

Yamaha Corporation
Online Live Seminar

METHODS
E-MAIL BUSINESS WRITING METHODS

Answer Key for Day 3

Notes: These are sample answers.

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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.

Exercise:

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 type="checkbox"/>	



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