

GS Yuasa Group

English Email Writing Online Live Seminar

METHODS

Email Business Writing Methods 2025 for GS Yuasa

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

Example 1: Fear/Bad news

例題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 answer pattern 1:

Hello Mary,

Regarding your question, yes, they have the url for our joint meeting, and Mr. Smith at ABC confirms that they'll attend. FYI, please see his confirmation email, attached below.

Kind regards,
Hiromi Kato

<Forwarded confirmation email from Mr. Smith follows>

Sample answer pattern 2:

Hello Mary,

Yes, the meeting setup has been completed and I am sharing the link again with you:

<https://xxx.xxx.com/xxxxxxxx>

We also have confirmed that Mr. Smith and Ms. Jones will join the meeting starting from 14:00 JST, Feb 6.

If you would like me to prepare something else for the meeting, please feel free to let me know.

Kind regards,
Hiromi Kato

<Forwarded original email from me to Mr. Smith (cc'd to Mary) follows>

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 in this matter.

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.

 Requests

Practice 1

I'd like to ask a question regarding payment for your software training course. Could you please let me know if I can pay by credit card after I arrive?

Practice 2

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.

 Requirements

Practice 3

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

John, this is to let you know that Finance Canada will have to connect to our international website by January 31. As we informed you earlier, this replaces the old methods for data entry and transfer to the head office.

 Refusals

Practice 5

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 6

I'm afraid we won't be able to consider XY for the next fiscal year because the deadline for new products has passed. We can consider it for the future, but to tell the truth, we test-marketed a similar product recently which didn't do so well

 Consequences

Practice 7

We have to get your order for XY by the end of the month. Otherwise, I'm sorry to say delivery will be delayed by one month or more. (I'm afraid we have to control production quantity according to the number of orders received that month.)

Practice 8

If the order for the shipment of XY is not given priority, we are worried that they will look for a new supplier, since they say reliable supply is most important to them.

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 sent 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.

状況：ABC 展示会への参加費支払いを自分のクレジットカードで済ませたが、宛名を会社名とする領収書がほしい。

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。

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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。

When you may not agree

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> |

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.