



BUSINESS ENGLISH PHRASES

Emailing 1 Effective emailing

Subject (Maximum of 5 words)	Please respond by 7 November Project X cost report Budget meeting 10 October
Formal Greeting	Dear Sir / Madam, Dear Ms.Davila, / Dear Marta Davila, Dear Marta,
Informal Greeting	Hi all, Hello everyone, Hi Maria, Maria,
Formal Opening	I'm writing with reference to your email 10 October 2012. My name is Roberto Aguila and I work for ADADE. It was a pleasure to meet you at the SIMO trade conference.
Formal Opening	It was good to speak to you by phone yesterday. Thank you for emailing me the report. Sorry I can't make the meeting because I'm travelling.
Informal Opening	Thanks for doing that. Great idea! I'd like you to review the report and give me feedback.
Purpose for emailing - Information -	I'm writing to you to request information about your new product line. TDC is an IT Consultancy and we are interested in your new product line. We need to know when your new product line will be launched.
Purpose for emailing - Information -	Could you send me your company's price catalogue? Can you send me your company's product catalogue? I'd be grateful if you could send the product specifications. Please provide information about the product specifications.
Purpose for emailing - Action -	I'd like you to send a proposal by the end of this week. We'd like you to provide a budget proposal. Would you mind sending me the proposal tomorrow? Do you think you could complete the work by Tuesday?
Purpose for emailing - Action -	Could you finish the work by the end of this week? Can you reach a decision by the end of the week? It would be helpful if you could email it tomorrow.
Purpose for emailing - Help -	Do you need me to do anything else? Would you like any more information? Let me know if I can do anything more to help.
Purpose for emailing	Can you provide more detailed information?

- Help -	That would be extremely helpful thank you. I would like to thank you for your professionalism.
Purpose for emailing - Apologise –	I am writing in respect to your recent complaint. I was very concerned to learn about your complaint dated 2 March 2012. I would like to apologise for the incident of 3 April.
Purpose for emailing - Apologise -	I will look into the matter and get back to you tomorrow. I can assure you that it will not happen again. Please accept my apologies for any inconvenience
Additional Information	Additional information is provided in the attached files. Please see the attached file for additional information. I've attached additional information.
Closing email	I look forward to hearing from you shortly. We look forward to hearing from you. If you need any further information please don't hesitate to contact me. If you have any further questions please contact me.
End	Best regards, Regards, Kind regards,