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Email Business Writing Methods for A2 Healthcare



# Answer Key

Notes: These are sample answers.

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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

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?

## 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?

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?

### 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.

## 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:	<p><input checked="" type="radio"/> a. could you send the confirmation this week?</p> <p>b. we appreciate your earliest convenience.</p> <p>c. we want the details confirmed now.</p> <p>d. we expect you to send the confirmation.</p>

#### Practice 2

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

## 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.

●9-5

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.

●9-6

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.

## ●9-8

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.

## ●10-3

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

[Rewrite] **Formal**

Also, we require the transportation records for the last two months.

## ●10-2

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.

## ●10-4

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?

P. 51

●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 . . .

P. 52

●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?

P. 53

●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.



Subject lines from purpose statements

### Example

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

### Practice 3

Request for samples of XY chemical

Request for samples, XY chemical

Inquiry on (purchase of) XY chemical

### Practice 1

Questions on payment and registration for  
ABC exhibition

Payment and registration for ABC exhibition

### 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

### Practice 2

Request for solutions to problems with XY-123  
measurement device

Problems with XY-123 measurement device

### Practice 5

Plans for supply of XY-123 in liquid form

Supply of XY-123 in liquid form

Subject lines from WHAT &amp; WHY

## Practice 1

**WHAT:** application process**WHY:** request for information

Request for application process information

Request for information, application process

## Practice 2

**WHAT:** logo for laptop computers**WHY:** confirm if Green mark is to be used

Confirmation of laptop logo design

Use of Green mark for laptop logo

## Practice 3

**WHAT:** inquiry from ABC about AGJ XY-6**WHY:** decline

Decline of inquiry on AGJ XY-6

ABC's inquiry on AGJ XY-6

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 type="checkbox"/>	

**Practice 1: Request**

Thank you for your interest in our XY samples. Could you please let me know the amount you would like for each sample? The standard is 300 g, but custom sizes are also possible.

**Practice 3: Refusal**

Mary, I understand that safety is most important, but considering the data, I think it is acceptable to keep the present design. Other makers also have a design that is basically the same as ours. However, if you can provide more detailed technical analysis or data, of course I will be happy to reconsider.

**Practice 2: Requirement**

John, about Compound X, we need to get ABC's official permission before we can go ahead. When do you think we can receive it?

**Practice 4: Consequence**

For your information, orders for XY must be placed by the end of the month. If the order is made after that date, I'm sorry to say delivery will be delayed by one month or more. We have to control production quantity carefully according to the number of orders received that month.