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尊敬的客户：您好！作为一家外贸出口企业，您必须经常跟您的国外客商打交道。因而，各种商务信函的写作成了您工作中的一个重要部分。您是否有这样的感受，花费了大量的时间和精力，对自己所写的信件是否专业、是否符合通常的规范却没有十足的把握。为了帮您解决这个问题，Alibaba推出了这本“电子商务写作教程”手册。在本手册里，我们将为您介绍商务信函写作的基本知识和技巧，相信对您的工作具有很高的参考价值。Alibaba 副总裁（买家服务）Porter先生 致会员的一封信Dear Alibaba Member, In America, we often say that "You only have one chance to make a first impression." In import-export, the same is true. A China Supplier only has one chance to make a positive first impression on overseas buyers. Because first impressions matter, we have developed this Business Communication Pack to help you make a positive first impression and make more deals online. We hope this resource pack will help you find better partners and make more deals online. It contains guidelines for writing professional English language business letters and emails. And weve also included several templates that you can modify for your own companys needs. I have personally reviewed each of the templates in this packet to insure they follow international standards. This is Version 1.0 and we will continue to improve this based on your suggestions. Please dont hesitate to contact us. Good luck and happy trading! Sincerely,

Porter Erisman Vice-President, Buyer Services 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