

从面试通知、感谢信，到客服回函、商务宴请函，
1001封英文商务信函供你参考！

1001 Business Letters for All Occasions: From Interoffice Memos and
Employee Evaluations to Company Policies and Business Invitations

英文商务信函 写作大全



[美] 科里·桑德勒 (Corey Sandler) 著
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前言

亲爱的读者：

感谢购买本书。非常高兴为你服务，希望本书能在以后对你有所帮助。

本书提供了 1001 封商务书信及电子邮件，你可以将它们作为范例模板，在写信时套用或部分套用。

也许有些读者读过我们写的另一本书——《英文书信写作大全》。那本书专注于私人书信，如写给朋友或写给雇主、学校、政府等的浅显易懂的信的写作，而这本则专注于商务信函。

这是什么意思呢？私人书信主要用于家人或朋友之间联络情感、传递信息、处理事务等。你可以把信写得像聊天一样，即便非常不正式也没关系，甚至可以漫无目的地写、仅仅打个招呼就行。然而，商务信函则是用来传达特定目的的：或销售产品，或采购货物，或申请工作、传达公司政策、解决社区需求，等等。

当你开始写商务信函时，你应当开门见山、直奔主题：我为什么要写；我的具体要求或我所能做的是是什么；而这是我希望你去办的。但这并不是让你写得像出自律师之手或和政府公文一样。商务信函应当做到简洁明了、易于理解。在大多数情况下，礼貌友善的沟通是不会有错的。

一般来说，最佳的写信方法是，设想你就坐在他或她的桌子对面，这时你会怎么说。当你试图和某人直接交流时，你可以称自己是“I”，称对方是“you”，这样既轻松，也很自然。如果你代表了公司或组织承诺某项制度或提供什么东西，最好用“we”或业务实体的名称。

下面是一个包含如何运用上述人称的例子：

“I am writing on behalf of Consolidated Intergalactic to offer you the position of executive vice president for transportation services. In addition to the salary offer we discussed when you visited our offices, we offer a generous range of benefits.

I'm hoping you will accept the job and join our team soon. Please contact me at (727)555-0101 soon to discuss your plans.”

还有，不要把自己称作“one”。随着时间的推移，大家已经发现这种表达方式非常不好。它不但过时，而且还会让读者感到迷惑。

另外，采用主动语态表达也很重要。“You have violated our policy on vacation time”，这样说直截了当、切中要害，相比于“It has been determined that company policy on vacation time has not been followed”，更能引起对方重视。

重申一下，设想收信人就坐在你的桌子对面。直接而礼貌地去表达吧，不要把信息隐藏在一些含蓄、曲折的文字之后。

在本书中，我们虚构了一个名为 Consolidated Intergalactic 的公司，它位于大城市 Lumbertown，是产品 geegaws、doodads、thingamabobs 的制造商。那么 geegaws、doodads、thingamabobs 是什么？Lumbertown 在哪儿呢？这些都不重要。

但是即便有 1001 封信，我们也不可能囊括发生在小城镇、大城市或它们之间的一切业务，

更不可能囊括产品和服务的全部类型。相反，我们写这本书的目的是让读者轻松地修改、套用这些信，并在工作和生活中将它们运用于销售产品或提供服务的真实业务中去。

同时，我们也刻意减少了信件的问候语、地址行和结束语。虽然在这些位置会有很多种表达方式可供选择，但我们认为，在礼节礼貌方面，你不会轻易出错。那么就让你的书信去表现你最佳的一面吧。

在本书中，Consolidated Intergalactic 公司及其供应商、合作伙伴、员工、客户之间发生了一系列非常有趣的事儿。你可以把《英文商务信函书写大全》当作一部书信体小说——一个以书信的形式讲述的故事，从中吸收有用的词汇和表达，并把它们运用到自己的工作上去。

欢迎你随时联系我们，提出宝贵的建议和意见。可以发送电子邮件至 letters@econoguide.com，或者浏览我们的网站 www.econoguide.com。

科里·桑德勒，贾尼丝·基夫

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引言

还有谁在写信？

大多数人通常用笔写信，或者敲击键盘写。虽然我们已步入一个电话、口头交流非常普遍的时代，但是在很多情况下仍要例行公事，通过书面去记录。因为我们必须通过书面去回应来自雇主、政府或其他单位的法律通告。在多数情况下，当我们质疑某项法令或者寻求确认某个重要的法案时，我们也必须写书面信函。

虽然我们的沟通方式已经从手写、打字变成了通过电脑打印、电子邮件来交流，但是这一现状并不意味着商务沟通变得无须准确、清楚。

本书并不会对书信和电子邮件的差别做过多对比。因遵循相同的规律和风格，本书中的大部分书信也适用于电子邮件。我们特别提醒大家在写电子邮件时切莫过于随便，务必重视内容，电子邮件仅是沟通工具。

另外，虽然用电子邮件交流起来非常方便，但是在快速发送的同时也会产生不小的风险。而当你写信时，你能够（也应当）在打印或签字之前花些时间反复阅读你的作品；而且万一你改变主意了，也可以随时将信件从办公桌上即将送出的文件托盘中取出。

对于电子邮件，你应该学会在按下“发送”按钮之前停下来，仔细地读一读你的信。正如我们在本系列第一本书里所指出的那样，风险最高的写信方式是：预备？开火！瞄准。花一分钟读一读、改一改你写的信，特别是电子邮件，免得以后用大量的时间去解释、更正、道歉。

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关于明年企业日历的通知

From Executive Office, Office Services, or Human Resources to employees

Attached please find a spreadsheet copy of the company calendar for 2009. The enterprise calendar, shared amongst all employees for scheduling appointments and meetings, has also been updated.

The annual open enrollment periods for the company health plan will be January 5 through 16, and again July 6 through 17.

One point to note: Christmas of 2009 and New Year's Day of 2010 both occur on a Friday, which creates two consecutive three-day weekends. Because of the need to maintain staff during the holiday period there will be only a limited number of available vacation slots during that time; all requests for time off during that period must be on file before August 1, and approval will be made on the basis of seniority and staffing needs.

If you have any questions about the calendar, please contact Human Resources.

宣告召开公司全体会议

From Executive Office to employees

Our annual company-wide update meeting is scheduled for Wednesday, June 1, from 2 to 5 P.M., at the Marriott Hotel in Lumbertown.

This long-time tradition at Consolidated Intergalactic is an important part of our commitment to keeping all employees updated on every facet of our business and our plans for the future. President and chief Executive Officer Daniel Keyes will open the session, and there will be presentations from each division of the company.

Attendance at the meeting is strongly encouraged, but staffers who have appointments or assignments that conflict with the schedule (including those asked to cover phones and other essential assignments at headquarters) will be able to view a videotape of the session on our company intranet beginning June 2.

As you know, the Marriott Hotel is within walking distance of our offices. We will also offer a shuttle bus, beginning at 1:15 P.M., for those needing special assistance.

We look forward to seeing you at the meeting.

对公司会议的议题征求建议

From Executive Office to employees

Here at Consolidated Intergalactic, we are committed to an open exchange of ideas and concerns with all employees. In preparation for the June 1 company-wide meeting, Human Resources encourages submission of general-interest questions or suggestions for topics to be covered at the meeting.

We ask that you submit your suggestions to wylie@hr.consolidatedintergalactic.com before May 25.

If you have a specific question that relates to any personal concerns, please call Human Resources directly.

引入月度优秀员工评选制度

From Executive Office or Human Resources to employees

Beginning August 1, Consolidated Intergalactic will honor one employee each month for exceptional performance or other special contributions to the company or our community.

Any supervisor or departmental manager is eligible to nominate an employee by sending an e-mail to employee_of_the_month@benefits.consolidatedintergalactic.com

Please describe the reasons for your nomination in a short message. A committee in the benefits department will choose each month's honoree. The deadline for the first Employee of the Month nomination is July 15; after then, supervisors or managers can send their recommendations at any time.

宣布月度优秀员工

From Executive Office or Human Resources to employees

Percy Vander Zoot, a quality inspector in the mainframe Manufacturing Department, has been named Employee of the Month for August.

According to the nomination submitted by Henry Silver, manager of the manufacturing unit, Percy discovered a design flaw in our new 6SJ7 Enhanced Transmogripher that would likely have caused expensive and dangerous failures after a short period of time. "This was a great catch," Silver wrote. "Even with the best designers, engineers, and computer-aided design it took a trained eye like Percy's to find a potential problem and protect our customers and our company."

In recognition, Percy will receive a \$500 bonus and be given a pass to park in the Employee of the Month parking space at the entrance to the building for all of August. In addition, he will be eligible for selection as Employee of the Year, an honor that will be announced at the annual holiday party in December.

Please join me in congratulating Percy on his excellent service.

祝贺月度优秀员工

From Executive Office or Human Resources to employee

I am most pleased to tell you that you have been chosen as Employee of the Month for August.

You were nominated by Henry Silver, manager of the manufacturing unit, who praised your discovery of a design flaw in our new 6SJ7 Enhanced Transmogriker before it had been shipped to customers. I will be including details of your fine work in an e-mail that will be sent to all employees.

Henry will be presenting you with your bonus check and the golden parking pass to the Employee of the Month space at the front of the parking lot. (It's a better spot than I've got...)

Again, congratulations, and thanks for your good work.

对谣言的回应——关于关闭工厂

From Executive Office, Human Resources, or department head to employees

It is not our usual practice to respond to rumors, but we do feel it necessary to make an exception in this case: There is no truth to the rumor that Consolidated Intergalactic plans to close its Lumbertown plant.

There are no such plans, and in fact we have begun soliciting bids for equipment for a new assembly line—which may be the source of the rumor. At this time we are not prepared to make an announcement about the expansion, but we do want to bring an end to a completely incorrect rumor that has upset some of our valued employees here.

对谣言的回应——关于出售公司

From Executive Office, Human Resources, or department head to employees

(NOTE: Check with your legal department or investor relations department before sending a letter of this type.)

A small item in this morning's *Lumbertown Gazette* has caused some concern amongst employees about a possible sale of the company.

Although it is not our usual practice to respond to rumors, we do feel it necessary to make an exception in this case: The article is incorrect, and we have no plans to make any substantial changes to the ownership or operation of the company.

The article notes that an outside investor has increased its ownership of shares in the company. That is correct, and we always welcome investments; our share price has risen by 5 percent in the past several months, which is a benefit to all investors.

However, even with this new investment, no single outside entity will own more than about 8 percent of the shares of the company. The biggest single owner of shares in Consolidated Intergalactic will continue to be employees and executives who participate in our ESOP (employee stock ownership program). These shares currently represent about 62 percent of the investment in the company and that proportion is likely to increase over time.

宣布开设新的销售办事处

From Executive Office to employees

I am pleased to announce that we expect to open a new sales office in Boston this fall.

This new facility will allow us to better serve our clients in New England, and to improve coordination with our Canadian sales office in Montreal.

Details for the Boston office, including the exact location and the date for start of operations, are not yet finalized, but we are seeking to lease space in or near downtown, and hope for an opening date in September.

The office will operate as an extension of the sales and marketing office here at headquarters. We anticipate the appointment of a regional manager, three Boston-based sales personnel, and two clerical support staffers. Some or all of these jobs may be transfers from the central office.

If you are interested in a possible opening in the Boston office, please feel free to notify John Whalen, executive vice president for sales. We will also post available job positions on Human Resources Job hotline as soon as they are determined.

通知员工关闭销售办事处

From Executive Office to employees

We will be closing our sales office in Phoenix on April 15.

We have decided it would be a better use of company resources to consolidate the Phoenix operations with our office in San Diego, which already covers a large portion of the southwest.

Although we realize this consolidation of two offices may be disruptive to some of our valued employees, the savings to the organization will be substantial and should help us expand in other areas.

We hope to be able to offer transfers to San Diego or headquarters for many of the current staffers in Phoenix. Where this is not possible, or where a staffer may choose not to accept reassignment, we will offer all possible assistance to employees in seeking other employment as well as all appropriate benefits.

Harry Jones, vice president for Human Resources, will be meeting with all affected staffers in Phoenix today to discuss options.

更新员工手册中有关保密信息的规定

From Executive Office, Legal Office, or Human Resources to employees

We are writing to inform all employees of a recent important update to the employee manual regarding the safeguard of company confidential information.

No internal financial information or personnel records are to be disclosed to, discussed with, or provided to any person or organization outside of the company without specific written permission by an executive of the accounting or Human Resources office.

Because of the availability of such information over the Internet on devices including personal computers, laptops, and personal digital assistants (PDAs), the employee manual is amended to include the following new section.

邀请参加公司年会

From Executive Office to employees and retirees

As I'm sure you know, Consolidated Intergalactic is about to celebrate its twenty-fifth anniversary, an event that literally would not have been possible without your involvement as one of the first employees of the company.

On behalf of all of us at Consolidated Intergalactic, I would like to invite you and members of your family to a special preview of our anniversary exhibit on Friday, May 2, from 4:30 to 6:00 p.m. The reception will include past and present employees of the company.

The geegaw that launched a company—and an entire industry—will be the centerpiece of the exhibit that will be open to the public throughout the month of May at the worldwide headquarters of Consolidated Intergalactic in Lumbertown.

The Model 1 Involute Reverser, handcrafted out of original growth betel nut wood by Consolidated Intergalactic founder Harry Simplon Jones in 1983, has been brought out of the vaults for the twenty-fifth anniversary celebration. Model 1, still functional, will be displayed in a temperature and humidity-controlled case in the main lobby along with more than 150 other artifacts.

Please call Maria Martez at extension 4343 to let us know you will be coming.

宣布给员工发放周年庆特别奖金

From Executive Office to employees and retirees

On behalf of all of us at Consolidated Intergalactic, I'd like to join in the celebration of our twenty-fifth anniversary with a very special day of your own.

On May 2, our anniversary, we will add an extra personal day to the accrued time account of every full-time employee of the company. Part-time employees will receive person time proportionate to their average weekly hours.

I hope to see all of you at the employee preview reception for our twenty-fifth anniversary collection from 4:30 to 6 p.m. in the lobby of our Lumbertown headquarters building.

招募年会迎宾人员

From Executive Office to employees and retirees

As we prepare to open our exciting twenty-fifth anniversary display in the main lobby, we'd like to invite current and retired employees and members of their family to apply for temporary jobs as greeters for the celebration.

The display will be open to the public throughout the month of May, and we would like to have at least two greeters on duty every day. Current employees will receive compensatory time off for hours volunteered during the celebration; retirees and family members will be paid \$12 per hour for their time.

To sign up for this fun and exciting special job, please contact Jay Joblot in the Employment Office at extension 2311.

通知部门领导外国客户即将到访

From Executive Office to department heads

The Board of Directors and senior executives will be hosting a delegation from Japan on August 1. This group of businessmen and women and financiers is touring the United States looking for companies with which they may develop financial and trade partnerships.

We will be contacting a number of individual department heads to set up specific tours and presentations, but we also expect there will be a number of informal excursions throughout our headquarters.

Please alert members of your staff about the visitors, and where appropriate please devote a reasonable amount of time and effort to cleaning and organizing your area.

If you have any questions, please call my assistant, Janice Jean, at extension 1111.

通知普通员工外国客户即将到访

From Executive Office to employees

The Board of Directors and senior executives will be hosting a delegation from Japan on August 1. This group of businessmen and women and financiers is touring the United States looking for companies with which they may develop financial and trade partnerships.

We're sure that all of our employees will show our guests every courtesy as they tour the company. They will be accompanied by representatives of the public relations staff, and they may have questions about some of our operations; please take your cues from the PR rep about how much detail to put into your answers.

邀请与外国客户共进午餐

From Executive Office to specified department heads

The Board of Directors would like to invite you to join us at a special luncheon with a group of Japanese businessmen and women and financiers who are touring the United States looking for companies with which they may develop financial and trade partnerships.

The lunch will be held at the Lumbertown Marriott from 12:30 to 2:30 P.M. on August 1. We will arrange for shuttle bus service from the main entrance to the hotel beginning at 12:15 P.M.

Please contact Janice Jean, at extension 1111 to confirm your attendance.

关于收受礼品的制度

From Executive Office, Procurement Office, or Office Services to vendors and suppliers

At Consolidated Intergalactic we appreciate the good efforts of all of our business partners. We also want to assure that all of our activities are conducted in keeping with the highest ethical standards.

Effective immediately, no Consolidated Intergalactic employee is permitted to solicit or accept a gift of any value from someone with whom we do business or a company or organization seeking to do business with Consolidated Intergalactic. Although we recognize that in nearly all cases such gifts are ordinary pleasantries of a business relationship, the purpose of this policy is to avoid the appearance of a conflict of interest in all of our operations.

If you have any questions about this policy, please contact your account executive or the Procurement Office at extension 4044.

年终致辞：不错的一年

From Executive Office to employees

I want to express my personal thanks to all of our dedicated team members here at Consolidated Intergalactic as we reach the end of another banner year.

Sales for the past twelve months have exceeded our expectations, and orders already on the books for the first quarter of next year point to a strong start for 2009.

I am proud to work with such a dedicated and capable staff.

I wish each of you and your family and friends a healthy and happy new year.

年终致辞：艰难的一年

From Executive Office to employees

As we reach the end of the year, I want to give my personal thanks to all of our family here at Consolidated Intergalactic.

We are all aware that this has been a difficult year, mostly because of events that were completely out of our control: adverse weather in the South Pacific, labor difficulties at our independent suppliers, and a soft economy in our primary markets here in the United States and in Guatemala.

I have never, though, felt that the company has been let down by our dedicated workers. And I am convinced that next year will bring greatly improved financial results; our orders in the past month are indicating a strong first quarter.

Finally, I want to wish each of you and your family and friends a healthy and happy new year.

讣告：前高管去世

From Executive Office to employees

It is with great sadness that I must report the passing of Charles "Bud" Wilson, former director of personnel for Consolidated Intergalactic.

Bud was one of the first employees of CI, working for the company for more than twenty-three years until his retirement last September. He truly was one of the builders of this company—every employee who has come to work in the years following his arrival benefited from the corporate culture he helped develop.

Bud passed away last night at his home here in Lumbertown after a short illness; he had returned only two weeks ago from an around-the-world cruise with his beloved wife Marissa. In addition to Marissa, he is survived by his two sons, Peter (currently deputy director of procurement for Consolidated Intergalactic) and Malcolm.

Details of a memorial service for Bud will be announced within the next day and posted on the Human Resources Web site.

通知参加已故员工的追悼会

From Executive Office to employees

On Tuesday, September 15, we will be dedicating a park bench and memorial garden to honor the memory of Charles "Bud" Wilson, a valued former employee of Consolidated Intergalactic who passed away a month ago. The garden is located just outside of the southwest employee lobby of our Lumbertown offices.

I invite any friend and colleague of Bud to join me and Marissa Wilson in dedicating the garden in a ceremony at 12:30 P.M.

宣布以已故员工的名义设立奖学金

From Executive Office to employees

The Board of Directors and members of the family of Charles “Bud” Wilson are honored to be able to announce the creation of a new scholarship to aid children of CI employees with college expenses.

The perpetual endowment of the Wilson Scholarship will award \$5,000 toward each year of a four-year college program for two children of employees. Recipients will be selected by a committee consisting of family members and representatives of the company on the basis of academic achievement and community service.

We will be publishing details of the application process for the scholarship in the first week of March of each year.

贺信与感谢信

给员工的节日问候

Holiday message:

On behalf of Consolidated Intergalactic, I would like to wish each and every one of our employees and their families a joyous holiday season and a healthy, prosperous, and happy new year.

感谢参与社区服务的员工

From Executive Office, Human Resources, or department head to employee

I wanted to tell you how much we appreciate your volunteer community service. Your hard work reflects well on you, and on Consolidated Intergalactic.

Your supervisor has informed us of your volunteer work, and has nominated you for a special honors program.

感谢员工出席社区活动

From Executive Office, Human Resources, or department head to employee

Thank you for representing all of us here at Consolidated Intergalactic by your recent appearance at the Lumbertown Cares fundraising luncheon.

As a company, we are committed to service to our community, and we are especially proud of the efforts contributed by our employees.

感谢员工参与社区活动

From Executive Office, Human Resources, or department head to employee

We are very proud to learn of the success you had as the leader in a campaign that raised more than \$10,000 to help support important medical research at Lumbertown Community Hospital. It is espe-

cially gratifying that Consolidated Intergalactic was able to assist your efforts.
Congratulations, and thank you.

祝贺员工出版书籍或发表文章

From Executive Office or department head to employee

I have received a copy of the current issue of *Modern Gadget*, and I was very pleased to see an article you wrote about new trends in automated micro repair techniques.

The article was well written, and reflects very well on your expertise. We are proud of the credit you gave to our Research Department here at Consolidated Intergalactic.

Congratulations. Please keep me posted on any future publications.

感谢演说人的精彩演说

From Sales Department or Executive Office to invited speaker

I wanted to let you know how impressed I was with your recent presentation to the sales force about "The Power of Planned Obsolescence." Your message was right on the mark, and I'm already thinking of ways to make use of your theories in our new line of products.

Thanks again.

祝贺获得社区服务奖的员工

From Executive Office or Human Resources to employee

On behalf of all of us here, please accept my congratulations on being named Consolidated Intergalactic's Volunteer of the Year.

You have been a superb representative of the company in your fundraising and involvement with Habitat for Humanity; as a result of your personal work, more than a hundred other CI employees have chosen to work with that group here in Lumbertown.

As I always say, the most important contribution we make is not our products or services but our involvement in the community as individuals and as a company.

祝贺工作上的朋友出版书籍或发表文章

From Executive Offices, department head, or employee to customer or employee

Your article in the current issue of *Gadget News* was very well done. It is a real treat to read something new from a true visionary in our field.

Congratulations.

感谢受邀人的演讲，并通过捐赠表达谢意

From Executive Office to invited speaker

On behalf of Consolidated Intergalactic, I want to thank you again for your inspirational speech at our recent company meeting.