

Useful phrases and vocabulary

The phrases on pages 61–63 are colour-coded according to how formal they are:

blue = more formal **black = standard** **green = (very) informal**

Please note that this is only an approximate guide. Whether a phrase is too formal or too informal often depends on the context of the email and your personal writing style.

Salutations

When you don't know the name:

Dear Sir or Madam

To whom it may concern

Hello

[no salutation]

When you know the name:

Dear Mr, Mrs, Ms ...

Dear John

Hello Pat

Hi Mary

Hey John

Mira

[no salutation]

When writing to a group:

Dear all

Hi everyone

Opening sentence

Replying to an email:

Thanks (very much) for your email.

This is to say thanks for your email.

Giving a reason:

I'm (just) writing to ...

Just a (quick) note to ...

Just a short email to ...

clarify ...

confirm ...

inform you...

follow up on ...

let you know ...

reply to ...

request ...

tell you ...

thank you ...

update you ...

Attaching files

I'm sending you/attaching ...

I've attached ...

Please find attached ...

I'm sending you the price list/document as an attachment.

When things go wrong:

I'm afraid you forgot to attach the file/...

I'm afraid I can't open the file/document. Can/Could you send it again in ... format, please?

Making enquiries

I am interested in receiving/finding out ...

I would like to receive ...

We would be grateful if ...

Could/Can you please send me ... ?

Please send me ...

Would you be able to (help) ... ?

Can you help?

I'd appreciate a reply asap.

Please answer asap.

Replying to an enquiry

Thank you for your interest.

I'm pleased to send you ...

I'm sending you ... (in an attachment)

Please find the requested information attached.

We hope you find this satisfactory.

We hope you are happy/satisfied with this.

Thanks for choosing ...

When there will be a delay:

Your request is being processed.

We are working on your request.

Informing

I'd like to inform you of ...

Just a few comments about your last mail:

I'm writing to tell you about/let you know ...

Just a note to say ...

Here's the low-down on ...

Just to update you on ...

FYI: This is to let you know ...

Hope this helps.

Let me/us know if you need anything else.

Requesting action

Have you ... yet?

Can you send ... to me by Friday, please?

I need ... by Thursday.

Please get/keep in touch.

Keep me posted.

Replying

Thanks for your email ...
 In reply to your email, here are ...
Re your email, I ...
 You'll find the info(rmation) attached.
 I'll get back to you asap ...
 I'll follow up the points mentioned in your email ...

Making arrangements

Just a quick note to arrange a time to meet.
 I'm writing to set up/arrange ...
 How/What about Tuesday?
 Is ... OK?
 Where should we meet?
 Should I pick you up at/from ... ?
 Could you collect me at ... ?

Confirming arrangements

I'd like to confirm ...
 Just writing to confirm ...
 Tuesday is good for me.
 Please send me an email by 5 pm today to confirm this.
 Looking forward to seeing/meeting ...

Changing arrangements

I'm sorry but I can't do/make Thursday.
 This is to let you now that I've had to put off/postpone ...
 I'm writing to call off/cancel ...
 I'm afraid I can't make/manage Friday. How about ... instead?

Giving good news

I am/We are pleased to inform you ...
 I'm happy to tell you ...
 You'll be happy/delighted to hear that ...

Giving bad news

We regret to tell/inform you ...
 I'm sorry, but ...
 I am afraid that ...
 Unfortunately, ...

Complaining

I'm writing to complain (about ...).
 We're not happy with ...
 I was disappointed to find/hear ...
 I'm afraid that ...
 Unfortunately, ...

Apologizing

For a delay in answering:
I do apologize for the delay in replying.
 Sorry for the delay in getting back to you.
 Sorry this is so late.

For not being able to help:
 Sorry, I don't know.
 I'm afraid I can't help you.

For something more serious:
We must apologize for ...
We deeply regret ...
My sincere apologies (close)
We apologize for any inconvenience caused.
 Please accept our apologies.
 I'm so sorry ...

Friendly ending

When you want a reply:
 I look forward/Looking forward to hearing from you/to your reply.
 Hope to hear from you soon.
 I'd appreciate a reply asap.

Offering more help:
Do not hesitate to contact us if you need any assistance.
 Feel free to get in touch ...
 if you have any other questions
 if you need more help.
 with any questions.
 Let me know if you need anything else/if I can help you further.

General:
 Thanks for your help/cooperation.
 Hope all is well with you.
Have a nice day/weekend! :-)

Close

Yours sincerely
 Kind/Best regards
 Regards
 Best wishes
All the best
Best
See you (soon)
 Take care
Bye (for now)
 [just the name or initials]
 [no close]

Useful verbs (in context)

to apologize	I'd like to apologize for any inconvenience caused.
to appreciate	We'd appreciate a reply ... /I'd appreciate it if you could send me ...
to arrange	I'm writing to arrange a meeting ... /Can you arrange for somebody to collect me ...?
to ask (if)	Could I ask you to send me ... ?/This is to ask if you could ...
to assist	Please let us know if we can assist you in any way.
to clarify	I am writing to clarify the terms of the agreement.
to complain	I'm writing to complain about .../I'm afraid I must complain about ...
to confirm	I'd like to confirm my booking/the date of our next meeting.
to contact	Please contact Mr ... at our London office.
to enquire	I'd like to enquire about ...
to follow up	Just wanted to follow up on that unpaid invoice.
to get in touch	Please get in touch (with me) asap.
to inform	FYI: This is to inform you that .../inform you of a problem ...
to let sb know	Can you let me know the price of ... ?/This is to let you know that we ...
to need	I need those figures on my desk before tomorrow's meeting.
to postpone	I'm afraid we've had to postpone the conference.
to put off	Sorry, but we're going to have to put off the meeting till next week.
to receive	We've just received the invoice ...
to regret	We regret to inform you that ...
to reply	I am writing to reply to your enquiry about ...
to send	We are sending you the handbook as an attachment.
to sort out	Please can you sort out the mess with the accounts!
to touch base	Just wanted to touch base with you before the meeting.
to update	This is to update you on the Johnson account.
to write	I'm writing to let you know ...

Abbreviations and acronyms

Common abbreviations:

& (ampersand)	and
+	and/plus
ad(vert)	advertisement
am	in the morning
appt	appointment
asap	as soon as possible
at the mo	at the moment
eg	for example
etc	etcetera/and so on
ie	in other words
info	information
pls	please
pm	in the afternoon
re	regarding/about
rep	representative
rgds	regards
w/e	weekend
wk	week
yr	year/your
Mon	Monday
Tues	Tuesday
Wed	Wednesday
Thurs	Thursday
Fri	Friday
Sat	Saturday
Sun	Sunday

Jan	January
Feb	February
Mar	March
Apr	April
May	May
Jun	June
Jul	July
Aug	August
Sept	September
Oct	October
Nov	November
Dec	December

Email, chatroom, and text-messaging:

FAQ	frequently asked questions
Thx	thanks
TIA	thanks in advance
IMO	in my opinion
CU	see you
FYI	for your information
BTW	by the way
Fwd	forward
LOL	laughing out loud
2	to
U	you
RU	are you