purpose, how can I ask them to follow through?

**Answer** We have a very nice indirect phrase for such situations. “Did you get the chance to ...?” as in “Did you get the chance to finish the Johnson contract like we talked about? If not, could please take care of that and get back to me?” This form is meant to be indirect and is simply a reminder of something you talked about with the person before.

**Successful E-mailing**

質問 故意にではないにせよ、取引相手や個人が合意内容や約束を忘れていることに気づいたら、どのように遵守を求めればよいですか。

回答 そのような場合にはDid you get the chance to ...?（〜する機会はありましたか）というびっくりの間接的な表現があります。これは次のように使います：Did you get the chance to finish the Johnson contract like we talked about? If not, could please take care of that and get back to me?（ジョンソンの契約は話し合ったように完了できましたか。まだであれば、そのようにしたうえで報告してください）この表現は、間接的な言い方で、すでに話し合った件についての覚え書きとなります。
Subject: Invoice request

Dear Ms. Pratt,

I have been looking everywhere, but I seem to have misplaced the bill you sent over the other day. Could I ask you to reissue the invoice? Once I get it, I will be sure to pay it off promptly.

I'm sorry for asking you to do this again.

Ken-ichi Ishiyama
Subject: Invoice request

Dear Ms. Pratt,

I have been looking everywhere, but I seem to have misplaced the bill you sent over the other day. Could I ask you to reissue the invoice? Once I get it, I will be sure to pay it off promptly.

I'm sorry for asking you to do this again.

Ken-ichi Ishiyama

---

**Useful Sentences**

1. Would you mind sending the invoice again?
2. Could I trouble you to reissue the bill?
3. I'm sorry to ask you to repeat the process all over again.

---

**FAQ 33**

**Question** What should I say in an e-mail message if someone stops mailing me suddenly and I don't know why?

**Answer** If someone stops e-mailing suddenly, there is usually a reason. Perhaps they are busy, or perhaps you angered them. In any event, you can send a quick message saying something like “I haven’t heard from you for a while. You must be very busy. Could I check on ...?” If they still don't answer, then you probably won’t hear from them again.

---

**Successful E-mailing**

質問 理由はわかりませんが、相手から突然メールが来なくなった場合には、どのようなメールを送ればよいですか。

回答 相手から突然メールが来なくなったときには、通常は理由があります。相手が忙しいから、怒らせたのでしょうか。いずれにせよ、次のような短いメールを送ります：I haven’t heard from you for a while. You must be very busy. Could I check on ...?

(しばらくメールをいただいていませんが、ご多忙なのでしょうね。～について確認してもよろしいですか）これでも返事がなければ、もう二度とメールは来ないでしょう。
ビジネスパーソンの英文メール
2011年1月10日 初版第1刷発行

著者 Shawn M. Clankie ／小林 敏彦
制作 ツディブックス株式会社
発行者 田中 穂
発行所 株式会社 語研
〒101－0064
東京都千代田区猿楽町2－7－17
電話 03－3291－3986
ファクス 03－3291－6749
振替口座 00140－9－66728

ISBN978-4-87615-226-1 C0082
書名 ビジネスパーソンの英文メール
著者 ショーン・クランキー／コバヤシ トシヒコ
著者および発行者の許可なく転載・複製することを禁じます。

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乱丁本、落丁本はお取り替えいたします。

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