

即學即用 英文商業書信

香港商貿出版社
世界圖書出版公司

即学即用英文商业书信

香港商贸出版社出版
世界图书出版公司重印

即学即用英文商业书信

作者: 陈富强

香港商贸出版社出版

世界图书出版公司重印

(北京朝阳门内大街 137 号)

新燕印刷厂印刷

新华书店北京发行所发行 各地新华书店经售

1991 年 6 月第一版 开本: 787×1092 1/32

1991 年 6 月第一次印刷 印张: 7.5

印数: 0.001—5.500 册 字数: 18 万字

ISBN 7-5062-0909-8 / F · 25

定价: 4.00 元

本书经商贸出版特准世界图书出版公司重印

限国内发行

出版說明

書寫商業上的往來信件，均有其一定的格式和規律，雖然因行業的不同，業務範圍的不同，情況總會有所分別，但是規律依然存在，格式還是一樣，必須遵守，否則不但貽笑大方，更可能直接帶來業務上的損失。

本書內容所述，提供了示範作用，堪稱全面而且實用，足夠從事商業人員一般參考用途。

商業書信的重點在於扼要簡明，措詞得體，更不要太長，因為商業往來中時間就是金錢，寫信給對方時寫得太長，則浪費了自己的時間，對方收到信後閱讀，太長則浪費了對方的時間，這就更給人一個不好的印象。當然，該長的還是要長，總之不要囉嗦。

謹祝讀者能發現本書富參考價值，有助日常業務。

編者識

CONTENTS

目 錄

SECTION ONE

LETTERS OF QUOTATIONS, ORDERS, INSURANCE,
TRANSPORTATION AND OTHERS FOR TRADER'S
DAILY PURPOSES

第一則：

報價、定貨、保險、運輸等常用往來書信

- | | |
|---|---|
| 1. ACKNOWLEDGING RECEIPT OF ORDER AND
OFFERING ALTERNATIVE GOODS | 2 |
| 確認收到定單並提出供應代替品 | 3 |
| 2. ASKING FOR SPECIAL RATES | 4 |
| 要求運費報價特優 | 5 |
| 3. ASKING FOR QUOTATION (1) | 6 |
| 要求報價（一） | 7 |

4.	ASKING FOR QUOTATION (2)	8
	要求報價 (二)	9
5.	ENCLOSING ORDER	10
	附上定單	11
6.	ACKNOWLEDGING REQUEST FOR QUOTATION	12
	確認收到要求報價函	13
7.	GRANTING SPECIAL TERMS TO RETAILER	14
	給零售商以特殊條件	15
8.	ANSWERING COMPLAINT ABOUT GOODS	16
	覆關於貨物被投訴	17
9.	ACKNOWLEDGING RECEIPT OF ORDER	18
	確認收到定單	19
10.	REFUSING CREDIT	20
	不接受信用往來	21
11.	COMPLAINING OF DELAY IN DELIVERY	22
	投訴拖延交貨	23
12.	ANSWERING COMPLAINT OF DELAY (1)	24
	覆信說明延遲付貨原因 (一)	25

13.	ANSWERING COMPLAINT OF DELAY (2)	26
	覆信說明延遲付貨原因(二)	27
14.	COMPLAINING OF QUALITY OF GOODS RECEIVED	28
	投訴所收貨物品質	29
15.	ANSWERING COMPLAINT OF QUALITY	30
	覆質量投訴	31
16.	NOTIFYING DAMAGED AUTO SPARES	32
	通知汽車零件受損	33
17.	ANSWERING COMPLAINT, AND REFUSING TO ACCEPT RETURNED GOODS	34
	覆投訴並拒絕退貨	35
18.	REGARDING MISSING GOODS	36
	關於遺失貨物	37
19.	CLAIMING FOR DAMAGED GOODS	38
	要求賠償貨物損壞	39
20.	ANSWERING COMPLAINT OF CHARGES	40
	覆信說明取費的原因	41

21.	COMPLAINING OF CUT-PRICE SELLING	42
	投訴削減出售	43
22.	TO WHOLESALERS, OPENING AN ACCOUNT	44
	關於開立往來帳戶	45
23.	OPENING A NEW ACCOUNT	46
	開立新帳戶	47
24.	ASKING FOR REFERENCES BEFORE OPENING A NEW ACCOUNT	48
	開立新帳戶前要求信用證明	49
25.	MAKING INQUIRIES ABOUT CUSTOMER WHO WISHES TO OPEN ACCOUNT	50
	諮詢擬建立信用往來帳的客戶	51
26.	REPLY WITH ADVICE	52
	為提供意見覆前信	53
27.	ADVISING SHIPPING AGENT OF DISPATCH OF GOODS	54
	通知船務公司托運貨物	55
28.	INSURING GOODS SHIPPED	56
	保險船運貨物	57

SECTION TWO

LETTERS IN REFERENCE TO ACCOUNTS

第二則： 有關客戶帳項事宜

1. REQUESTING PAYMENT OF ACCOUNT	60
要求支付帳款	61
2. REPEATING REQUEST FOR PAYMENT OF ACCOUNT . . .	62
再次追索帳款	63
3. SENDING CHEQUE IN SETTLEMENT OF ACCOUNT	64
送上支票償還帳款	65
4. ASKING FOR PAYMENT	66
要求付款	67
5. SENDING CHEQUE IN PARTIAL SETTLEMENT OF ACCOUNT	68
送上支票償還部份帳款	69
6. SENDING BILL IN SETTLEMENT OF ACCOUNT	70
送上票據以清帳款	71
7. REQUESTING ACCEPTANCE OF BILL	72
要求承兌票據	73

8.	REQUESTING PAYMENT BEFORE DELIVERY OF GOODS	74
	要求在交貨前付款	75
9.	REQUESTING PAYMENT ON ACCOUNT OF WORK DONE	76
	請求先付加工款項	77
10.	DISPUTING AN ACCOUNT	78
	有爭議的帳項	79
11.	ACKNOWLEDGING RECEIPT OF CHEQUE	80
	收到支票	81
12.	REQUESTING PAYMENT TO REDUCE DEBIT	82
	請求支付以減少債務	83
13.	DISALLOWING DISCOUNT	84
	不承認折扣	85
14.	REQUESTING PAYMENT TO AVOID BANKRUPTCY	86
	請求支付以免破產	87
15.	REQUESTING PAYMENT NOT DUE	88
	請求支付未到期帳款	89

16.	REQUESTING PAYMENT OF ACCOUNT AND THREATENING WITH LEGAL PROCEEDINGS	90
	催索帳款並警告以法律訴訟	91
17.	ASKING FOR GRACE OF TIME IN SETTTLING ACCOUNT .	92
	要求延期償還帳款	93
18.	PROMISING PAYMENT AND DEPRECIATING LEGAL PROCEEDINGS	94
	允予支付並請求免於法律起訴	95

SECTION THREE

TO SOLICITORS AND BANKERS

第三則： 給律師及銀行的信件

1. INSTRUCTING A SOLICITOR TO PREPARE A POWER OF ATTORNEY	98
通知律師備辦委託書	99
2. TO A SOLICITOR, GIVING NOTICE TO PAY OFF MORTGAGE	100
致律師通知還清抵押	101
3. TO A SOLICITOR ACCEPTING SERVICE OF WRIT	102
致律師通知受理訴訟	103
4. LETTER OF CERTIFICATION	104
證明信	105
5. ADVISING OF LETTER OF CERTIFICATION	106
通知證明信	107
6. INSTRUCTING BANK TO HONOUR SIGNATURE	108
通知銀行承認簽字	109

7.	PAYING IN CHEQUE FOR THIRD PARTY	110
	用支票支付第三者	111
8.	OPENING A SECOND ACCOUNT	112
	開立第二個帳戶	113
9.	ASKING FOR OVERDRAFT	114
	要求透支	115
10.	STOPPING PAYMENT OF CHEQUE	116
	通知停止兌現支票	117

SECTION FOUR

LETTERS BETWEEN EMPLOYERS AND EMPLOYEES

第四則： 賓主之間

1. APPLYING FOR SICK LEAVE	120
告知因病請假	121
2. RESIGNATION LETTER	122
辭職信	123
3. APPLYING FOR CASUAL LEAVE	124
請事假	125
4. ASKING FOR EXTENSION OF HOLIDAY	126
請求延長假期	127
5. DISMISSING AN EMPLOYEE	128
解僱職員	129
6. ASKING A MANAGER TO RESIGN	130
要求某經理解職	131

7.	REPROVING AN EMPLOYEE	132
	譴責僱員	133
8.	APOLOGISING TO EMPLOYER FOR MISCONDUCT	134
	為不守規則向僱主道歉	135
9.	ENGAGING A STAFF	136
	聘請職員	137
10.	ASKING FOR REFERENCE	138
	請求發給證明	139
11.	TAKING UP A REFERENCE	140
	查詢某人情況	141
12.	GIVING FAVOURABLE REFERENCE	142
	給予良好之證明	143
13.	REFUSING REFERENCE	144
	拒寫證明書	145
14.	THANKING EMPLOYERS FOR BENEFIT	146
	感謝加薪	147

15.	REPORT AND ENCLOSING ORDERS FROM A SALES REPRESENTATIVE	148
	營業代表之報告及定單	149
16.	FROM A SALES MANAGER MAKING SUGGESTIONS FOR INCREASING BUSINESS	150
	銷售經理建議擴大經營	151
17.	FROM A SALES ENGINEER, SUGGESTING SPECIAL TERES	152
	推銷工程師建議特別條件	153
18.	TO A SALES MANAGER, COMPLAINING OF BUSINESS PERFORMANCE	154
	埋怨銷售經理的業務表現	155
19.	REPLY TO THE QUERY AGAINST THE PERFORMANCE OF A SALES MANAGER	156
	覆信關於業務表現不佳	157
20.	ADVISING OF A CALL BY ITS REPRESENTATIVE	159
	通知由其代理人到訪	159
21.	FROM A SALES REPRESENTATIVE, ADVISING OF A CALL	160
	營業代表通知到訪	161

SECTION FIVE

GENERAL NOTICE

第五則：一般通告

1. ON OPENING NEW SUPERMARKET	164
超級市場開張	165
2. ON EXTENSION OF BUSINESS	166
擴充營業	167
3. ON TAKING OVER A BUSINESS	168
接管業務	169
4. NOTIFYING CHANGE OF AGENT	170
通告更換代理人	171
5. ANNOUNCING CHANGE OF MANAGER	172
通告更換經理	173
6. ENCLOSING NEW PRICE LIST	174
附上新價目表	175