

<仕事が取れるビジネス英語 eメール>

～商取引の「コンパクト英語」基本表現～

商取引の流れで使う英語 eメール表現の基本を学ぶ

<はじめに>

<講義内容>

- ⇒ ビジネス英語eメールの基本から取引交渉で利用できる表現やテクニックの習得を目指す
- ⇒ ビジネスシーンに応じた表現やテクニックを事例に沿って学習する

<ゴール>

- ⇒ 一連の商取引の流れの中でどのように対応すればスムーズな交渉ができ、成果に結び付けることができるかを習得する

<対象>

- ⇒ これから企業や組織でビジネス英語eメールに取り組む方
ビジネス英語eメールのブラシアップを図りたい方

<第1章 ビジネス英語 eメールの基本>

1. 宛先(Mail Address)
2. 件名(Subject)
3. 添付ファイル(Attachment)
4. 書き出し(Salutation)
5. 本文(Text)
6. 結び(Complementary Close)
7. 署名(Signature)
8. 留意事項(Consideration)

1. 宛先(Mail Address)

1. 単独の宛先は極力避ける(必ず複数宛に送信する)
2. 迅速な返信を期待する場合には<TO>は単独宛とする
3. <CC>は原則読まれないものと思え
4. <CC>は<TO>の上司宛が望ましい
5. <BCC>は通知案内には有効であるが、交渉にはほどほどに！

⇒ <TO / CC / BCC> を上手に使い分けることがポイント

2. 件名(Subject)

1. 簡潔且つ具体的につける

Request for ～、 Notice of ～、 Confirmation of ～

2. a, the, 前置詞等を適宜省略し、字数を削減する

3. 緊急・重要メールには<Important>、<Urgent>等を併記する

4. スпамメールやウイルスメールと間違われる可能性がある

<Congratulations>、<Free>、<Call Now>、<Important Notice>

等のみの抽象的な表現は使用しない

5. 督促メールの場合には要件を件名にするのも一案

【 2nd Request 】Item No. 1234 not yet arrived

3. 添付ファイル(Attachment)

1. 添付ファイル名を半角英数字でつける

⇒ 本文に必ず添付ファイルの存在とファイルの内容を言及する

Attached file is our new products list.

Please refer to our attached file, which specifies our product details.

⇒ 添付ファイルのサイズに注意する

大きい場合には圧縮したり、小分けにして送信する

4. 書き出し(Salutation) ①

1. 改まった間柄や初めてメールを送信する場合
⇒ Dear + 敬称 (Mr., Mrs., Ms.) + Family name
Dear Mr. Brown: (米) Dear Mr. Brown, (英)
2. 親しい間柄の場合
⇒ Dear + First name
Dear John: (米) Dear John, (英)
3. 相手の氏名や性別が不明の場合
⇒ Dear Sir or Madam,

4. 書き出し(Salutation) ②

- 4. To whom it may concern, (関係各位)
Dear Customer, (お客様)

- 5. 性別を配慮した表現を使用しましょう
Chairman ⇒ Chair or Chairperson
Businessman ⇒ Business person

5. 本文(Text) ①

1. 内容はポイントを押さえてできるだけ簡潔に！
 - ⇒ 伝えたい要件を先に述べて、説明は後回しにする
 - ⇒ 番号(ナンバーリング)をうまく活用する
 - ⇒ 即答を求める場合には要件を一点に絞る
 - ⇒ Yes / No をはっきりと伝える
 - ⇒ 改行や段落を活用する
2. 日本的な儀礼表現は使用しない！
 - ⇒ 「恐れ入りますが～」といった表現は不要
“ I am sorry to bother you, but ~”

5. 本文(Text) ②

3. “We” と “I” をうまく使い分ける！

⇒ “We”は会社の立場で弊社に該当する

We look forward to receiving your order soon

We appreciate your kind consideration in this matter

⇒ 個人的な見解は“I”を使用する

I have attached the order form for your review

I hope to see you in the near future

5. 本文(Text) ③

4. 状況や親密度を踏まえた表現を！

⇒ キャンセル依頼をする場合(いずれが丁寧な表現か?)

- ① Would it be possible to cancel the order
- ② Would you mind cancelling the order
- ③ May I cancel the order
- ④ Please cancel the order

5. eメールは<Introduction><Text><Conclusion>の 3部構成で考えると作成しやすい

6. 結び(Complementary Close)

1. 用件の確認や返答を促す表現を！

⇒ Your kind cooperation in this matter is appreciated

⇒ Looking forward to have your favorable reply

2. 最後に「敬具」や「草々」に該当する表現を入れるのを忘れずに！

(米国式)

Respectfully yours,

Truly yours,

Sincerely yours,

(With) Best regards,

(英国式)

Yours respectfully,

Yours truly,

Yours sincerely,

(With) Best wishes,

7. 署名(Signature)

⇒ Eメールの最後に送信人の氏名・役職名・部署・会社名・住所・TEL・FAX・Eメールアドレス・会社HP等を必要に応じて表示するフォーマットを設定しておくとう便利

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8. 留意事項(Consideration) ①

1. メール送信前に必ず確認すること

⇒ 内容の読み直し

⇒ スペルミスのチェック

⇒ メールアドレス・件名・添付ファイルの確認

2. 返信は迅速に行うこと

即答がむずかしい場合には、いつ頃回答できるかを
取り敢えず伝える

“ We will inform you latest by end of this week.”

8. 留意事項(Consideration) ②

3. 省略語の利用はほどほどに！

ASAP	as soon as possible
FYI	for your information
RFQ	request for quotation

<第2章 問い合わせ>



商品の資料請求



資料請求の応諾



<第2章 問い合わせ(Inquiry) ~ 商品の資料請求1 >

Subject: Your Cable Products XXX (Your Series No.1000)

To whom it may concern:

Introduction

- My name is Noboru Sekino of AAA Co., Ltd.
Our company is dealing in assemblies of cables and electronic components.
- We are referred to your company by Mr. Tom Johnson of BBB company.

<第2章 問い合わせ(Inquiry) ~ 商品の資料請求2>

Text

- We saw your website and are interested in the above-mentioned cable products XXX (Your Series No.1000).
- We have often heard about your high quality products XXX from Mr. Tom Johnson of BBB company.

Conclusion

- We would like to know more about your products.
Kindly therefore, send us more detailed information.
- If you have any distributor or agent in Japan (Asia), please inform us ?

<第2章 問い合わせへの返信 ～ 資料請求の応諾1>

Introduction

- Thank you for your inquiry regarding our products XXX.
- We appreciate for your interest in our products XXX.

Text

- We will send you our detailed product catalog by FedEx .
It should be reached within a day or so.
- It would be a pleasure for us to send you the detailed information.

<第2章 問い合わせへの返信 ～ 資料請求の応諾2>

Conclusion

- If you have any further questions or inquiries, please feel free to contact us at your convenience.
- We look forward to receiving your order.

<第3章 見積り>



見積もり依頼



見積りの提示



見積りの交渉



交渉の応諾・拒絶



<第3章 見積り依頼 Request for Quotation (RFQ)1 >

Introduction

- We have received and looked through your catalog.
- We are interested in your A and B products after looking them in details.

Text

- We are considering to purchase your A and B products.

Please send us the RFQ for the following items.

Product A 20 items

Product B 30 items

<第3章 見積り依頼 Request for Quotation (RFQ)2>

Conclusion

- **We look forward to hearing from you at your earliest convenience.**
- **or**
- **We would appreciate if you could reply us by April 30.**

<第3章 見積り依頼 ～ 見積りの提示1>

Introduction

- We appreciate for your interest in our product A and B.
- Thank you very much for your request for quotation.

Text

- Followings are our quotation.

Product A	AA1234	Qty: 20 pcs.	Price: \$1,000 each
Product B	BB1234	Qty: 30 pcs.	Price: \$2,000 each

<第3章 見積り依頼 ～ 見積りの提示2>

Text

Additional Notes to the Quotation

- (1) Delivery: By June 30, 2016
- (2) Quotation Validity: Until May 15, 2016 (30 days)
- (3) Payment Terms: 30 days payment (advance payment)
- (4) All prices are Ex Works and exclude all transportation costs.
- (5) Price include handling and our standard packaging costs.

<第3章 見積り依頼 ～ 見積りの提示3>

Conclusion

- We hope that you find our proposal to be satisfactory and look forward to receiving your order.
- or
- We appreciate for your kind consideration and in the event of an order arising from this quotation, please place your order directly to us.

<第3章 見積り依頼 ～ 見積りの交渉1>

<値引き交渉>

Introduction

- Thank you very much for providing us the quotation.
- We have looked over the quotation you provided us in details.

Text

- Unfortunately, we have reached the conclusion that it would be difficult for us to place an order at the proposed prices.
- However, the proposed prices are much higher than we expected.

<第3章 見積り依頼 ～ 見積りの交渉2>

Conclusion

- Would it be possible to receive a 5% discount on the proposed prices ?

We thank you for your kind consideration.

<第3章 見積り依頼 ～ 見積りの交渉3>

<支払条件変更の交渉>

Text

- We agree to all of the proposed conditions.
However, would it be possible to pay in installments
rather than in one lump sum ?

Conclusion

- We ask for your kind consideration regarding our proposal.

<第3章 見積り依頼 ~ 見積りの交渉4>

<送料無料の交渉>

Text

- **We agree to all of the proposed conditions.**

Conclusion

- **If we accept this quotation, would it be possible for delivery to be made free of charge ?**

<第3章 見積り依頼 ～ 値引き交渉の応諾1 >

Introduction

- Thank you very much for your reply regarding our quotation.
- We are sorry to hear that our quotation does not meet your satisfaction.

Text

- We have reviewed and agree to your request for a discount of 5%.
- We will accept your request and grant a discount of 5%.

<第3章 見積り依頼 ～ 値引き交渉の応諾2>

Conclusion

- **With this revised quotation, we hope that we may be of service to you in the near future.**

<第3章 見積り依頼 ～ 条件交渉の拒絶1>

<支払条件変更の交渉>

Text

- We are not able to accept your request of payment in installments.

However, if you make a payment in one lump sum, we will bear the delivery cost.

Conclusion

- We would be honored if you could reconsider the matter again.

<第3章 見積り依頼 ～ 条件交渉の拒絶2>

<送料無料の交渉>

Conclusion

- We apologize for not being able to meet your request on this occasion.

<第4章 注文>



商品の注文



注文の応諾



注文の変更



商品の出荷・発送



商品の受領



<第4章 注文 ~ 商品の注文1>

Introduction

- We have reviewed your quotation of April 10.
- Thank you very much for accepting our request.

Text

- We would like to order as per attached order form.
- We are pleased to make an order for 30 pcs. of product A and 20 pcs. of products B as per attached.

<第4章 注文 ~ 商品の注文2>

Conclusion

- Please send us the invoice to the below address.
- or
- Please inform us once you receive the order form.

<第4章 注文 ~ 注文の応諾1>

Introduction

- We have duly received your order on April 15.
- Thank you for placing an order for our product A and B.

Text

- We are now in process of preparing your order based on the purchase order.
These products are expected to be shipped on April 30.
- We will send you the invoice as per attached.
Please confirm all your requirements are met.

<第4章 注文 ~ 注文の応諾2>

Conclusion

- **We sincerely hope that you will be satisfied with our products.**
or
- **We would welcome the opportunity to serve you again**
in the near future.

<第4章 注文 ~ 注文の変更1>

<納期変更>

Introduction

- Regarding our order of April 15, we would appreciate if you could advance the delivery to be at an earlier date.

Text

- Would it be possible to move the delivery date forward by one week ?

Conclusion

- We appreciate for your consideration in our sudden requests.

<第4章 注文 ～ 注文の変更2>

<キャンセル>

Introduction

- We would appreciate if you could cancel the order we made in e-mail of April 1.

Text

- Unfortunately, we have been forced to cancel the order for the time being due to the change in the order received from our customer.

Conclusion

- We look forward to being able to do business with you soon.

<第4章 注文 ~ 商品の出荷・発送1>

Introduction

- We shipped the items no.A111 to A333 on April 15 and are due to arrive in Yokohama on May 1.
- Please be informed that the first portion was shipped yesterday. The remainder will be sent at the latest by Friday, May 15.

<第4章 注文 ~ 商品の出荷・発送2>

Text

- I will send the invoice as per attached.
Please make the payment within 2 weeks.
- In the event that the products have not yet arrived after the scheduled date, please contact us.

Conclusion

- If you have any questions about the delivery, please do not hesitate to contact us.

<第4章 注文 ~ 商品の受領1>

Introduction

- I am contacting you to inform that we duly received the products ordered without delay.
- Today the products arrived at our Tokyo office.

Text

- We have confirmed that the products are as what was ordered.
- or
- The contents do not conform with the detailed statement.

<第4章 注文 ~ 商品の受領2>

Conclusion

- Thank you again for delivering the products to us with care.
- or
- Please clarify the difference as soon as possible.

<第5章 支払>



代金の請求



代金支払の通知



入金の確認



代金の督促



支払猶予の申し出



支払猶予の応諾・拒絶



<第5章 支払 ～ 代金の請求1>

Introduction

- We sent the invoice for the products you ordered by mail yesterday.
- We kindly request payment of the amount as stated in the attached invoice for the products ordered.

Text

- We ask you to pay the amount within 10 days after receiving the invoice.
- Please transmit the billed amount as per the payment instructions.

<第5章 支払 ～ 代金の請求2>

Conclusion

- **Should you have any questions regarding the payment, please contact us by return ?**
or
- **Thank you very much for doing business with us. We welcome the opportunity to serve you again in the future.**

<第5章 支払 ～ 代金支払の通知1>

Introduction

- We received your invoice no. 1234 of April 30.
- This email is to notify you that we have duly received your invoice no. 1234 of April 30.

Text

- Today we transferred the invoice amount from Tokyo Branch of ABC Bank to your account with Seattle Branch of XYZ Bank.
- We remitted the amount of \$10,000 on May 15 according to your payment instructions.

<第5章 支払 ～ 代金支払の通知2>

Conclusion

- Please confirm once the payment has been received.
or
- If you are unable to confirm the receipt of funds,
please contact us by return.

<第5章 支払 ～ 入金の確認1>

Introduction

- Thank you for your email informing us of the payment of invoice no. 1234.
- This email is to notify you that we have duly received the funds for the invoice no. 1234.

Text

- We have confirmed today that you have deposited \$10,000 in our account with AAA Bank.

<第5章 支払 ～ 入金の確認2>

Conclusion

- We greatly appreciate for your prompt payment.

Hoping to receive your next order in the near future.

<第5章 支払 ～ 代金の督促1>

Introduction

- This email is to notify you that we have been unable to confirm your payment even though the due date has passed.

Text

- According to the payment instructions, the remittance should be carried out to our designated account by June 30.
- Please note that the payment is more than 10 days late with regard to our invoice no. 1234.

<第5章 支払 ～ 代金の督促2>

Conclusion

- Please execute the payment of the outstanding balance of \$10,000 at your earliest convenience.
If there is any reason for the delay, please inform us of the reason.
- In the case that payment has already been made, please ignore this email.

<第5章 支払 ～ 支払猶予の申し出1>

Introduction

- **Please accept our apologies for being late in making the payment.**
- **Thank you for your email informing us of the late payment.**

<第5章 支払 ～ 支払猶予の申し出2>

Text

- Upon investigation, it has revealed that your invoice stopped with the person in charge of the accounting department. We would be grateful if you could allow us a grace period for the processing.
- We will make payment in a few days. It would be appreciated if you could agree us not to charge any penalty.
- We can make a partial payment of \$20,000 within one week. Would it be possible for you to wait three weeks for the remaining amount ?

<第5章 支払 ～ 支払猶予の申し出3>

Conclusion

- We are deeply sorry for our mistake it caused for the delay payment.
- We hope that no harm has been caused to our relationship as a result of this matter.
- We ask for your understanding with regard to our current situation.

<第5章 支払 ～ 支払猶予の応諾1>

Introduction

- Thank you for your email regarding your outstanding account.
- We have received your email requesting the postponing of payment.

Text

- Considering the current situation, there is no other way but to accept your request and postpone the due date.
- As you have already made a partial payment, we agree to postpone the due date for the remaining amount by three weeks.

<第5章 支払 ～ 支払猶予の応諾2>

Conclusion

- We hope that you will settle the account before the new due date.
- or
- We are confident that you will execute the payment by July 10.

<第5章 支払 ～ 支払猶予の拒絶1>

Introduction

- This email is to inform you the result of our consideration with regard to your request.
- We are replying to your request of delay payment.

Text

- Unfortunately, we are unable to meet your request on this occasion.
- We regret to inform you that it is difficult for us to postpone the payment.

<第5章 支払 ～ 支払猶予の拒絶2>

Conclusion

- We look forward to your cooperation in finding the resolution to the current situation.
- or
- We await your prompt reply.

<第6章 クレーム>

納期(クレーム送信)

→→→→→

納期(クレーム返信)

←←←←←

誤発送・不良品(クレーム送信)

→→→→→

誤発送・不良品(クレーム返信)

←←←←←

請求(クレーム送信)

→→→→→

請求(クレーム返信)

←←←←←



<第6章 クレーム ～ 納期1 >

Introduction

- We have not yet received the items no.1234 as of May 15.
- 3 days have already passed since the scheduled delivery date.

Text

- We will be in a difficult situation if these items do not arrive by this weekend.
- We will have no choice but to cancel the order if these items do not arrive by May 20.

<第6章 クレーム ～ 納期2 >

Conclusion

- Please confirm the shipment status and inform us immediately.
- or
- We request you to investigate and inform us of the result by return.

<第6章 クレーム ~ 納期(返信)1>

Introduction

- Thank you for your email informing us the status of the items no.1234.
- We appreciate you contacting us in regard to the delay caused in the items no.1234.

Text

- Upon investigation, it took some time to pass through the customs. You will be expected to receive these items within 2 days.
- It seems that we made a mistake in the delivery by 2 days. You should receive these items on May 17.

<第6章 クレーム ～ 納期(返信)2>

Conclusion

- **We apologize for the delay.**
- **or**
- **Please accept our apology for being late in informing you.**

<第6章 クレーム ~ 誤発送 >

Introduction

- We received the items no.1234 on May 15.

Text

- Please note that the items we received has a different number which we ordered.

Conclusion

- Please clarify and send us the correct items by the end of this week.

<第6章 クレーム ～ 不良品 >

Introduction

- I have an inquiry regarding the contents of the items no. 1234.

Text

- We feel that the quality of these items are much worse than we expected.

Conclusion

- Please investigate and inform us what we should do with these defective items.

<第6章 クレーム ～ 誤発送(返信) >

Introduction

- Please accept our regrets for causing you trouble with regard to the items no. 1234.

Text

- Currently we are now under investigation.
We will inform you as soon as we know.

Conclusion

- We would like to ask for your kind understanding.

<第6章 クレーム ~ 不良品(返信) >

Introduction

- We have received your inquiry regarding the quality of items no. 1234.

Text

- Please ship back the defective items so that we can investigate the issue.

Conclusion

- We apologize for causing you such trouble.
We will do our utmost to solve the issue.

<第6章 クレーム ～ 請求(金額相違)>

Introduction

- We would like to ask a question regarding the invoice of items no.1234.

Text

- According to the invoice, the unit price is stated as \$500.
However, we believe that \$450 should be the correct price.

Conclusion

- Kindly therefore, fix the mistake and reissue the invoice as soon as possible.

<第6章 クレーム ～ 請求(支払期限)>

Introduction

- Today we have received your second request for the payment.

Text

- However according to our payment records, we have already paid full amount on June 10.

Conclusion

- Please clarify and inform us by return.

<第6章 クレーム ～ 請求(金額相違)(返信) >

Introduction

- We apologize for the mistake in the invoice amount.

Text

- We will reissue the invoice and send you the correct one immediately.

Conclusion

- Hoping that this will not affect our business relationship from here on.

<第6章 クレーム ～ 請求(支払期限)(返信) >

Introduction

- We sincerely regret for causing you inconvenience with the invoice.

Text

- I have checked with our accounting section and have confirmed your payment in full.

Conclusion

- Hoping that this will not affect our business relationship from here on.

< 第7章 アポイントメント ～ 面談の依頼 >

Subject: Business Trip to London

- I am planning to visit London next month for attending the sales promotion meeting.
- In this connection, I would like to visit and discuss the future business opportunity with your company.
- Is it possible for me to meet with you either June 15 or 16 in the afternoon ?
- Please inform your availability by return.

< 第7章 アポイントメント ～ 面談の応諾 >

Subject: RE: Business Trip to London

- Thank you for contacting me about your visit here next month.
- We are also interested in expanding business with your company.
- I would like to meet with you on June 15 at 14:00 at our office if possible.
- If it is not convenient for you, please let me know by return.

< 第7章 アポイントメント ～ 面談の拒絶 >

Subject: RE: Business Trip to London

- Thank you for your email informing me of your visit to London.
- Unfortunately, my schedule is quite tight on both days.

- How about June 17 from 14:00 ?
I will be available during that afternoon.
or
- I hope that I will be able to meet you at the next opportunity.

< 第7章 アポイントメント ～ 面談の確認 >

Subject: RE: Business Trip to London

- This is to confirm our visit to your company on June 15.
- Meeting will be held at your office at 14:00.
- Our director, Satoshi Tanaka and I will attend the meeting from our side.
- Kindly confirm who will attend from your side other than yourself.

< 第7章 アポイントメント ～ 面談の変更 >

Subject: RE: Business Trip to London

- We have arranged the meeting on June 15 at 14:00 at your office.
- However, we regret to inform you that some urgent matter has come up on our side.
- Is it possible for you to alter the schedule to 16:00 on that day ?
- We apologize for our sudden change, but we ask for your kind consideration.

<第8章 通知 ~ 移転>

Subject: Office Relocation Notice

- This is to notify you that our office is scheduled to relocate on July 1, 2016 as follows.

AAA Co., Ltd. Tokyo Office

2-3, Ginza 1-Chome, Chuo-Ku, Tokyo 104-0001 Japan

Tel: +81-3-1234-5678

Fax: +81-3-1234-5688

My e-mail address and our website remain unchanged.

e-mail: noboru.sekino@aaa.co.jp

<http://www.aaa.co.jp>

- I look forward to seeing you in the new office.

<第8章 通知 ~ 連絡先の変更>

Subject: Notice of e-mail address change

- This is to notify you that my e-mail address will be changed effective from July 1, 2016 as follows.
new address: noboru.sekino@aaa.com
- It will no longer be possible to send e-mail to this address from July 1, 2016.
- I apologize for your inconvenience, but I ask for your kind cooperation.

<第8章 通知 ~ 不在通知>

Subject: Out of Office Notification

- I will be out of office from July 1 to July 21 due to the business trip to Europe.
- While I am away, my colleague Mr. Toru Takahashi will take care of your company on my behalf.
Please feel free to contact him at toru.takahashi@aaa.com
- I am sorry to cause you any trouble, but ask for your understanding.

<第8章 通知 ～ 異動の挨拶1>

Subject: Notice of Change

- This is to notify you that I will take a new assignment in New York as from coming June 1.
- Mr. Toru Takahashi will take all of my responsibilities as the General Manager of the Business Promotion Division.

<第8章 通知 ~ 異動の挨拶2>

Subject: Notice of Change

- I wish to take this opportunity to express my warm appreciation for the assistance and cooperation you have extended to me over the years, and I hope you will afford the same kindness to Mr. Takahashi.
- I would like to ask for your continued cooperation in the future.