

外销员外贸外语辅导：关于道歉和解释的范文外销员考试

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道歉与解释 Appology Dear Mr. / Ms, We are sorry we cannot send you immediately the catalogue and price list for which you asked in your letter of March 10. Supplies are expected from the printers in two weeks and as soon as we receive them, we will send you a copy. Yours faithfully 道歉 尊敬的先生/小姐，对三月十日来信所要目录和价格单，很抱歉不能马上寄去。印刷商两周后供货，一旦收到，我们将给您寄去一份。您诚挚的 Explanation Dear Mr. / Ms, I was very concerned when I received your letter of yesterday complaining that the central heating system in your new house had not been completed by the date promised. On referring to our earlier correspondence, I find that I had mistaken the date for completion. The fault is entirely mine and I deeply regret that it should have occurred. I realize the inconvenience our oversight must be causing you and will do everything possible to avoid any further delay. I have already given instructions for the work to have priority and the engineers working on the job to be placed on overtime. These arrangements should see the installation completed by next weekend. Yours faithfully 解释 尊敬的先生/小姐，昨天收到你的来信，抱怨你新家的中央加热系统未按规定时间装好，对此我非常

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