

新人必收！外贸商务邮件沟通过程中，那些经常会用到的英文语句清单

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作为外贸业务员，大多数情况下，我们都是通过邮件和客户沟通。在这个来来回回的邮件沟通过程中，专业的英文能力非常重要。

以下是外贸商务邮件沟通过程中，那些经常会用到的英文语句清单。你可以结合自己的职位、行业、产品的具体情况，优化出一份适合自己的清单，这样不仅可以提高工作效率，节省邮件写作的时间，还可以提高邮件的质量，保证不会犯错。

01 在邮件的开头，表达亲切友好地问候

- ☐ I hope you had a good weekend.
- ☐ I hope you had a great trip.
- ☐ Hope you had a nice break.
- ☐ I hope you are well.
- ☐ I hope all is well.
- ☐ Hope you're enjoying your holiday.
- ☐ I hope this email finds you well.
- ☐ I hope you enjoyed the event.
- ☐ I'm glad we had a chance to chat at the convention.
- ☐ It was great to see you on Thursday.
- ☐ It was a pleasure to meet you yesterday.

02 初次和客户联系，说明发邮件的原因

☐ I am writing to you about our last meeting/your presentation yesterday/our next event.

☐ I am writing to you with regards to/regarding/concerning/in connection with...

☐ I am writing to ask/enquire/let you know/confirm/check/invite you to/to update you on/ask for a favor...

☐ I am writing you to follow up on...

☐ I am contacting you to inform...

☐ I am reaching out because...

☐ This is just a quick note to...

☐ This is just a quick reminder...

☐ I wanted to let you know that...

☐ Might I take a moment of your time to...
(very formal)

☐ It's [Your Name] from [Your Company].

☐ This email is just to let you know that...

03 回复客户，表明已收到客户邮件

- ☐ I just got your request for...
- ☐ I just read your email about...
- ☐ As we discussed, I would like to send you...
- ☐ Thank you for your email about...
- ☐ Thanks for your email this morning/yesterday/on Wednesday/last month...
- ☐ Thanks for your feedback on/your invitation/your suggestion
- ☐ Thanks for sending/asking about/attending
- ☐ Thanks for your quick reply.
- ☐ Thanks for getting back to me so quickly.
- ☐ Thank you for reaching out (to me).

04 表达歉意

- ☐ Sorry for my late reply.
- ☐ Sorry it took me so long to get back to you.
- ☐ I apologize for the late response.
- ☐ Sorry it's been so long since my last email.
- ☐ I was sorry to hear about...
- ☐ Please accept our apologies for any inconvenience caused.

05 提醒客户邮件中的附件、强调其它重要信息

- ☐ I've attached...
- ☐ Please find [file] attached.
- ☐ I'm enclosing [file].
- ☐ Please see the information below for more details about...
- ☐ The parts in bold/in red/in blue are my comments/are the changes we made.
- ☐ Here's the document that you asked for.
- ☐ I've attached [file] for your review.
- ☐ I'm sending you [file] as a pdf file.
- ☐ The attached file contains...
- ☐ Could you please sign the attached form and send it back to us by [date]?
- ☐ Here's the [document] we discussed.
- ☐ [file] is attached.
- ☐ Please take a look at the attached file.
- ☐ Take a look at the [file] I've attached to this email.
- ☐ I've attached [file].
- ☐ More information is available at www.website.com.
- ☐ Please note that...

06 向客户提出请求

- ☐ Could you please...?
- ☐ Could you possibly tell me...?
- ☐ Can you please fill out this form?
- ☐ I'd really appreciate it if you could...
- ☐ I'd be very grateful if you could...
- ☐ It would be very helpful if you could send us/me...
- ☐ I was wondering if you could/if you would be able to...
- ☐ If possible, I'd like to know (more) about...
- ☐ Please find my two main questions below.

07 请求客户确认信息

- ☐ I didn't/don't fully understand [something]. Could you please explain that again?
- ☐ I didn't quite get your point about [something]. Could you be more specific?
- ☐ Could you repeat what you said about...?
- ☐ Could you give us some more details on...?
- ☐ If you could please shed some light on this topic, I would really appreciate it.
- ☐ Could you please clarify [something]?
- ☐ Could you please clarify when you would like us to finish this?
- ☐ When exactly are you expecting to have this feature?
- ☐ Here are the details on...
- ☐ Could you please clarify what you would like us to do about...?
- ☐ If I understood you correctly, you would like me to...
- ☐ What exactly do you mean by [something]?
- ☐ Could you explain what you mean by [something]?
- ☐ In other words, would you like us to...

08 对客户提醒表示感谢/提醒客户注意

- ☐ Thank you for letting me know.
- ☐ Thank you for the heads up.
- ☐ Thank you for the notice.
- ☐ Please note...
- ☐ Quick reminder...
- ☐ Just a quick/friendly reminder that...
- ☐ Thank you for sharing.
- ☐ I'd like to inform you that...
- ☐ Just a quick heads up -
- ☐ Thanks for keeping me in the loop.
- ☐ Please keep me informed/posted/in the loop.

09 征求意见或表达认可

- ☐ Please let me know if this is OK with you.
- ☐ What are your thoughts (on this)?
- ☐ What do you think?
- ☐ Please let me know what you think.
- ☐ We just need the thumbs up/the green light. (=we're waiting for approval)
- ☐ You (totally) have the green light!
- ☐ He approved of it, so you can go ahead with the project.

10 约定会议/见面等

- ☐ I'd like to schedule a meeting on [day] if you are available/free then.
- ☐ I am available on [day], if that's convenient for you.
- ☐ Would you be available on [day]? If so, I'll send you an invite shortly.
- ☐ Can you make it on [day]? If so, I'll book accordingly.
- ☐ I'm afraid I can't make it on [day]. How about...?
- ☐ (Due to...) I'm afraid we need to reschedule/delay/postpone/put back/cancel/call off/move/rearrange our meeting.
- ☐ We are sorry to inform you that the meeting scheduled for [day] will have to be rescheduled.

11 礼貌地通知不好的消息

- ☐ Unfortunately, ...
- ☐ Unfortunately, we cannot/we are unable to ...
- ☐ I'm afraid it will not be possible to...
- ☐ Unfortunately, I have to tell you that...
- ☐ I'm afraid that we can't...
- ☐ We regret to inform you that...

- ☐ I regret to inform you that (due to...) ...
- ☐ After careful consideration we have decided (not) to ...
- ☐ Due to [reason], it won't be possible to...
- ☐ It's against company policy to...
- ☐ I tried my best, but...
- ☐ Despite my best efforts, ...
- ☐ I can't see how...
- ☐ I'm sorry but it's out of my hands.
- ☐ I'm afraid I won't be able to...
- ☐ I'm sorry to tell you that...

12 期待客户回复/见面

- ☐ Looking forward to hearing from you soon.
- ☐ I look forward to hearing from you soon.
- ☐ Please let me know if this works/if you are available/if that sounds good/if you can/if you can help/if you need to reschedule...
- ☐ I look forward to seeing/meeting you.
- ☐ See you on Thursday/next week.
- ☐ Thank you in advance.
- ☐ Thank you for everything.
- ☐ Any feedback you can give me on this would be greatly/highly/much appreciated.
- ☐ If you could have it ready by tomorrow/the end of next week, I would really appreciate it.

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向客户表达愿意/可以提供帮助或者更多信息

☐ If we can be of any further assistance, please let us know.

☐ Let me know if you need any help.

☐ For further details...

☐ If you have any (more) questions (about)...

☐ In the meantime, if you need any more information,

☐ If you need more information/more info/further information,

☐ I know that's a lot to take in, so let me know if anything I've said doesn't make sense.

☐ ... please do not hesitate to contact me.

☐ ... please feel free to contact me/to get in touch.

☐ ... please let me know.

☐ ... drop me an email/drop me a line.

☐ I hope you find this helpful.

☐ I hope it's clearer now.

☐ I hope that answers all your questions.

14 再次表达歉意

- ☐ Thank you for your understanding/for your patience.
- ☐ Thanks again for your understanding/for your patience.
- ☐ Once again, please accept our apologies for any inconvenience caused/for the inconvenience caused/for the delay/for the misunderstanding.
- ☐ I hope this is okay with you.
- ☐ I really hope we can find a solution soon.
- ☐ I hope you can understand.
- ☐ Sorry I couldn't be of more help.

15 邮件结尾表达祝福

- ☐ Best regards,
- ☐ All the best,
- ☐ Best wishes,
- ☐ Cheers,
- ☐ Have a great weekend!
- ☐ I hope you can understand.
- ☐ Have a wonderful day!