

国际商务师业务外语辅导：回复客户投诉的信函国际商务师
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https://www.100test.com/kao_ti2020/645/2021_2022__E5_9B_BD_E9_99_85_E5_95_86_E5_c29_645002.htm id="tb42"

class="mar10"> 把国际商务师站点加入收藏夹 欢迎进入：2009
年国际商务师课程免费试听 更多信息请访问：百考试题国际
商务师、百考试题论坛国际商务师 客户投诉我们的同事工作

效率和理解能力低下：Michael: I appreciate if u get involve with
Jane , she is not following pos instructions and get back to us in the
same subject with difference. Last week was Vet certificates , then
Bill of ladings explanations , now is packaging when we are
attaching all e-mails for you and her reference which is been
discussed to be use on 3 months. We want to continue and trust in
oiur relationship but its issues which has to be stop. I will appreciate if
you come back to us with a determination for the future. Thanks ,

我第一次草拟的回复如下(没发给客人)：1 Re. the balance of
packaging It ' s our fault that we did not explain well and cause the
confusion. When we advised 3 months in the early email , we
meant to ship these packaging in 3 months , and when we talked
about 1 month , we meant to receive your order for these packaging
in 1 month , but the ship date can be Nov. Pls advise if you will be
able to place the order in 1 month or you need more time. We will
also improve and take care in future communication. Thank you. 2
Re. The communication efficiency We review the emails of these
days. For the email back and forth , we think the most important
reason is because we do not know well about your company internal

organization and each person ' s work scope , so sometimes we do not address the right person to clarify our questions , and the message we received from different people is not consistent. We got this problem when we got back to you for Vet and BL. Pls advise your company internal organization ' s function , and we can contact the right person in future communication. Thank you.

Apology again for any inconvenience. We will take care and improve our communication in future. 修改以后 , 最终发给客人的版本

: 1 Re. the balance of packaging Sori for inconsistent info we provided and confuse you. When we advised 3 months in the early email , we meant to ship these packaging in 3 months , and when we talked about 1 month , we meant to receive your order for these packaging in 1 month , but the ship date can be Nov or later. Pls advise if you will be able to place the order in 1 month? We will provide consistent info and prevent confusion in future. Thank you.

2 Re: The communication efficiency We did notice it take too many back and forth communication on B/L amp. make both parties loss efficiency. In order to improve communication efficiency , could you pls advise who we should address for below area. 1. PO placement , PI (We notice both Mislav and Angela place Pos.) 2. Any question related to PO 3. logistic amp. artwork approval 6. Production sample approval 7. Accounting (We suppose we should contact Michael Reid , pls double cfm) Again , apology for inconvenience. We will improve communication efficiency in future.

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