

資料 1

E メール例文

1 .

Subject: Hi! My name is Tasuke

Hello Nathan,

I saw your home page and liked it a lot. The photos of your cat are really something!

Let me introduce myself. My name is Tasuke and I'm teaching English at a university in Osaka, Japan. I have cats, too. Four of them, to tell the truth. Shall we exchange some photos we've taken and discuss the cats on the Internet?

Hope to hear from you.

BFN,

Tasuke Okamoto

2 .

Subject: How are you doing?

Dear Katherine,

This is my first e-mail to you. I enjoyed talking to you in London. After coming back to Japan, I started studying English on my own. Now I'm making progress in my English and writing e-mail is OK to me. But speaking English is still difficult, especially when I have to talk to foreigners on the phone.

I'm trying the novel you recommended to me, The Remains of the Day. Ishiguro's English is a bit difficult to me, but the story itself is enjoyable.

Attached you will find the picture we took together in front of Westminster Abbey. RSVP and I hope you to visit my place someday.

Best,

Ken

3.

Subject: Job application

Dear Manager of Human Resource Dept. of TexCom:

I am writing to respond to your advertisement in the _Daily Yomiuri_ on May 15, in which you announced an opening for a sales representative with TexCom.

I have three years of sales experience in the computer-related publishing industry. I am familiar with the products that you publish and believe that my experience in this field would benefit your company. For more detail of my past career, please refer to my resume attached to this e-mail

I would like to meet with you and will contact with your office the Week of May 24 to determine if an interview may be arranged.

If you wish to contact me before that date, please call XXX-XXXX.

Sincerely yours,

Tasuke Okamoto

Exercise 1

1.

Subject: Where exactly are we meeting?

Hello Jane,

Now that our classes are winding down for the summer break, I'm starting to feel excited about our scuba-diving trip. Only two days to go!

BTW, where exactly are we meeting at Osaka Station? I recall you saying the Mido-suji Exit, but it's a bit inconvenient for me. Could you change it to the Central Exit instead? Tell me if it's OK with you.

See you soon!

Johnny

2.

Subject: Would you be able to be available to teach us English?

Dear Mr. Stevens,

We asked our teacher, Mr. Smith, if he could give us some private English lessons. He said that he was quite busy this month but gave us your name and email address. Would you be interested in teaching three college girls for an hour one evening a week? We would like to have the chance to talk more in English.

If you are not tied up on either a Monday or Tuesday, could you help us out, please? We can pay about ¥4,000 for each lesson.

Thanks in advance,

Yuki, Mari, and Emi

3.

Subject: A request for information on summer courses in England

Dear Sir/Madam,

I found your brochure in an agency in Japan and decided to contact you directly. I am thinking of spending about four weeks studying in England this summer. I want to stay outside of London and so your school in Cheltenham seems to be in the most suitable location. It may be just wishful thinking but I'd like to try to pass the Cambridge First Certificate Examination this year or next. Can you recommend a suitable course of just a month?

I'd like to stay with an English family. I understand you can arrange this as well.

How much does it cost?

Please reply ASAP.

Thanks,

Hiroshi Yamada (Mr.)

Exercise 1

Request 1

Can I stay with you?

Yo! Ben,

Are you doing OK? Hope all goes well with you.

Could you do me a favor? Can I crash at your place Oct. 2 and Oct.3 when I'm in Sydney? Would be forever grateful, but if you're busy, it's OK.

Mail me ASAP.

Thanks,

Daniel

Reply 1

Re: Can I stay with you?

Daniel,

You're not going to like this. Sorry you can't stay with me because I'll be out of town at that time.

Do call me, though. My cell phone number is XXX-1111-2222. At lease we can talk.

BFN,

Ben

Request 2

REQ: quarterly sales report

Hi all,

I'd like you to send me the figures from the last quarter by tomorrow morning first thing. Pls let me know if you have a problem with this deadline.

Pascal: Have you coordinated your team & their result yet?

Can you send the report to me by Thurs 4th?

Please reply asap.

Best wishes,

Simon

Reply 2

re: REQ: quarterly sales report

Simon,

I'm sending you all the info you need for last quarter in the attachment.

I've already contracted my team and they have just finished their sales figures. Unfortunately we haven't completed the report yet as we've been very busy with trade fair prep.

The deadline should be no problem though: you'll have it on you desk by 4 May.

Rgds,

Pascal

Exercise 1

Dear

We are in receipt of your proforma invoice, no. 6025 relating to our order no. F221 of 14th August.

Our customer, CDE Inc., is a valued client who urgently requires these products; therefore, we would request you to dispatch 20 cartons of marking pens from our order by airfreight instead of sea freight as soon as they are available for shipment.

Please advise the airfreight cost together with details of the shipping schedule to enable us to pass this information to our customer.

Your immediate attention to this matter would be appreciated.

Yours sincerely,
Mark Davis

Dear

We have learned from a business acquaintance that your company produces and exports erasers at a reasonable price.

As a manufacturer of pencils we are interested in purchasing your products and would welcome a quotation on the following items:

(1) Quotation—as a single item

450,000 pieces, CIF Osaka in US dollar, Delivery terms,
Payment terms

(2) Quotation—as a value pack

300,000 sets, CIF Osaka in US dollar, Delivery terms,
Payment terms

*Value pack is a package containing 4 pieces of our pencils and an eraser.

We are going to supply you pencils and packages so that you can supply erasers by completing the packages.

We would appreciate your prompt attention to this matter.

Yours sincerely,
Erica Fitzgerald

資料 ビジネス Eメールの構成

1. <複数の事項を番号で分ける>

(用件を特定する→Would you please:→番号をつけて問合せ事項を並べる)

Thank you for the samples of motor NG-02, which arrived yesterday in good condition. For our review of this product line, would you please:

1. advise the CIF price
2. forward sample and pricing of NG-02

NG-02 モーターのサンプルを有難うございました。昨日良い状態で届きました。
この商品群を評価するために、以下をお願いいたします。

1. 運賃保険料込み (cost, insurance, freight) 価格をお知らせください
2. NG-02 のサンプルと価格をお送りください

いくつの用件があるのかが先方にもひと目でわかります。Would you please:とコロンで区切って、改行し1行空けてから依頼内容を書くと良いでしょう。

2. <箇条書き・羅列を用いる>

(用件を述べる→品目を列挙する→詳細について述べる)

We would like the following motors, from our order no. 132, to be sent to us airfreight as soon as possible.

*NG-02 100 dozens

*NG-03 50 dozens

We look forward to receiving your confirmation of this request and advice as to the expected dispatch date. Although we agree to pay the freight, please try to get the best rate possible.

弊社の発注番号 132 から、下記のモーターをできるだけ早く空輸にて出荷願います。

*HG-01 100 ダース

*HG-02 50 ダース

この依頼の確認と予定発送日の通知をお願いいたします。空輸貨物料金はお支払いしますが、できるだけ料金の安いものをお選びください。

品名と数量を伝えることが目的なので、箇条書きにすると無駄がなく、スペースの節約になります。この場合は、いくつの用件があるかはさして重要ではないので、アステリスク (*) などで区切りを示すだけで良いでしょう。

3. <もし〜であれば・もし〜でなければ>

(はじめに「～かどうか」と聞く→
「もしそうであれば (If so,)」あるいは
「もしそうでなければ (If not,)」と続ける)

Can you please advise if you have prepared a flyer for your new product to support the release? If so, please forward a draft for our reference.

発売をサポートする新製品のチラシを準備されたかどうかお知らせくださいますか？ もし準備されているのであれば、参考のために下書きをお送りください。

Regarding your proforma invoice no. 900, please confirm if this consignment has already been shipped. If not, would it be possible to add 10 dozens of motor HG-05 to this consignment?

注文請書 900 について、この積送品は既に出荷されたかどうかご確認ください。もしまだでしたら、積送品に HG-05 モーターを 10 ダース追加することは可能ですか？

「～かどうか」と聞く表現には、
Please advise if (whether)... /
Please confirm if (whether)... /
Please inform if (whether)... などがあります。
ほとんどの場合、この組み立てだけで依頼を行えます。

4. <状況説明→対応の説明→依頼>

(「こういうことが起こっている」と説明→
自分の対応について説明→
相手にして欲しいことを依頼)

One of our customers has asked us if we have a product for children that we could supply to replace a product they are currently sourcing from another supplier.

They have faxed us a flyer of the product; however, the condition of the text is quite poor so I have sent it to you by international courier service.

Upon receipt, please advise us of the most suitable product so we can make a recommendation to our customer.

弊社の顧客の 1 社が、現在は他のサプライヤーから仕入れています。弊社がそれに代わって提供できる子供向け商品がないか尋ねておられます。

先方はその商品のチラシをファックスしていただきましたが、文書の状態が悪いため、御社には国際宅配便でお送りいたしました。

受け取られましたら、顧客にお勧めできる最もふさわしい商品をお知らせください。

事情を明確に説明することが肝心です。既にどういう対応を取ったか書くことで、余計なやり取りや二度手間を省くことができます。

5. <要求→理由説明→結び>

(「用件」や「要求」をまず述べる→それらが必要な理由を順番に説明する→決まり文句で結び)

Please advise if a bonus package has been prepared yet for HS-5N.

The product lines are being sold as a bonus package in most stores and we believe there is a chance to grow HS-5N sales in certain areas of our country.

We look forward to your advice.

HS-5N のボーナスパッケージ（景品つきのパッケージ）は、もう用意されたかどうかお知らせください。この生産ラインの商品は、ほとんどの小売店でボーナスパックとして販売されており、私たちの国のいくつかの地域で、HS-5N の売り上げを伸ばす機会があると考えています。ご連絡をお待ちしています。

特に変わった内容ではない場合は、まず用件を述べてから具体的な説明に移って構いません。

6. <実行したことの説明→現在の状況の説明>

(はじめに用件と、それについて自分がしたことを説明する→その結果生じたことなど、現状を説明→相手の意見を聞く、または自分の意見を述べる)

I have consulted with some of our agents regarding your request to prepare a bonus package for HS-5N.

Their response was that we should not produce a bonus package because

* (reason 1)

* (reason 2)

Please let me know if you have any further questions or comments.

HS-5N にボーナスパッケージを用意するという御社からのリクエストについて、何件かの代理店に相談いたしました。

彼らの答えは、HS-5N 用のボーナスパッケージは生産すべきではないというものでした。なぜなら

* (理由 1)

* (理由 2)

更にご質問やご意見がございましたら、お知らせください。

4 番とは逆に、まず自分が何をしたのかを述べ、その結果生じた状況の説明をするパターン。出来事の

前後関係に応じて使い分けましょう。

7. <注文事項ごとに分けて書く>

(要求を書く→タイプごとに分けて項目を箇条書きにし、それぞれに説明をつける)

Please may I order urgently the following items:

HG-1 200 cartons

HG-2 50 cartons

Please airfreight the above as soon as possible.

HG-3 100 cartons

HG-4 20 cartons

Please send the above by International Courier Service.

HG-5 50 cartons

Please send with normal shipment.

以下の品目を至急注文します。

HG-1 200 カートン

HG-2 50 カートン

できるだけ早い空輸貨物をお願いいたします。

HG-3 100 カートン

HG-4 20 カートン

国際宅配便をお願いいたします。

HG-5 50 カートン

通常の便をお願いいたします。

箇条書きの応用編です。間違いをなくすのに役立ちます。行間のスペースを上手く使って、区切りをはっきりさせましょう。

8. <In addition を用いて、別件を付け加える>

(ひとつの用件で本文を書く→In addition,として追加の用件を書く)

Can I please order the following:

Order no. 00927

900 pieces HG-1

700 pieces HG-2

Price as quoted on your email to our manager on November 10. These are to be sea shipped together for delivery mid December.

In addition, can I please order 15 pieces of clear bag for the above products (Free of charge)?

以下の注文をお願いいたします。

発注番号 00927

900 個 HG-1

700 個 HG-2

価格は、11月10日付けの御社から弊社マネージャーへのEメールでの見積もりの通りで。

12月中旬の弊社向け出荷と共に船積みしてください。

加えて、上記製品用の透明の袋（無料）を15個発注いたします。

複数の用件をひとつのメールに入れるのは、あまり良いことではありません。あえてそうする理由があるときは、追加であることを明らかにしましょう。

9. <問題を特定→説明→質問>

（「これを見てください」と注意を促す→

その内容を説明する→質問する）

Can you please have a look at your proforma invoice no. 500, HG-3 for our customer Auto Speed Inc?

These goods did not arrive on the container shipped from Los Angeles this month. I know that the order quantity was changed so this may have delayed shipment. Therefore, I have checked next month shipping list and they don't seem to be on there.

Could you please let me know when they will be shipped?

御社からの注文請書番号500、弊社顧客オートスピード社向けHG-3をご覧ください。

これらの商品は、今月ロサンゼルスから出荷されたコンテナでは到着しませんでした。発注個数が変更されたことは承知していますが、それで出荷が遅れたのかもしれませんが。そのため来月の出荷予定表も見ましたが、そちらにも載っていないようです。

これらの商品がいつ出荷されるのか教えていただけますか？

質問する前に、何が問題なのかを説明するやりかたです。質問したこととは違う答えが返ってくる時は、質問の仕方に問題があるのかもしれませんが。

10. <質問→分かりにくいところを書き出す

→確認>

（何について知りたいのか述べる→特に分かりにくい部分を詳しく説明する→質問の主旨が伝わったかどうか確認する）

We need to order some products for gift package; however, I am unsure of the product code to use.

Our stock of coffee gift package contains hair-gel and small hairspray. We need to reorder just the small hairspray with no box required. We need them in individual plastic bags not individually boxed.

I hope I have explained clearly what we require.

ギフトパッケージ用にいくつか商品を注文する必要があるのですが、使用する商品コードが分かりません。弊社のヘアジェル・ギフトパックの在庫には、ヘアジェルと小型ヘアスプレーがあります。小型ヘアスプレーだけを再発注する必要があります。それらは個別に箱入りではなく、個別にビニール袋に入った仕様にしたいです。

弊社の必要とするものが明確に説明できていると良いのですが。

自分でもいまひとつよく分からないことについて質問する場合は、とりあえず何が聞きたいかを述べて、自分の「分からなさ」（程度・理由）を説明するといいいでしょう。

※以上の例文は、質問・注文・指摘などの目的別になっていますが、文章構成の型（templates）をその他の目的にも当てはめて使うことができます。伝えたい内容を一番上手く書ける型を選んでみてください。