

BEC商务写作资料(4)：商业信函中的抱歉及提醒等商务英语
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https://www.100test.com/kao_ti2020/571/2021_2022_BEC_E5_95_86_E5_8A_A1_E5_c85_571516.htm

9. 抱歉：We must apologize for ... We apologize for ... We are extremely sorry for ... 注：以上句型后请使用动词ing形式。以上句型中的for可以换成that，然后用从句表达。一般来说，解释产生问题的原因，然后在信的结尾处再次表达歉意。

再次抱歉：Please accept our apologies once again. We hope that this has not caused you any inconvenience. With apologies once again.

10. 要求提供信息：Please could you We would be grateful if you could We would appreciate it if you could give us further details about ..inform us (about/if) ... let us know (about/if) ... We would like to know (about/if) ... 注：如果需要特别重要的信息，可以在以上句型前使用：in particular。环境：You wrote a letter to someone and they haven ' t replied. You want to know if they received the letter. We would be grateful if you could let us know if the letter has reached you. A businessman is going to your country. He wants you to get a visa for him. You need all the details about his passport (his nationality, date of birth, where his passport was issued, and when it expires). Please could you give details about your passport. I would like to know your nationality, date of birth, where your passport was issued and when it expires. You want to know about the same businessman ' s flight (flight number, date and time of arrival). In particular, I would like to know your flight number, date and time of arrival.

11. 轻度抱怨：Unfortunately, 表示 something is wrong 的

句子环境：A company has sent you a bill for the wrong goods. Unfortunately you sent us a bill for the wrong goods. Please could you send us a correct bill as soon as possible. Your new photocopier has broken down. You have to write to the company who sold it to you. Unfortunately our new photocopier has broken down. Please could you send a repairman to fix it for us as soon as possible. Two temporary secretaries do not speak English. You have to write to the agency who sent them to you. Unfortunately two temporary secretaries you recommended to us do not speak English. We would be grateful if you could recommend two more who could speak English. You keep receiving letters for someone else. You have to write to the post office. Unfortunately I keep receiving letters for someone else. Please could you make the address clear before you deliver letters every day. 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com