# CHAPTER 2　ビジネスEメールの文例と言い換え表現

## 3セールス

### 17自社ビジネスを紹介する（p. 77）

件名

Business Introduction

あいさつ・用件

Dear Mr. Bauer,

I would like to introduce our organization YY Technologies, which specializes in online content development.

本文・詳細

We have been specializing in this business for the last five years. Our client list includes reputed organizations in Japan like XX. We not only provide technical development, but also manage and develop online games. It would be a great honor to do business with you.

締め・ネクストステップ

I would be highly grateful if you consider us for content development for your organization. I am also attaching a Word file explaining our case studies and cost. If you have any questions or need further information, please do not hesitate to reply or call us at 888-888-8888.

Best regards,

Nancy Gordon

### 18初対面の人へのセールス1（p. 79）

件名

Jack, do you have 10 minutes this week?

あいさつ・用件

Hi Jack,

Jess reaching out from YYY company. I found your name through LinkedIn. I was looking at your profile and I am very impressed with your accomplishments.

本文・詳細

We help companies develop, manage and scale their content strategies. In the past year, we’ve worked with companies like ZZZ to help them win new business and awards and was thinking we might be able to help you as well.

締め・ネクストステップ

I don’t know if this is of interest to you, but if it is, I would love to schedule a brief 10-minute call to learn more about how we can meet your needs. I’m free all next week. I can also hook you up with a Bluetooth speaker leftover from an event.

Regards,

Jess Fukushima

### 19初対面の人へのセールス2（p. 81）

件名

Hope to meet you: Tim Matsui

あいさつ・用件

Dear Ms. Airi Yasuda,

Hi, I’m Tim Matsui, from GGG Company. I don’t think we’ve met yet, but we’re both members of Tokyo Marketing Club.

I’m contacting you because I might be able to help you reduce your CRM costs.

本文・詳細

Compared to the top five CRM software providers in the market, we are more than $300 cheaper per month, while still providing all the features smaller businesses need.

締め・ネクストステップ

Thanks in advance for considering this, and I hope to meet you in person at Tokyo Marketing Club soon.

Sincerely,

Tim Matsui

### 20オーダーの確認（p. 83）

件名

Confirmation of my Order

あいさつ・用件

Dear Sir/Madam,

This email is to confirm my internet order of 200 copies of CSR Success, catalogue #12345.

本文・詳細

Please ship 100 copies to the Arlington office and 100 to the Richmond office. We must have them for a project that begins August 1.

締め・ネクストステップ

I understand that the expediting fee to guarantee delivery by that date will be $20.00. Please notify me immediately if delivery cannot be made before August 1.

Sincerely,

Joe Okumura

### 21急ぎの発送依頼（p. 85）

件名

Urgent Delivery Request

あいさつ・用件

Dear Melissa Jones,

We requested you to deliver the material by the 15th of this month. Unexpectedly, the project that we are working with is proceeding very quickly.

本文・詳細

As such, I would like you to deliver the requested material as early as possible. We assure you that you will be paid the additional fee for urgent delivery.

締め・ネクストステップ

Please kindly reply and confirm if you can do this for me and save me from the worst consequences. Thank you so much for your consideration.

Sincerely,

Anna Li

### 22新規案件成約の感謝（p. 87）

件名

Thank you for your business

あいさつ・用件

Dear Mr. Johnson,

Thank you for selecting TTT Company to manage your digital marketing this year. Our firm has provided digital marketing services for over ten years and has built a reputation of integrity and efficiency.

本文・詳細

Our digital marketers have many years of experience and stay current with all new trends. We are dedicated to providing you with the most thorough and up-to-date service possible.

締め・ネクストステップ

We hope that you will feel comfortable turning to us for any of your digital marketing needs now and in the future.

Please feel free to contact me if you need further information.

Best regards,

Yasu Yamanaka

### 23購入後の感謝（p. 89）

件名

Thank you for your recent order

あいさつ・用件

Dear Ms. Elly Ashley,

I just wanted to send you a note of thanks for your recent order. In our industry, it’s obvious that there’s a lot of competition. It’s loyal customers like you that keep us at the top of the industry.

本文・詳細

Please take a look at the attached brochure that describes our company and terms of sale. Our sales manager, Rina Hiyoshi, will call you next week to set up an appointment. At that time, she can explain our products more fully and answer any questions you might have.

締め・ネクストステップ

Thank you for your ongoing support.

Sincerely,

Junko Nomura

### 24キャンセルする（p. 91）

件名

Cancellation of order number 88888

あいさつ・用件

Dear Sir/Madam,

This letter is to formally inform you that I am cancelling order number 88888 and request a full refund.

本文・詳細

The amount of the order is $148. I placed the order on August 13. Attached is a copy of the invoice.

締め・ネクストステップ

Thank you for your attention to this matter. I expect written confirmation of this cancellation from you and to see a full refund within 10 working days. If you have any questions, I can be reached at info@cmlanguage.com or at 555-555-5555.

Sincerely,

Rina Tsukahara

### 25長期顧客への期間限定オファー（p. 93）

件名

New Offer on Office Appliances

あいさつ・用件

Dear Mr. Ota,

As your business associate, it is our great pleasure to inform you about the new offer we are giving on office appliances.

本文・詳細

As our customer of many years, you can benefit from this offer at a special discount of 20%. This offer is only valid for special customers like you.

It gives us great pleasure to inform you that this latest series has been designed by our team keeping in mind business efficiency, comfort, and style.

締め・ネクストステップ

We request you to kindly order at the earliest, so that you can take advantage of the wonderful discount and also get an additional special gift from us.

Sincerely,

Michelle Wong

Senior Manager

Best Office Company

### 26ビジネスフォローアップ（p. 95）

件名

Follow up of business proposal

あいさつ・用件

Dear Mr. Gillet,

This email is in regard to the business meeting that we had at your office on June 7, 2019.

本文・詳細

We had a meeting with you regarding providing customer service software to your organization. We, YYY Software Corporation, specialize in providing customer service tools. In regard to that, we had discussed our quotation and the requirements of your organization. You had said that you would take a decision shortly. So we would like to know whether you have taken any decision.

締め・ネクストステップ

It would be great if you could inform us about the decision. In case you need any more information from our end, please let us know.

Sincerely,

Keisuke Harada

Customer Marketing Manager

YYY Software Corporation

### 27音沙汰のないときのフォローアップ（p. 97）

件名

Request for a brochure: Dan Sugiyama

あいさつ・用件

Hi Simon,

Several weeks ago I requested a brochure for your online security systems, but have not received a reply.

本文・詳細

I have heard a lot of positive feedback about your new system, and am eager to determine whether it would be appropriate for our needs.

締め・ネクストステップ

I would like to study your brochure first, and then arrange a demonstration.

I’m looking forward to hearing from you. Thank you!

Best regards,

Dan Sugiyama

### 28関係を作るためのメール（p. 99）

件名

Congratulations! From Jess Mitani

あいさつ・用件

Hi Julia,

Congratulations on your new role as EVP Marketing. Based on your LinkedIn profile, it looks like you’ve done an amazing job developing your career at TTT.

本文・詳細

If there are ways I can help you get your message out to my network of brand marketers, please connect me with the right people. I’m a fan and I want to help.

締め・ネクストステップ

Do you have a PR or content person on your team?

Regards,

Jess Mitani

### 29前日会った人へのフォローアップ（p. 101）

件名

Great talking with you

あいさつ・用件

Hi Melody,

It was a pleasure meeting you last night at the marketing networking event.

本文・詳細

I just wanted to send a quick email and LinkedIn invite to keep in touch.

締め・ネクストステップ

Oh, and that website I mentioned that might be useful to you is https://www.cmlanguage.com. Hope that helps. See you at the next event!

Kind regards,

Rina Hiyoshi

ABC Consulting

### 30値上げの連絡（p. 103）

件名

Adjusting Pricing on September 1

あいさつ・用件

Dear Katherine,

I’m writing to let you know that as of September 1, 2019 our monthly rates will be increasing from $28 to $35.

本文・詳細

However, to thank you for your longstanding relationship with us, your firm will be grandfathered in and will be able to keep the current rate until February 1, 2020—that’s an extra five months before the rate increase kicks in.

締め・ネクストステップ

Thanks for helping make us a success, and we look forward to continuing to work with you.

Sincerely,

Nick Watanabe

### 31新担当者の連絡（p. 105）

件名

Introducing your new point of contact: Yoko Kawashita

あいさつ・用件

Dear Ms. Sullivan,

I wanted to reach out to introduce Yoko Kawashita as your new point of contact as of January 15, and have copied her on this email for your reference.

本文・詳細

Yoko has been with ABC Consulting for seven years and has successfully managed her tasks in our sales department. We are all confident about Yoko’s enthusiasm and professionalism.

締め・ネクストステップ

Yoko will be reaching out to schedule a follow-up conversation and to get to know you better, however, if you have any questions or concerns related to this change ahead of that time, please don’t hesitate to ask. She can be reached at 555-555-5555.

I trust that I am leaving you in good hands and wish you continued success.

Best regards,

Hiromi Sasaki

## 3 入れ替え表現

### 自社ビジネスを紹介する（p. 106）

あいさつ・用件

I’m Nancy Gordon and I lead the business development efforts at YY Technologies. We have recently launched a new solution for online content development.

本文・詳細

I’d like to speak to someone from your company who is responsible for online content management.

締め・ネクストステップ

I’d love to set up a time to walk you through a personalized demo. Will you have some free time next week to connect?

Are you free for a call tomorrow at 9 am or 4 pm to discuss this further?

### 初対面の人へのセールス1（p. 107）

あいさつ・用件

Are you interested in saving your company an extra 4,200 hours of work a month?

本文・詳細

Check out some of our case studies to see for yourself.

I’ve also included a couple of links that provide more information about our service.

締め・ネクストステップ

I’d love to schedule a time to chat and show you how we can better your company.

If this isn’t something that you are currently addressing, or you don’t believe we are a fit right now, I understand.

If this sounds like something that will make your life a whole lot better, let’s chat for 15 minutes this week. How does your calendar look this week?

### 初対面の人へのセールス2（p. 108）

あいさつ・用件

As the Head of Sales, I thought you might find these statistics interesting.

本文・詳細

I would love to connect with your Customer Support Manager to understand your current support processes and suggest how we can add value to your company.

締め・ネクストステップ

I would appreciate the opportunity to meet you over coffee as I believe I could be of value to your business and would love to work with you.

Are you available for a 15-minute meeting on Friday?

### オーダーの確認（p. 109）

あいさつ・用件

This email is meant to serve as confirmation of the order I placed on the phone yesterday.

本文・詳細

I would like to reconfirm. I requested five boxes of name cards, code number 1234. The order is to be delivered to 1-1-1 Minami Aoyama, Tokyo.

締め・ネクストステップ

It is my understanding that the delivery will take 3–4 days and that I will have to complete the payment upon receipt of the items. Thank you.

We would prefer an earlier delivery so please let us know if the items become available for earlier shipment.

### 急ぎの発送依頼（p. 110）

あいさつ・用件

Your immediate attention, please!

本文・詳細

I am hoping that you can send us the items I have listed in the document attached by the end of this week.

締め・ネクストステップ

We sincerely appreciate your rapid response.

Please give me a call at 123-4567 if you can accommodate this urgent request. Thank you.

### 新規案件成約の感謝（p. 111）

あいさつ・用件

Thank you for giving us the opportunity to serve you.

We appreciate your business and the confidence you have placed in us.

Just a short note to express our gratitude for your business.

本文・詳細

We are dedicated to providing you with the most thorough and up-to-date service possible. I am here to make sure that we are meeting your needs.

締め・ネクストステップ

Thank you for having faith in our organization. I look forward to a mutually beneficial association.

Please call me if there is ever any question about something we have done or something we can do for you.

### 購入後の感謝（p. 112）

あいさつ・用件

I just wanted to send you a note of thanks for your recent order.

Thank you for shopping with us. It really means a lot that you decided to support us.

本文・詳細

I’d love to hear your feedback.

Product ABC is one of my personal favorites. I think you’ll love it and I’d love to hear what you yourself think about it.

締め・ネクストステップ

We look forward to an ongoing relationship.

Thank you once again, I’m just an email away whenever you need me!

### キャンセルする（p. 113）

あいさつ・用件

Please cancel the order as my colleague has already purchased them from your company, and I was unaware of it until very recently.

本文・詳細

I am writing to inform you that I would like to cancel the order for 10 boxes of printer paper which was placed earlier this week. The order number is 1234.

締め・ネクストステップ

Please send the refund amount to the bank account mentioned below.

I am incredibly sorry for all the trouble and inconvenience caused.

### 長期顧客への期間限定オファー（p. 114）

あいさつ・用件

Thank you for being a loyal client for more than three years!

本文・詳細

To show our appreciation, we are pleased to inform you about our special promotion offered from September 29 to October 29.

This offer is only valid for special customers and is not across the board.

As one of our valued clients, you will automatically have a discount of 20% on orders that totals $200 and above.

If you can make your purchases by September 17, you will get a 20% discount on your order.

締め・ネクストステップ

Once again, thank you for being an excellent client. We hope to hear from you soon.

### ビジネスフォローアップ（p. 115）

あいさつ・用件

It has been two weeks since we last met. I hope that you did receive my written proposal that I sent off after our meeting.

本文・詳細

As mentioned, I’ve attached more information about our resources and how we can help you boost user satisfaction.

Have you given any additional thought to my proposal?

締め・ネクストステップ

Please do not hesitate to voice any questions or concerns.

Would you be able to schedule a call sometime this week to discuss more?

I can also introduce you to a few of our customers that were experiencing the same business challenges.

### 音沙汰のないときのフォローアップ（p. 116）

あいさつ・用件

I have tried to get in touch with you to see if there is a mutual fit between our company’s expertise and your business goals.

本文・詳細

If you are not interested or there is another person you would like me to follow up with, please let me know.

締め・ネクストステップ

I would be very pleased to receive confirmation when you have read my email. You may reach me at 555-5555.

Please can you return all feedback on the initial proposal by next Tuesday?

### 関係を作るためのメール（p. 117）

あいさつ・用件

Are you looking for a way to generate more business through your website?

After coming across your name on LinkedIn, I sent you a connection request. If you get the chance, I would be honored if you would accept.

本文・詳細

If you have a few moments, I would love to stop by and drop off some information regarding our products and services.

締め・ネクストステップ

Thank you for taking the time to read my email. I hope we cross paths in the future!

### 前日会った人へのフォローアップ（p. 118）

あいさつ・用件

It was really nice meeting you at the Crown Marketing Conference on the 11th.

I had a great time chatting with you about recent marketing trends.

本文・詳細

I noticed on your LinkedIn that you’re working on a book about digital marketing—that’s a project I’m currently heading up at my company.

締め・ネクストステップ

If you’ve got time, I’d love to meet for coffee and hear more in person.

I’m excited to find a way to work together.

### 値上げの連絡（p. 119）

あいさつ・用件

We are pleased to have been in business with you for the past five years.

本文・詳細

In order to continue providing exceptional service, we’ll be increasing the rates on all our products effective July 1.

With effect from May 5, we shall have to increase prices by 10% on all our products.

締め・ネクストステップ

We look forward to your cooperation in the process and hope to continue being in business with you in more years to come.

If you have any questions about the price increase or our new products, please don’t hesitate to let me know.

### 新担当者の連絡（p. 120）

あいさつ・用件

We are pleased to introduce you to Yoko Kawashita, your new account representative.

Because I want this transition to be seamless for you, I would personally appreciate introducing Yoko to you.

本文・詳細

Yoko is a fine person and a real professional.

Yoko has had ten years of experience in our industry.

締め・ネクストステップ

I will call to arrange a convenient appointment.

She will be happy to answer any questions you might have.