

Opening email phrases (opening part of a business letter)

I am writing to confirm ...

I am writing to apologize for ...

I am writing to enquire about ...

I am writing to you in response to your advertisement for...

I received your address from + and would like ...

I recently wrote to you about ...

In reply to your letter of 8 May, ...

With reference to your letter of 8 June, I ...

With reference to your advertisement in ...

With reference to your phone call today, ...

After having seen your advertisement in ... , I would like ...

After having received your address from ... , I ...

Thank you for your letter of 8 May.

Thank you for your letter regarding ...

Thank you for your letter/e-mail about ...

To Whom It May Concern:

Thank you phrases (useful for writing a business thank you letter)

Thank you.

Thank you very much.

Thank you in advance

Thank you for your help!

Thank you for your letter!

Thanks for your assistance!

Thank you for your patience.

Thanks for the prompt response.

Thank you for your kind comments!

Thank you very much for your answers!

Thank you for your time and consideration.

Thank you very much for your warm words!

Thank you for allowing us the privilege of serving you!

Thank you for the e-mail. We appreciate your feedback, and will get back to you as soon as possible.

Suggestions are welcome, thank you.

My apologies to you for bothering you, and thank you for your kind help.

Closing email phrases (business letter closing phrases)

I look forward to your reply.

I look forward to seeing you.

I look forward to hearing from you.

I look forward to hearing from you soon.

I look forward to meeting you next Tuesday.

I look forward to seeing you next Thursday.

We look forward to welcoming you as our customer.

I look forward to an opportunity to speak with you personally.

I look forward to a successful working relationship in the future.

I hope to get answers from you.

Good luck and I look forward to your response!

If you require any further information, feel free to contact me.

If you have any questions, please don't hesitate to contact us.

Should you need any further information, please do not hesitate to contact me.

I would appreciate your immediate attention to this matter.

Your prompt reply is very much appreciated.

Please contact us again if we can help in any way.

Please contact us again if there are any problems.

Please contact us again if you have any questions.

Correspondence exchange

I am writing to

... Inquire/ ask/ request/ offer/ introduce/ thank/ apologize/ congratulate

I am writing in reply to

Further to/... with reference to our ... conversation

This is to inform/ let know/ advice

As you know from our previous correspondence...

Do not hesitate to contact me.

Please, notify that a reply is required by... without fail.

We would be grateful if you could...

We look forward to your (early) reply

Your prompt reply will be appreciated.

I am much obliged to you for...

I deeply appreciate your ...

I was pleased to...

It is very kind of you to...

Many thanks for...

Many thanks in advance.

Please, accept my sincere/ deep appreciation for your help.

We are grateful for your co-operation.

I will be in touch as soon as ...

I will keep you informed.

The information will be handled in confidence.

Pay special attention to the fact that...

We refer to our telephone conversation of...

We should be most happy to provide you with any further information you may require....

We will certainly contact you if...

I am writing to ask you for a favour...

In accordance with law I request...

by separate mail...

We would share with you the estimates of...

Apologies

I am afraid that...

I am sorry that I missed the opportunity of contacting you earlier/ calling you...

I am very sorry to have caused you so much trouble...

I must apologize that...

I regret to inform you that...

Please, accept my apologies for...

Please, forgive me for troubling you taking so much time / taking so long to answer your letter the delay in...

The reason for the present delay is...

Unfortunately ...

We are sorry for the inconvenience that we may have caused you.

To my regret I must inform you that...

Closing the letter

Cordially,

Cordially Yours,

I remain,

Looking forward to continue co-operation, I remain...
Respectfully,
Sincerely,
Sincerely Yours,
Truly Yours,
Very Truly Yours,
Yours,

Complaints

I am very disappointed about this fact.
I have to ask you to accept the responsibility for these damages/ actions...

Arranging an appointment

To accept an invitation
To ask for an appointment
To be present (at/in)
To decline an invitation
To fix the exact dates of call/ meeting/ work
I am unable to accept your invitation.
I could come/ call at any...
I should be pleased to know what dates would be convenient to you.

Proposals and promises

As promised
As we requested
Does the idea appeal to you?
I hope you will not mind
If the above idea is attractive to you...
If you find circumstances acceptable ...
In case our proposal would be acceptable...
It is more possible for us to...
On the following conditions
We shall do our best to...

Useful

As a result of...
As you may know...
At the present time...
Despite the fact that...
Draw your attention to...
In view of the above said...
It is to be noted...
On the ground that...
Take into account...
Take into consideration...
Briefly, the main points that have been made are...
I have some sympathy with your position, but...
Excuse me, but I think it is relevant to add that...

I am afraid there seems to have been a slight misunderstanding...

Qualifiers will 'soften' a direct statement

In order to sound more diplomatic we should soften our direct statements. One way of doing this is by using *qualifiers* – words which we put before another word to make it sound less direct.

Here are some common 'softening' qualifiers in English:

- *a little*
- *a bit*
- *a little bit*
- *slight*
- *slightly*
- *short*
- *small*
- *one or two.*

Now let's use these qualifiers in sentences:

- *The price is **a little** high.*
- *It's a **slight** problem.*
- *I'll be a **little bit** late.*
- *There might be **one or two short** delays with the delivery.*
- *We have to make **one or two small** changes.*
- *It's a **bit** difficult to do.*