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https://www.100test.com/kao_ti2020/227/2021_2022_27_E7_A7_8D_E5_A4_96_E8_B4_c85_227543.htm 14. 通知客户价格调整 We enclose our new catalogue and price list. The revised prices will apply from 1 April 1997. You will see that there have been number of changes in our product range. A number of improved models have been introduced. Our range of washing machines has been completely revamped. Many popular lines, however, have been retained unchanged. You will be aware that inflation is affecting industry as a whole. We have been affected like everyone else and some price increases have been unavoidable. We have not, however, increased our prices across the board. In many cases, there is a small price increase, but in others, none at all. We can assure you that the quality of our consumer durables has been maintained at a high standard and that our service will continue to be first class. We look forward to receiving your orders. 谨谢上新的商品目录和价格表。修订价格定于1997年4月1日起生效。产品系列有一大革新，增加了不少改良的型号，扒出一系列新款的洗衣机，但许多款的开动号仍保持不变。通货膨胀影响整个工业连带令货品价格上涨。虽然如此，本公司并未全面提升价格，调整幅度亦不大。本公司坚守一贯信念，务求出产优质之耐用消费品，迎合顾客的需要。谢谢贵公司多年惠顾，盼继续合作。

15. 说明价格调整原因 I enclose our new price list, which will come into effect, from the end of this month. You will see that we have increased our prices on most models. We have, however,

refrained from doing so on some models of which we hold large stocks. We feel we should explain why we have increased our prices. We are paying 10% more for our raw materials than we were paying last year. Some of our subcontractors have raised their by as much as 15%. As you know, we take great pride in our machines and are jealous of the reputation for quality and dependability which we have achieved over the last 40 years. We will not compromise that reputation because of rising costs. We hope, therefore, to raise the price of some of our machines. We hope you will understand our position and look forward to your orders. 现谨附上本公司新价格表，新价格将于本月底生效。除了存货充裕的商品外，其余大部分货品均已调升价格。是次调整原因是原材料价格升幅上涨10%，一些承包商的价格调升到15%。过去40年，本公司生产的机器品质优良、性能可靠。今为确保产品质量，唯有稍为调整价格。上述情况，还望考虑。愿能与贵公司保持紧密合作。

16. 回复感谢信 We greatly appreciate your letter describing the assistance you received in solving your air-conditioning problems. We are now in our fifty year of operation, and we receive many letters like your indicating a high level of customer satisfaction with our installation. We are pleased that our technical staff assisted you so capably. We would like you to know that if you need to contact us at any time in the future. Our engineers will be equally responsive to your request for assistance. If we can be of service to you again, please let us know. Thank you again for your very kind letter. 承蒙来信赞扬本公司提供的空调维修服务，欣喜不已。五年前开业至今，屡获客户来函

嘉奖，本公司荣幸之至。欣悉贵公司技术人员的服务，他日苟有任何需要，亦请与本公司联络，本公司定当提供优秀技师，竭诚效劳。在此谨再衷心感谢贵公司的赞赏，并请继续保持联络。

17. 请客户征询其它公司 Thank you for your enquiry of 5 May concerning silk blouses. We regret to say that we do not manufacture clothing to your own designs to the highest European standards: Swan Textiles corporation The industrial zone Shekou We supply the factor with all their silk materials, I enclose a swatch of our stock materials for your examination. Should you desire any of these samples made up into finished products, we can supply the swan factory with them. We hope that this will be of help to you and wish you every success in your business dealings. 谢谢5月5月日来函查询关于丝绸罩衫的事宜。本公司只生产丝绸布料，供应纺织品批发商和制造厂家，并没有制造成衣，因而未能接受贵公司订货，谨致万分歉意然而，本公司乐意推荐本地一家生产优质男装的工厂，相信可按贵公司设计的款式制造符合欧洲最高标准的服装：蛇口工业区天鹅纺织品公司。该厂的丝绸布料全由本公司供应，随函了什样本以供查阅，如贵公司认为适合，本公司乐意负责供应所需布料。愿上资料对贵公司有所帮助。谨祝生意兴隆，事事顺达。

18. 改善服务 Thank you for your letter of 26 January. I apologize for the delivery problems you had with us last month. I have had a meeting with our production and shipping managers to work out a better system for handling your account. We know we made a mistake on your last order. Although we replaced it for you. we want to make sure it does not happen again. We have devised the enclosed

checklist to use for each of your future order. It includes your firms particular specifications, packing requirements and marking instructions. I believe can service your company better and help you operations run more smoothly with this safeguard. Please contact us if there are any additional points you would like us to include. 感谢1

月26日来信。对上月贵公司更换所需货品，唯恐类似事件再发生，本公司生产、运输和出口部经理已商议制订更有效方法处理贵公司事务，并为此特别设计清单。随信奉上该清单，供贵公司今后订货之用。当中包括特殊规格、包装要求和

樁说明等栏目，相信此举有助本公司提供更佳服务，促进双方合作。如欲增设任何栏目于该清单上，恳求惠示。 19. 拒绝客户的要求 Thank you for your enquiry of 25 August. We are always pleased to hear from a valued customer. I regret to say that we cannot agree to your request for technical information regarding our software security systems. The fact is, that most of our competitors also keep such information private and confidential. I sincerely hope that this does not inconvenience you in any way. If there is any other way in which we can help. do not hesitte to contact us again. 8月25

日信收悉，谨此致谢。来信要求本公司提供有关软件保密系统的技术资料，但鉴于同行向来视该等资料为机密文件，本公司亦不便透露，尚祈见谅。我真诚地希望这样不会对贵公司造成不便。如需本公司协助其他事宜，欢迎随时赐顾垂询。

祝业务蒸蒸日上! 20. 应付难办的客户 We have been doing business together for a long time and we value our relationship of late, we have not been able to provide the kind of service we both want. The problem is that your purchasing department is changing

orders after they have been placed. This has led to confusion and frustration for both of our companies. In several instances, you have returned goods that were originally ordered. To solve the problem, I propose that on receipt of an order, our sales staff contact you to verify it. If you decide on any changes, we will amend the order and fax you a copy so that you can check it. I trust this system will cut down on delays and errors, and allow our operations to run smoothly.

承蒙多年惠顾，本公司感激万分。然近来合作出现问题，令服务水准未能符合对方要求，本公司为此提忧不已。贵公司采部发出定单后，再三更改内容；更有甚者，屡次退回订购之货品，导致了双方公司工作中的混乱和困惑。为避免问题日趋严重，特此在接到定单后，由本公司销售人员与贵公司复核。若需作出改支，本公司把定单修改后电传副本，供贵公司查核。盼望上述办法经受减少延误，促进双方业务发展。

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