基本的なビジネス英語の例

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| 依頼 ： RequestWill you send me a new brochure? |
| お断り ： refusal→お断りする場合は、必ず、理由と対処を書くことがビジネス文書の鉄則：We are sorry that we cannot send you a new brochure. Unfortunately, the new brochure you requested has been out of stock. We will send it to you at the end of the month. |
| 書き出し ： beginningThank you for e-mail of January 18.  |
| 締め：closing linesI look forward to hearing from you soon. Please let us know if you have any questions.  |
| 引合 ： inquiry購入を検討している製品がある場合の引合例：最初に、その旨を述べ、その製品をどのようにして知ったかを簡潔に説明し、続いて最も知りたいこと問い、最後に締める。We have a plan to purchase a new printing machine at the end of this year. We are very interested in your printing machine that you exhibited at the Osaka Trade Show on May 15, 2019.We would like to know the lead time for the machine. We are also very concerned about your service and support in Japan.We look forward to hearing from you soon. （“lead time” とは、「製品を発注してから、納入されるまでに要する時間」 のことです。） |
| 問い合わせ ： inquiry リストアップして問い合わせる：We would like to know about the following things:1 Terms of payment2 Trade terms3 Delivery time4 Warranty |
| 見積依頼 ： request for quotationThank you for your letter dated September 2, 2019, including your catalog and its price list.Please quote for the following items:　20 printers　80 toner cartridgesThe conditions are as follows:　Shipment: Ocean Vessel　Payment: L/C at sight |
| 変更依頼 ： request for revision 契約書の一部の変更依頼の例：We would like to ask you to revise two Articles in your Sales Agreement. They are as follows:1. Article 2. Payment of Purchase Price2. Article 10. WarrantyPlease review the attached file, Revised Articles 2 and 10.  |
| 注文 ： orderWe have seen your catalog, and would like to order the printer:

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| Description | Quantity | Unit price | Amount |
| Printing Machin | 5 sets | US$100 | US$500 |

Please ship via UPS to our headquarters by Wednesday, Juｌｙ 25, and charge to our account.  |
| 注文礼状 ： order acknowledgments 受注後、即座に、注文内容の確認と礼状を出す。Dear Sirs:Thank you for your order No.005 of November 5 for 2 sets of printer machine.Your order for the printers is being processed and will be ready for shipment on November 20. It will be delivered to your office by UPS, and the payment will be charged to your account.  |
| 発送通知 ： shipping notification注文の発送が完了した場合には、発送通知 （shipping notification） で知らせることが必須Dear Sirs:Thank you for your order No. 005.Your 2 sets of printer machine have been shipped by UPS and should arrive at your office within the week. The tracking number is 0101. |
| クレーム ： claim 不当な請求書を受け取った場合のクレームレターの例： We have just received the invoice No. 1010 on the printer machines that we ordered on May 1, 2019.The invoice includes the cost of shipment. According to your quotation No. 1010, the freight is your obligation. Could you please rewrite the invoice? |
| 苦情処理 ： adjustment letter クレームに対する回答例：書き出しで重要なことは、決して「your claim letter」 と書かないこと。Thank you for your letter of Wednesday,15 July 2019 regarding your order. Please accept our apologies for the damaged shipment. Today, we reshipped the printing machines that you ordered.  |
| 招待 ： invitation 招待状の必要項目：「what（何を）、when（いつ）、 where（どこで）、why（なぜ）、who（誰が）」新製品発表会の招待状の例：We will release a new machine in this summer. We will organize the demonstration of the machine at our shop, on Monday, February 10, 2019, 1:30～4:30 p.m. You are invited to this special event. Please let us know if you plan to attend.  |

参考サイト：<http://ken-int.com/business_english.html>