



- I received your address from ... and would like to
- Thank you for taking the time to [write to us/give us some feedback etc — something the customer has done for us]

#### 4- Emailing first

- I am writing to you about our last meeting/your presentation yesterday/our next event.
- I am writing to you with regards to/regarding/concerning/in connection with...
- I am writing to ask/enquire/let you know/confirm/check/invite you to/to update you on/ask for a favor...
- I am writing you to follow up on...
- I am contacting you to inform...
- I am reaching out because...
- This is just a quick note to...
- This is just a quick reminder...
- I wanted to let you know that...
- Might I take a moment of your time to...
- It's [Your Name] from [Your Company].
- This email is just to let you know that...

#### 5- Explaining Why You're Writing

- I wanted to tell you that...
- I am writing to tell you about ...
- I'm writing to tell you that...
- This email is to confirm that... (e.g. This email is to confirm that we've received your payment.)
- We're sending you this email because...
- In this email we wanted to [tell you about/give you...]

- We are writing to [why you're writing]
- We wish to inform you of [news] (e.g. We wish to inform you of a change in our rates.)
- I'm writing concerning/with regard to/about ...

## 6- Replying

- I just got your request for...
- I just read your email about...
- As we discussed, I would like to send you...
- Thank you for your email about...
- Thanks for your email this morning/yesterday/on Wednesday/last month...
- Thanks for your feedback on/your invitation/your suggestion
- Thanks for sending/asking about/attending
- Thanks for your quick reply.
- Thanks for getting back to me so quickly.
- Thank you for reaching out (to me).

## 7- Apologizing

- Sorry for my late reply.
- Sorry it took me so long to get back to you.
- I apologize for the late response.
- Sorry it's been so long since my last email.
- I was sorry to hear about...
- Please accept our apologies for any inconvenience caused.

## B- Body Lines

### 1- Attachments and information

- I've attached...
- Please find [file] attached.
- I'm enclosing [file].
- Please see the information below for more details about...
- The parts in bold/in red/in blue are my comments/are the changes we made.
- Here's the document that you asked for,
- I've attached [file] for your review.
- I'm sending you [file] as a pdf file.
- The attached file contains...
- Could you please sign the attached form and send it back to us by [date]?
- Here's the [document] we discussed.
- [file] is attached.
- Please take a look at the attached file.
- Take a look at the [file] I've attached to this email.
- I've attached [file].
- More information is available at [www.website.com](http://www.website.com).
- Please note that...

### 2- Requests and enquiries

- Could you please?...
- Could you possibly tell me?...
- Can you please fill out this form?
- I'd really appreciate it if you could...
- I'd be very grateful if you could...

- It would be very helpful if you could send us/me...
- I was wondering if you could/if you would be able to...
- If possible, I'd like to know (more) about...
- Please find my two main questions below.
- We would appreciate it if you would...
- I would be grateful if you could...
- Could you possibly tell us/let us have...
- In addition, I would like to receive...
- It would be helpful if you could send us...
- I am interested in (obtaining/receiving...)
- I would appreciate your attention to this matter.
- Please let me know what action you propose to take.
- I would be grateful if you could send me further information about ...
- Shall I [verb]? (e.g. Shall I meet you at the airport?)
- Would it be possible to...? (e.g. Would it be possible to have a quick chat on Monday?)
- Would you mind if [+ past simple]? (e.g. Would you mind if I took the day off on Tuesday?)
- I was hoping you could [do something].

### 3- Asking for clarifications

- I didn't/don't fully understand [something]. Could you please explain that again?
- I didn't quite get your point about [something]. Could you be more specific?
- Could you repeat what you said about?...
- Could you give us some more details on?...
- If you could please shed some light on this topic, I would really appreciate it.

- Could you please clarify [something]?
- Could you please clarify when you would like us to finish this?
- When exactly are you expecting to have this feature?
- Here are the details on...
- Could you please clarify what you would like us to do about?...
- If I understood you correctly, you would like me to...
- What exactly do you mean by [something]?
- Could you explain what you mean by [something]?
- In other words, would you like us to...

#### 4- Sharing information

- Thank you for letting me know.
- Thank you for the heads up.
- Thank you for the notice.
- Please note...
- Quick reminder...
- Just a quick/friendly reminder that...
- Thank you for sharing.
- I'd like to inform you that...
- Just a quick heads up-
- Thanks for keeping me in the loop.
- Please keep me informed/posted/updated/in the loop.

#### 5- Getting and giving approval

- Please let me know if this is OK with you.
- What are your thoughts (on this)?
- What do you think?

- Please let me know what you think.
- We just need the thumbs up/the green light. (=we're waiting for approval)
- You (totally) have the green light!
- He approved of it, so you can go ahead with the project.

## 6- Scheduling

- I'd like to schedule a meeting on [day] if you are available/free then.
- I am available on [day], if that's convenient for you.
- Would you be available on [day]? If so, I'll send you an invite shortly.
- Can you make it on [day]? If so, I'll book accordingly.
- I'm afraid I can't make it on [day]. How about?...
- (Due to...) I'm afraid we need to reschedule/delay/postpone/put back/cancel/call off/move/rearrange our meeting.
- We are sorry to inform you that the interview/meeting scheduled for [day] will have to be rescheduled.

## 7- Giving good news

- We are pleased to announce that .../ to inform you that...
- We have some good news for you. [News] .
- It is my pleasure to let you know that [news].

## 8- Giving bad news

- Unfortunately... ,
- Unfortunately, we cannot/we are unable to...
- I'm afraid it will not be possible to...
- Unfortunately, I have to tell you that...
- I'm afraid that we can't...
- We regret to inform you that...

- I regret to inform you that (due to...)...
- After careful consideration we have decided (not) to...
- Due to [reason], it won't be possible to...
- It's against company policy to...
- I tried my best, but...
- Despite my best efforts... ,
- I can't see how...
- I'm sorry but it's out of my hands.
- I'm afraid I won't be able to...
- I'm sorry to tell you that...
- I regret to inform you that due to a mistake in our database ... ,
- Unfortunately, we cannot/we are unable to...
- After careful consideration we have decided (not) to...
- I'm afraid it would be impossible to [do something] .
- Due to [reason], it would be impossible to [do something] .
- It's against company policy to [do something] .
- Despite my best efforts, it has proved to be impossible to..

## 9- Talking about Vacations and Holidays

- Unfortunately, [Name] is sick , so (s)he's not going to work today .
- I'm planning a vacation in June. Would that be all right with you?
- We have a national holiday in our country on [Date]. Therefore, our office will not be working on that date .
- I'm currently on vacation. If you have questions about [topic], please write to [Name] at [email address] .
- Our company is celebrating [holiday] from [start date] until [finish date]. (e.g. Our company is celebrating Christmas and New Year from December 30 until January 4.)
- When would it be all right for me to have a week-long vacation?



## C- Closing Lines

### 1- When something is expected

- Do you need a reply? Are you asking for a favor or you are meeting soon? These sentences are perfect for those moments!
- Looking forward to hearing from you soon.
- I look forward to hearing from you soon.
- Please let me know if this works/if you are available/if that sounds good/if you can/if you can help/if you need to reschedule...
- I look forward to seeing/meeting you.
- See you on Thursday/next week.
- Thanks.
- Thank you in advance.
- Thank you for everything.
- Cheers.
- Any feedback you can give me on this would be greatly/highly/much appreciated.
- If you could have it ready by tomorrow/the end of next week, I would really appreciate it.
- I would appreciate your help in this matter.

### 2- Offering help or information

- I hope you find this helpful.
- I hope it's clearer now.
- I hope that answers all your questions.
- If we can be of any further assistance, please let us know.
- Let me know if you need any help.
- For further details...
- If you have any (more) questions (about)...

- In the meantime, if you need any more information,
- I you need more information/more info/further information,
- I know that's a lot to take in, so let me know if anything I've said doesn't make sense.
- ...please do not hesitate to contact me.
- ...please feel free to contact me/to get in touch.
- ...please let me know.
- ...drop me an email/drop me a line.

### 3- Apologizing

- Thanks you for your understanding/for your patience.
- Thanks again for your understanding/for your patience.
- Once again, please accept our apologies for any inconvenience caused/for the inconvenience caused/for the delay/for the misunderstanding.
- I hope this is okay with you.
- I really hope we can find a solution soon.
- I hope you can understand.
- Sorry I couldn't be of more help

### 4- Ending an email

- Best regards,
- All the best,
- Best wishes,
- Cheers,
- Have a great weekend!
- Have a wonderful day!
- Sincerely,
- Yours sincerely,

- Sincerely yours,
- Yours faithfully,
- Kind regards,
- Yours truly,
- Many thanks,