

LIVE PEN
點讀筆

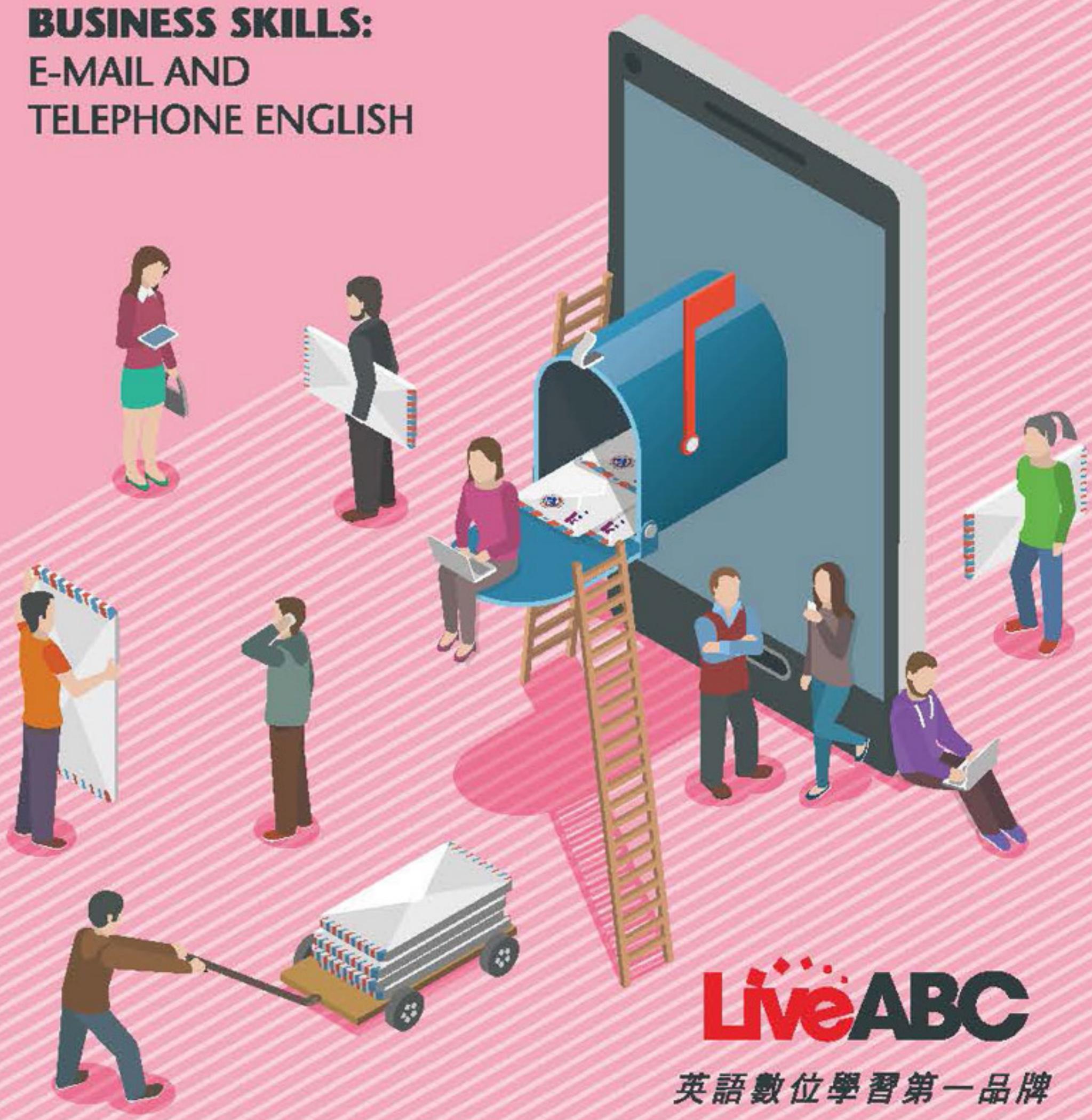


外語一點就會！

BIZ E-mail + 電話英語

BUSINESS SKILLS:
E-MAIL AND
TELEPHONE ENGLISH

— 既有 **E-mail** 範例又有電話溝通實境，讓你立即學會用英語洽談公務
— 4 大主題、30 個情境單元，包含工作往來、國際業務各個面向



LiveABC

英語數位學習第一品牌

I. 更改訂單一定要會的句型



PLAY ALL | TRACK 148

句型1

是否能更改訂單

We would like + to V. if at all possible.

- We would like to increase our order if at all possible.

如果可能的話我們想要增加訂量。

.....

句型2

更改原因

This is due to sth.

- This is due to new market analyses which suggest a stronger demand than we at first anticipated.

這是因為新的市場分析顯示，需求比我們原先預期的還要更大量。

II. 用 e-mail 更改訂單



PLAY ALL | TRACK 149

To: Allen Wilson

Subject: URGENT: Order Change

Dear Mr. Wilson,

I realize we have already finalized¹ the order (invoice #02318), and you may have already shipped it. However, it has come to our attention that we will need more of the same item. **We would like to** increase our order **if at all possible**.

sth. comes to sb.'s attention 通常表示注意到某個問題。

This is due to new market analyses which suggest a stronger demand than we at first anticipated. As such, could you double our order to 100,000 units? Everything else on the order remains the same.

You said something during our negotiations about a discount for larger orders. I can't remember now what the **minimum²** order was to obtain a lower rate. Does our order qualify now? **Please inform us of the new price** either way. We apologize for the inconvenience. Thank you.

Sincerely,

Ethan Chen

Asia-Pacific Conglomerates,³ Inc.

是否能
更改訂單

更改原因

詢問價錢

收件人：艾倫 · 威爾森

主旨：緊急：更改訂單

親愛的威爾森先生：

我知道我們已經完成這份訂單（發貨單 02318 號），而你可能已經出貨。然而，我們剛注意到我們需要更多相同的商品。如果可能的話我們想要增加訂量。這是因為新的市場分析，顯示需求比我們原先預期的還要更大。如上所述，你可以將我們的訂量增加一倍到十萬組嗎？訂單上的其他條件維持不變。

在我們議價的過程中你有提過大量訂購的折扣。我現在不記得符合較低價錢的最少訂量是多少。我們現在的訂單有符合條件了嗎？用哪種方式都可以，請告知我們最新的價錢。我們對於造成不便感到抱歉。謝謝你。

謹上

陳伊森

亞洲太平洋企業集團

1. finalize [faɪnəlaɪz] *v.* 結束；完成
2. minimum [mɪnəməm] *adj.* 最少的
3. conglomerate [kən`glamrət] *n.* 企業集團

IV. 電話更改訂單必備句



PLAY ALL | TRACK 151

是否能更改訂單

A: **We would like to add a few items to our order if that's OK.**

如果沒問題的話，我們想要在訂單中增加一些品項。

B: **Certainly. We can just draw up a new invoice for you.**

當然。我們可以再擬一份新的發貨單給你。

A: **We need to make some changes to the order.**

我們需要將訂單做一些修改。

B: **What sort of changes did you have in mind?**

你想要做什麼樣的修改？

更改原因

A: **Why the change of heart?**

為什麼改變心意？

B: **No change of heart. It's actually because of a clerical error on our part.**

沒有改變心意。其實是因為我們這邊筆誤。

A: **The change is due to an oversight in planning which we've just now caught.** 修改是因為在計畫時有所疏失，我們現在才注意到。

B: **That's not a problem. Let's write you up a new order.** 沒問題。我們再幫你寫一份新的訂單。

更改訂單 (change an order) 常見的原因有：消費者需求 (consumer demand)、為符合需求 (to meet demand)、筆誤 (clerical error)、天災 (natural disaster)、匯率變動 (change in currency rate)、倉庫空間改變 (change in warehouse space)、國內情勢改變 (change in domestic situation) 等等。

詢問價錢

A: **How will this change the price?** 這項更動會影響價錢嗎？

B: **The rate should stay the same.** 價錢應該會維持不變。

V. 用電話更改訂單



PLAY ALL | TRACK 152

Fiona: Hello, Mr. Twain? This is Fiona Sun from Taipei Imports in Taiwan. We have an active order with you.

Eddie: Hello, Ms. Sun. Could you give me the number on the invoice?

Fiona: Of course. I have it right here. It's 10498.

Eddie: OK. Here it is. You ordered 1,000 sheets of leather, is that right?

Fiona: Correct. But **we'd like to change that order to 2,000 sheets if that's OK.**

Eddie: That should be alright. We haven't shipped your order out yet. Any reason for the sudden change?

Fiona: **It seems we can save money on shipping if we order more.**

Eddie: That's always good.

Fiona: **Indeed. I presume this shouldn't affect the price at all? Or would you like to give us a discount by any chance?**

Eddie: I'm sorry. We've actually already given you the discounted rate.

Fiona: I understand. Never hurts to ask, though. Well then, thanks for the help, Mr. Twain. **It's been a pleasure.**

在商業電話禮儀中，為了感謝別人的協助，在結束電話前可以跟對方說 it's been a pleasure，或是 it's been a pleasure talking to you。

Eddie: Thank you, Ms. Sun. We'll get this shipment out to you right away.

台北進口公司的菲歐娜打電話詢問廠商是否能增加訂單，以及是否有額外折扣。

你好？吐溫先生？我是從台灣的台北進口公司打來的孫菲歐娜。我們和你們有一份進行中的訂單。

妳好，孫小姐。妳可以給我發貨單號碼嗎？

當然。我這裡有。是一〇四九八。

好的。在這裡。你們訂購了一千張毛皮，對嗎？

正確。如果可以的話，我們想要將訂單改成兩千張。

是否能
更改訂單

那應該沒問題。你們訂單我們還沒出貨。突然更動是有什麼原因嗎？

如果我們訂多一點的話，似乎可以節省運費。

更改原因

那總是好的。

確實。我猜想這一點並不會影響價錢吧？或是你可能願意給我們一些折扣？

詢問價錢

我很抱歉。我們事實上已經給你們折扣價了。

我瞭解。問問而已不打緊。那麼吐溫先生，感謝你的協助。我很榮幸。

謝謝妳，孫小姐。我們會立即出貨給妳的。