# CHAPTER 2　ビジネスEメールの文例と言い換え表現

## 4感謝・苦情・謝る

### 32協力会社への感謝（p. 123）

件名

Thank you for your cooperation

あいさつ・用件

Dear Ms. Ohno,

On behalf of everyone at YYY Software, we would like to thank you for the joint venture, and being our business partner to supply our products worldwide. According to the progress report, which is attached, we have made good profits last year.

本文・詳細

We are very satisfied with your cooperation and your backend support. This business opportunity has proven very fruitful for both companies in terms of business expansion. We are seeking to have many more success stories with your organization.

締め・ネクストステップ

Once again, thank you so much for this beneficial joint venture.

Sincerely yours,

Kris Johnson

### 33リーダーシップに対する感謝（p. 125）

件名

Thank you for your leadership

あいさつ・用件

Hi Sarah,

Thank you for your outstanding job leading the brochure redesign project.

本文・詳細

The project serves as an example for the company about how a project team can set goals, and accomplish its stated goals and mission within the projected time frame.

In your email today, you recognized each member of your team in a thoughtful, deserving way. I am certain that your team members feel rewarded and recognized.

締め・ネクストステップ

Again, I am so happy with the contribution that you have made to our organization through your leadership of the project.

Thank you,

Airi Sato

### 34休み中にサポートしてくれた同僚への感謝（p. 127）

件名

Thank you for helping

あいさつ・用件

Hi Alex,

Many thanks for covering my workload last week. I know that it has meant doing double what you would normally do.

本文・詳細

I really appreciate you handling my work and satisfying each of my client’s request during my absence.

締め・ネクストステップ

I acknowledge the extraordinary efforts you made and they will not be forgotten. I hope to be in a position to reciprocate whenever you need me.

Thanks again.

Best regards,

Hiro Hayashi

### 35従業員への年末の挨拶（p. 129）

件名

Holiday Greetings

あいさつ・用件

Dear Everyone,

Holiday Greetings from ABC Consulting Global Headquarters!

本文・詳細

At this special time of year, we want to express our gratitude for your dedication to our company. Thank you for the great business we did together this year. Now’s the time for us both to relax and celebrate.

締め・ネクストステップ

We are happy to announce that a holiday bonus will be included in each paycheck this month. We couldn’t have had such a successful year without you. Thanks for your hard work and may your holiday season be filled with happiness and fond memories.

Sincerely,

Joe Yamamoto

### 36業務遅延の苦情（p. 131）

件名

Complaint regarding the progress

あいさつ・用件

Dear Mr. Andy Davis,

Our colleague, Johan Smith recommended your company as one that would do a good job of building a website. However, we have seen virtually no progress on the project during recent weeks. Our new product launch is scheduled in two weeks.

本文・詳細

With our advance payment, you agreed to have the work completed one week prior to the launch (contract copy attached). I question whether you will be able to meet the terms of the contract, and am very concerned about being ready before the launch.

締め・ネクストステップ

Please call me, and follow up in writing, about how you intend to complete the work on time. If it appears that you will default on this contract, we will take immediate measures to protect ourselves.

Sincerely,

Joe Yamamoto

### 37返金遅延の苦情（p. 133）

件名

Refund not arrived

あいさつ・用件

Dear Mr. Eric Pastor,

I have not yet received the refund of $299.99 you promised to send me two weeks ago for the broken PC monitor.

本文・詳細

I need the refund immediately so I can purchase another PC monitor.

締め・ネクストステップ

To refresh your memory of the details of my case, I have attached my sales receipt and the warranty card. I look forward to receiving the check soon. I need the money by Monday, September 13.

Sincerely,

Joe Yamamoto

### 38得意先にクレームを入れる（p. 135）

件名

Discuss the project

あいさつ・用件

Dear Mr. Schwarz,

I heard from our analyst Anna that we got an angry phone call from you the other day.

本文・詳細

Let’s schedule a phone call to talk about workflow. It seems as though you are requesting rounds of revisions that aren’t in the contract and that our team isn’t authorized to spend the hours on. If this is the case, we may unfortunately have to remove ourselves from your projects.

締め・ネクストステップ

Is this afternoon good? I’m available after 2 pm.

Sincerely,

Joe Yamamoto

### 39苦情を上司に伝える（p. 137）

件名

Reporting a Problem

あいさつ・用件

Dear Joe,

I’m writing this letter to report a problem I’m having with our colleague, Sam Mondesi. Despite repeated attempts to address the problem, Sam refuses to listen or consider my feelings.

本文・詳細

On Monday of this week, I repeatedly confronted Sam about her loud talking and noisy laughing, which disrupted my phone conversations with three major clients. I spoke to Sam about it, but instead of apologizing, she said I should lighten up.

締め・ネクストステップ

I am concerned that her actions are damaging our workplace and hurting the reputation of the company. I would appreciate it if you could explain to her why this behavior needs to stop.

Best regards,

Anna Li

### 40ファイル誤送信を上司に謝る（p. 139）

件名

My Apologies

あいさつ・用件

Dear Michelle,

I want to apologize for sending the wrong files to XYZ Company. My careless mistake hurt our client relationship, and almost lost our key client.

本文・詳細

I am taking steps to make sure I do not make this kind of error again. I have developed a process that will make it impossible for me to confuse one file for another.

締め・ネクストステップ

I am very sorry again. Feel free to contact me if you would like to discuss this matter further.

Sincerely,

Mark Williamson

### 41提出の遅れを謝る（p. 141）

件名

Research by June 20

あいさつ・用件

Hello Carol,

I am truly sorry about not finishing the research by the deadline. I was really feeling unwell. I had high fever, and I went to the hospital.

本文・詳細

I know you are eager to have the entire report completed by July 1, so I am working nights to have this to you by June 20. You can count on it being sent on or before that date. I will do everything I can to make this project a success.

締め・ネクストステップ

I realize that this delay affects your schedule, and apologize for any inconvenience this may cause you. Thank you for your understanding.

Best regards,

Hiroshi Honda

## 4 入れ替え表現

### 協力会社への感謝（p. 142）

あいさつ・用件

I would like to sincerely express my gratitude for accepting the partnership with our organization.

I would like to sincerely thank you for joining hands with YYY Software.

本文・詳細

Due to your hard work and efforts, we have been able to reach our customers in leading European nations.

We are proud to be associated with you and we are certain that our partnership will be equally successful.

締め・ネクストステップ

You have our sincere appreciation and we hope to continue working with you in the future.

We hope to continue our valuable business partnership with you, and look forward to your support and cooperation for our continued success.

### リーダーシップに対する感謝（p. 143）

あいさつ・用件

On behalf of the ABC Consulting management, I would like to extend our appreciation for the amazing work done by you on data collection and analysis.

本文・詳細

The management team at ABC Consulting knows the amount of effort that you put into your job and we want to assure you that your efforts are significantly appreciated.

I am grateful and appreciate your willingness to go the extra mile.

締め・ネクストステップ

Once again, thank you so much! We are lucky to have you on our team.

I want you to know that we really appreciate your efforts on our behalf.

### 休み中にサポートしてくれた同僚への感謝（p. 144）

あいさつ・用件

I just wanted you to know how much I appreciate the extra effort you made to cover for me during my period of absence.

本文・詳細

When I returned to work, I was greatly relieved to discover that each of my clients had received adequate attention, thanks to you.

I know how hard you usually work, and I am well aware of the additional demands which my workload placed on you.

締め・ネクストステップ

Your effort on my behalf will serve as a good example for me to follow if you or another member of our team is out. Thanks again!

Whenever you need time off, please let me know and I will gladly cover your workload for you.

### 従業員への年末の挨拶（p. 145）

あいさつ・用件

Sending you and your loved ones our sincerest wishes for a blessed holiday season. Thank you for all of your hard work.

本文・詳細

We’ve enjoyed growing as a company and watching you grow in your experiences working with us.

Our company couldn’t be more thankful for the many efforts and tireless hours you’ve given to our organization. Thank you for everything you’ve done to make this a successful year.

Your hard work and dedication are appreciated. Thank you so much for everything you do to make us so successful.

締め・ネクストステップ

Thank you for making this past year the best ever.

Wishing you and your family a happy and healthy holiday season!

### 業務遅延の苦情（p. 146）

あいさつ・用件

It has been a couple of weeks, but we do not see any progress in our project.

We had an agreement that the work will be completed a week before the conference on April 19, 2019.

本文・詳細

We request a reply on the detailed progress of the project.

Please provide a written assurance that you will be sending us updated reports with the required quality by December 15, 2019 or before.

締め・ネクストステップ

As per the policy and as agreed by both the parties, we would have to take action if the project is not completed as stated in the contract.

Any failure on your part to do this will lead to the cancellation of your contract with our company.

### 返金遅延の苦情（p. 147）

あいさつ・用件

This is to bring to your kind attention that we have recently cancelled our order regarding the purchase of a PC monitor from your store.

本文・詳細

I would appreciate it if you could do the necessary at the earliest as it has been more than one month that we have not received our payment back.

I would be grateful if you could look into the matter as to why this delay has happened and provide our refund at the earliest.

締め・ネクストステップ

Your promptness in this regard will be highly appreciated.

Your early action will be highly appreciated.

### 得意先にクレームを入れる（p. 148）

あいさつ・用件

Recently I’ve been noticing some problems with our working relationship.

It’s important to us to make sure our projects are being executed as per our agreements, and also that our employees are able to work in a cordial and positive environment.

本文・詳細

Could you share a bit more information with me so that we can get to the bottom of this?

What would you like us to do to rectify the situation?

Unfortunately, we do not believe that our two companies should continue working together.

締め・ネクストステップ

Please let me know if you have any questions.

### 苦情を上司に伝える（p. 149）

あいさつ・用件

I would like to inform you that I am making a complaint against Michelle.

本文・詳細

I wanted to inform you that his behavior has not changed despite your counseling.

締め・ネクストステップ

I hope that you will take the necessary actions against the offenses that I have mentioned.

I would like to resolve this issue as soon as possible and request you to understand my situation to take appropriate action.

### ファイル誤送信を上司に謝る（p. 150）

あいさつ・用件

Please accept my most sincere apologies for sending the wrong email to a client.

本文・詳細

I was least expecting such an awkward situation which was a result of the high chaos in my working schedule.

I am currently developing strategies to ensure that I never make that kind of sloppy error again.

締め・ネクストステップ

Please forgive me and I assure you that I won’t repeat such an error again.

From now onwards, I promise I will be more careful.

My sincere apologies once again.

### 提出の遅れを謝る（p. 151）

あいさつ・用件

I am truly sorry and very embarrassed about not finishing the report by the deadline.

I apologize for not getting the document to you on time.

本文・詳細

Unfortunately, we needed some changes in the design, and they will take several more days to complete.

I should have all the materials ready by Tuesday of next week.

締め・ネクストステップ

I appreciate the opportunity to work on it, and I thank you for your patience and understanding.