



## E-Mail Phrases

### Introduction

- Thank you for your e-mail.
- Thank you for your letter dated 23 October.
- It was good to meet you at last week's conference.
- Thank you for visiting us last week. It was a pleasure to meet you.
- I'm writing about your invoice with the invoice number R23/4QL.
- Just a quick email to let you know that I'm waiting to hear back from Simon.
- I would like to invite you to attend our Christmas party on 19 December.
- Thanks for taking the time to meet me last week. It was interesting to find out more about your company and this will help us focus on your needs.
- Thanks for your call today. It was nice to speak to you in person at last.
- Thanks for letting me know how things are going. It sounds as if you are working very hard on the project and I'm sure it will be a success.

### Giving Good News

- You'll be happy to learn that ...
- You'll be pleased to hear that...
- I am pleased to inform you that...
- You'll be delighted to hear that...

### Giving Bad News

- I'm sorry, but ...
- I'm afraid that ....
- Unfortunately ...
- We regret to inform you that...

### Making a Request

- Could you ....
- Please...
- I'd be grateful if you could...
- We would appreciate it if you could...

### Offering Help

- Do you want me to...
- Would you like me to...
- Shall I...
- If you wish, we would be happy to...



### **Show emotions to form a better bond**

- I'll be pleased to help you with this problem.
- I appreciate the time you have taken.
- I hope I'll be able to find a solution this week.
- I see what you mean and I can appreciate your worries.
- I am happy to offer you a discount of 5% in these circumstances.

### **Using Visual Language**

- I can see what you mean.
- This is clear to me now.
- Your suggestions will help us focus on our joint goals.
- Your ideas look good.

### **Using Small Talk**

- I hope you had a pleasant trip back.
- I'm sorry to hear that you haven't been well and hope you are feeling better now.
- How's it going? Not too busy I hope.
- I hope you are well.
- I hope the weather is better in Delhi than it is here.
- It's pouring with rain here. What's the weather like with you?
- I hope you had a good weekend.
- I hope your meeting yesterday went well.
- I'm in the office early this morning as I want to watch the football this evening.

### **Getting Back to Business After Small Talk**

- As we discussed ...
- As you requested...
- Anyway .....
- I am writing about .....

### **Emoticons**

- :-) smile
- ;-) wink
- :-( frown
- :-X no comment



### **Apologising**

- I'm sorry for...(any inconvenience caused.)
- I'm sorry about...
- I do apologise for...
- We must apologise for (not)
- We deeply regret...

### **Enclosing Documents (letters)**

- I have enclosed...
- We are enclosing...
- Please find enclosed...

### **Attaching Documents (e-mail)**

- I have attached...
- We are attaching...
- Please find attached...

### **Arrangements**

- I'm writing to arrange a time for a meeting. When would be convenient for you?
- Just a quick email to arrange a time for a meeting. When would suit you?
- Could we meet on (date) at (time)?
- How about...?
- I would be able to attend the meeting on Tuesday.
- I'm free on Tuesday.
- I'm busy until 2.00 pm. Any time after that would be fine.
- I'm afraid I can't manage Monday.
- Sorry, I can't make Monday.
- I'd like to confirm that the meeting is taking place on...
- I'll confirm the details tomorrow.
- That should be OK. I'll let you know if there is a problem.
- Give me a call if anything changes.

### **Complaining**

- I'm writing to complain about the poor service we received from your company.
- I'm writing to complain about the quality of the product we purchased from you.
- Our order dated 24 July clearly stated....., however
- The goods were faulty / damaged / in poor condition.
- There seems to be an error in the invoice.
- Please replace the faulty goods as soon as possible.
- We must insist on an immediate replacement / full refund.
- Unless we receive a replacement by the end of the week, we will have to cancel our order.



### **Dealing with complaints**

- Thank you for your letter of 28 July. I must apologise for the inconvenience caused.
- I am writing in relation to your complaint.
- Please leave it with me.
- Can you leave it with me? I'll look into the matter and get back to you tomorrow.
- I have looked into the matter and...
- We will send a replacement immediately.
- We will give you a refund immediately.
- We have a temporary problem with...
- We are doing everything we can to sort it out.
- I'm afraid that I am not able to help you any further with this matter.

### **Response or Action**

- Please send me the details by Friday.
- Please speak to your boss about this matter and let me know what she thinks.
- Once I have received your order, I'll process it as quickly as possible and send the shipment by the end of the week.
- If payment is not made within seven days, I'll place the matter in the hands of our legal department

### **Close**

- I look forward to hearing from you next week.
- I look forward to meeting you soon.
- We look forward to receiving the payment.
- Thanks for your support.
- I would appreciate a prompt reply.
- Please let me know if you need any further information.
- If you have any questions, please contact me.
- Let me know if you need any more help.



## Formal or Informal?

<b>Informal</b>	<b>Formal</b>
What do you need?	Please let us know your requirements.
Thanks for your e-mail of 12 February.	Thank you for your email received 12 February.
Sorry, I can't make it.	I am afraid I will not be able to attend.
I'm sorry to tell you that....	We regret to advise you that...
Could you....?	I was wondering if you could...
You haven't ....	We note from our records that you have not...
Don't forget....	We would like to remind you...
I need to ....	It is necessary for me to...
Shall I ....	Would you like me to...?
But / Also / So	However... / In addition.../Therefore...
I'm sorry for...	Please accept our apologies for...
See you next week.	I look forward to meeting you next week.



## Common Abbreviations

abbreviation	meaning
am (9.30 am)	before midday (ante meridiem)
approx	approximately
ASAP	as soon as possible
Attn	for the attention of
Cc	copy to
eg	for example (exemplii gratia)
ETA	estimated time of arrival
etc	et cetera
FAO (not USA)	for the attention of
FYI	for your information
ie	that is (id est)
Inc	Incorporated
Ltd	Limited
NB	please note (Nota bene)
pm	after midday (post meridiem)
pp (British only)	on behalf of (per pro)
PS	Postscript

## Modern Abbreviations

u	you
tnkx	thanks
rgs	regards
r	are
pls	please
cu	see you

### Tip

Be careful if you use abbreviations. Are you using them correctly? Do you think that your partner will understand the intended meaning?



## Punctuation

### British

It has become standard practice to use “open punctuation” in British correspondence. Punctuation marks are only included in the main body of the letter where they are necessary and make grammatical sense. There are no commas, full stops etc. in other parts of the letter / email such as the date, the salutation, the complimentary close etc.

There is also no punctuation used in abbreviations such as eg, nb, ps etc.

### American

It is standard practice to include the following punctuation:

<b>Date</b>	May 11, 2008	comma
<b>Salutation</b>	Dear Mr. McCain:	colon (more formal)
<b>Salutation</b>	Dear Nancy,	comma (less formal)
<b>Complimentary Close</b>	Sincerely,	comma
<b>Titles</b>	Mr. Mrs. Ms. Dr. (not Miss)	period
<b>Other abbreviations</b>	n.b. p.s. e.g.	

## Dates

### British

I'm looking forward to our seminar on 23 July 2008. (pronounced the twenty-third of July)

### American

I'm looking forward to our seminar on July 23, 2008. (pronounced July twenty-third)

It is also possible to write 23.07.08 (British) or 07/23/08 (American), but it is best to write out the date in full to avoid confusion.

### Please note

Some companies introduced the following system of date writing:



2008/07/23

## Out of Office Reply

Lieber Sender,

vielen Dank für Ihre Nachricht. Ich bin derzeit im Urlaub und ab dem 24. August wieder im Büro. Ihre Email wird nicht weitergeleitet. In dringenden Fällen können Sie Frau Ann O'Connor unter folgender Nummer erreichen:

vom 3. Augst bis 7. August 2009:           0731 360 06 21

vom 10. August bis 21. August 2009: .....

Freundliche Grüße

Andy Leal

Dear E-Mailer

Thank you for your message. I am currently on holiday and out of the office until 24 August. Your e-mail will not be forwarded. For matters that require immediate attention, you can contact Ann O'Connor on the following numbers:

from 3 August to 7 August:           0731 360 06 21

from 10 August to 21 August : 0170 .....

Best regards

Andy Leal





## If you are signing for somebody else\*

### British English

- PP is used in British English.
- It means “per procuracionem” , or “on behalf of”.

Yours sincerely

Susan Smith

pp June Carter  
Managing Director

### American English

- In American English and increasingly in British English, it is common to write “for”.

Sincerely,

Susan Smith

for June Carter  
CEO

\* Please note that there is no direct English equivalent for the German i.A. or i.V



## Finding your way around the email phrases

1. How would you start an email to a new business contact in the UK? (see Openings and Closings British style)
2. How would you finish an email to an American colleague who you have worked with for years? (see Openings and Closings American Style)
3. Thank your partner for the email that they sent you last Friday (see Introduction)
4. Tell your partner that you have found the missing information (see Giving Good News)
5. Tell your partner that you have to cancel your appointment next Monday (see Giving Bad News)
6. Ask you partner if he / she can send you the report by Friday. (see Making a Request)
7. Suggest to your partner that you could help prepare the exhibition if he / she has no time. (see Offering Help)
8. Say that you are sorry for the delay in sending the goods. (see Apologising)
9. Say that you have attached the latest data to the email. (see Attaching Documents)
10. Arrange a time for a meeting next Tuesday. (see Arrangements)
11. Last week your company had a stand at a trade fair in Milan. The part of the exhibition hall that you were in was cold and dirty. Complain to the organizers (see Complaining)
12. You have received a complaint about the goods you sent a customer. Complete the email on page 11 (see Dealing with complaints for numbers 1-3 and Close for numbers 4 and 5):



O'CONNOR

Dear Ms Gonzales

1. \_\_\_\_\_ for your e-mail. I must 2. \_\_\_\_\_ that the shipment was not complete.

Please 3. \_\_\_\_\_ it with me and I'll call you early next week.

In the meantime, if you 4. \_\_\_\_\_, please

\_\_\_\_\_.

I'm looking forward to 5. \_\_\_\_\_ to you next week.

Best \_\_\_\_\_