
一、 道歉信

Directions: Suppose you have an important interview, but have unfortunately fallen ill. Write an email to apologize.

To Whom It May Concern,

I would like to thank you for arranging to meet with me for an interview at 10:00 a.m. on Monday, December 25, 2017.

Unfortunately, I have recently been diagnosed with a serious ear infection which will require surgery on the same day as our interview. I am sorry to say that I will therefore not be able to make the interview. If possible, I would like to postpone the interview to another day later in the week. I promise that such a situation does not usually happen, and apologize for any inconvenience this may cause you.

I am looking forward to hearing from you and, again, am sorry for any trouble this may have caused. Please excuse me for not being able to inform you of my situation sooner.

Yours sincerely,
Li Ming

参考译文

致有关人士:

我想感谢您安排我于 2017 年 12 月 25 日周一上午 10 点进行面试。

不幸的是,最近我被诊断出患上了一种严重的耳部感染疾病,需要在面试当天进行手术。因此,很抱歉我将不能参加面试。如果可能的话,我希望将面试推迟至本周的其他时间。我保证类似的情况绝非经常发生,由此给您造成的任何不便,我深表歉意。

期待您的答复。对由此造成的麻烦,再一次表示歉意。请原谅我没能提早告知您我的情形。

您真诚的,
李明

二、 建议信

Dear Sir or Madam,

Generally speaking, the services you offer here are quite good; however, I have some suggestions for you. And I would like to extend my greatest appreciation if you are so kind as to take my suggestions into consideration.

I have been ... for many years with great enthusiasm and interest. It is my view that ... is of utmost significance. To crack this hard nut, I would like to give/offer/render/propose some/several useful/practical/conducive recommendations as follows. First and foremost, it is imperative for us to ... In addition, we should... Last but not least, ...

I hope you would find the above proposals conducive and I would like to discuss this matter to further details. Your prompt attention to my suggestions would be highly appreciated.

Yours sincerely,
Li Ming

参考译文

尊敬的先生或女士：

总而言之，您这里提供的服务相当不错；但我有一些建议给您。如果您能好心考虑我的建议，我将非常感谢。

多年来我一直带着极大的热情和兴趣……。我认为……非常重要。为解决这个难题，我想提出如下几个实用的建议。首先且最重要的是，我们急需……。其次，我们应该……。最后但同样重要的是，……。

我希望您觉得上述建议有益，同时我想要和您进一步详细讨论这一问题。如果您对我的建议给予及时的关注，我将不胜感激。

您真诚的
李明

三、 投诉信

Directions: Write to the head of a train, and complain about its bad services.

Dear Sir or Madam,

As a regular passenger of your train, I am severely disappointed to find that the service you have recently provided is far from satisfactory. Therefore, I am writing this letter to draw your attention to the matter in the hope that the present situation can be improved.

As we all know, punctuality is essential to the railway service. However, the train has been delayed from time to time, which has brought me much trouble and inconvenience. Even worst are the bad manners of your stewards and stewardesses. Their service has not benefited from the saying: "The customer is king."

I believe you will take this matter into serious consideration and give a satisfactory reply as soon as possible. At the same time, I sincerely hope that you will review your management system. I would be glad to see improvements in your railway service.

Yours truly,
Li Ming

参考译文

尊敬的先生或女士：

作为贵列车的一位常客，我非常失望地发现贵方提供的服务远远不能令人满意。因此，我写这封信是希望引起您对这一问题的关注，期待您能极大改进现状。

众所周知，准时对于铁路服务非常重要。然而，这趟列车经常晚点，给我带来很多的麻烦和不便。更糟糕的是贵列车男女服务员糟糕的态度。他们的服务并未体现：“顾客就是上帝”。

我相信您会认真考虑这个问题，并尽快给出满意的答复。同时，我真诚地希望您能检查管理系统。我将很高兴看到贵方列车服务的改进。

您真诚的，
李明

四、 祝贺信

Dear Wuji,

Congratulations upon having received your doctorate in philosophy from ... University. I know this has meant years of study and hard work on your part, and it is an achievement you can well be proud of.

I have followed your progress with pleasure and interest for many years, and I am sure, from the fine record you have made, that you will be a success in whatever you undertake. No doubt you are tired after the strain of the past few months, and **if you would like to come to my hometown for a few weeks this summer, we'd like to be very happy to have you.**

I'd certainly enjoy hearing about your plans, now that you have completed your college course. Think it over, and let me know.

Yours faithfully,
Li Ming

参考译文

亲爱的无忌：

祝贺你取得了…… 大学哲学博士学位。我知道这是你多年来刻苦学习的结果，这也是你引以为傲的成就。

多年来，我一直以愉快、关切的心情关注着你的进步。从你获得的良好成绩来看，我深信，不管你从事什么工作，你都会获得成功。毫无疑问，过去几个月的紧张学习一定使你很疲倦。今年夏天，如果你愿意到我家乡来度过几个星期，我们将非常高兴地欢迎你。

现在你既然已经读完了大学课程，我当然乐于倾听你今年夏天的打算。请你考虑一下，然后告诉我。

您真诚的，
李明

五、 订购信

Dear Sir or Madam,

As I am planning to take the National Entrance Test of English for MA/MS Candidates (NETEM) , **I have decided to place an order of some NETEM books with due consideration of the good reputation of your bookstore and the high quality of your books.**

In order to fulfill this order, I have several requests. Firstly, please give me particular accounts of the names, authors, publishing houses and prices of these books. Secondly, I also need to know the terms of payment and after-sale service. Thirdly, I wonder if it would be convenient for you to deliver these books by EMS to ... by December 1, 2020. I have arranged to pay for the service.

I would like to express my gratitude for your kind consideration of my requests. I look forward to hearing from you soon.

Yours sincerely,
Li Ming

尊敬的先生或女士：

由于我计划参加全国硕士研究生入学英语考试，充分考虑到贵书店的良好声誉和所售书籍的优良品质，我决定从贵店订购一些考研英语图书。

为了完成该订单，我有几点请求。首先，请给我一份有关这些书籍的书名、作者、出版社、价格等方面的具体信息。其次，我还需要知道付款方式和售后服务情况。第三，我想知道您是否方便于 2020 年 12 月 1 日前，把这些书通过邮政特快专递寄到……。我已经安排好了快递的付款事宜。

感谢您好心考虑我的请求。期待尽快收到您的回信。

您真诚的，
李明