

GS Yuasa Group

English Email Writing Online Live Seminar

METHODS

E-MAIL BUSINESS WRITING METHODS

Answer Key for Day 2

Notes: These are sample answers.

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Writing exercise: Improving politeness according to the situation

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.

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.

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 could you send the confirmation this week?
Choices:	<p><input checked="" type="radio"/> a. could you send the confirmation this week?</p> <p><input type="radio"/> b. we appreciate your earliest convenience.</p> <p><input type="radio"/> c. we want the details confirmed now.</p> <p><input type="radio"/> 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 attached proposal.
Choices:	<p><input type="radio"/> a. You are hereby requested by the Technology Support Group to consider</p> <p><input type="radio"/> b. As represents the Technology Support group, please be kind enough to consider</p> <p><input type="radio"/> 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">a. We already asked you once<input checked="" type="radio"/> b. As we mentioned before, we would like to ask youc. Could we ask youd. It is annoying to ask twice, but you have

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">a. your kind opinion is highly appreciated.b. your soonest action is expected by the end of the week.c. we would like to receive your comment.<input checked="" type="radio"/> d. could you send your official approval by e-mail?

●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.

●10-3

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?

●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.

Advice for Modesty:

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.

Expressing sincerity in business situations

ビジネスシチュエーションにおける誠意を表現する

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"/>

Lesson 1

Your issue: You need to correct their mistake while saving their face

Dear Dr. Brown,

We'd like to ask you a question regarding the positive result you reported. We'd like to ask if you could confirm whether it's a false positive or not. To tell the truth, we thought it might be a real positive, because of the AM data reported in your Table 1A.

By the way, thank you very much for your work on our XY project. As always, we appreciate your timely reports.

Sincerely,
Hiromi Kato

Lesson 2

Your issue: You need them to understand your problems

Hi Mary, and thanks for your information on your new product. Actually, it might be of some interest to us, but not for the coming fiscal year, I'm afraid to say.

As I mentioned last time, the company deadline for considering products for next year's line-up has passed, and we're already putting our marketing plans into effect.

Let's talk about this again next year before we make our product lineup decisions.

Best regards,
Hiroshi Kato