

Useful Phrases: Email



Greetings

When you know the name:

Dear Mr/Ms Smith,
 Good morning/afternoon/evening
 John,
 Hello John,
 Hi John,

When you don't know the name:

To whom it may concern,
 Dear Sir/Madam,
 Hello,

When writing to a group:

Dear All,
 Hello everyone,

Being social

I hope this email finds you well.
 I hope you enjoyed your weekend.
 I hope you're doing well.
 I hope you're having a good week.

Giving a Reason

It's (your name) from (your company)..
 As promised, I'm sending/attaching...
 I'm (just) writing to follow up on...
 Can you give me an update on...
 I'm writing to inform you on...
 I'm (just) writing to let you know...

I (just) wanted to tell you...
 This is (just) a (quick) reminder...

Attaching a document

Please find attached...
 I've attached...
 I'm sharing X with you...
 I'm sending you...
 Here is...

When there's a problem

I'm afraid you forgot to attach the document.
 I'm afraid the document won't open.
 Could you send it again please?

Enquiries

Making enquiries

I am interested in receiving/finding out ...
 We would be grateful if ...
 Could/Can you please send me ... ?
 I'd appreciate a reply asap.

Replying to enquiries

Thank you for your enquiry regarding our product or service.
 Thank you for your interest in our product or service.
 Please find the requested information attached.
 Thanks for choosing...

Dealing with delays

Your request is being processed.
 We are working on your request.

Apologising

We apologize for..
 I regret any inconvenience caused by...
 I apologize for the problems you've had.

Please accept my apologies.
 Sorry for any inconveniences this situation may have caused.
 We are sorry for the delay.

Linking

In addition, ...
 Also, ...
 However, ...
 Furthermore, ...
 Here are the details on...
 For instance/example...
 Firstly, / Secondly, ...

Asking for clarification

If I understood you correctly, you would like us to...
 I didn't quite get your point about [topic]. Could you be more specific?
 Could you give us some more details on the [topic]?

Giving good news

We are pleased to announce that .../ to inform you that...
 It is my pleasure to tell you that...
 You will be pleased to learn that .../ to hear that...

Giving bad news

We regret to inform you that ...
 Despite my best efforts, it has proved to be impossible to...
 Unfortunately, ...
 I'm afraid it would not be possible to ...
 Unfortunately, I have to tell you that...
 I'm afraid I won't be able to...
 I'm sorry to tell you that...

Keeping in contact

Could you please keep us updated on this? If you have any questions, please email or call me.

Please feel free to contact me anytime.
 If there's anything I can do for you, please let me know.



Polite Close

Thank you for your assistance.
 Thank you in advance for your help.
 I look forward to hearing from you soon.
 Please let me know if you have any questions.
 Please feel free to contact me if you need any further information.
 I hope the above is useful.
 I'd appreciate a reply asap
 Have a good weekend.

Final close

Yours sincerely,
 Sincerely,
 Kind/Best regards,
 Regards,
 Best wishes,
 Best,
 Cheers,