



## BUSINESS ENGLISH PHRASES

### Emailing In English Super Triple Pack

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|------------------------|---|
| <b>Series One</b>      | <ol style="list-style-type: none"><li>1. Emailing Series 1: Effective Emailing</li><li>2. Emailing Series 2: Opening and Closing</li><li>3. Emailing Series 3: Making Enquiries and Placing Orders</li><li>4. Emailing Series 4: Internal Emails</li><li>5. Emailing Series 5: Common Email Mistakes</li></ol>                              |
| <b>Gold Series</b>     | <ol style="list-style-type: none"><li>6. Emailing Gold Series 1: Formal vs. Informal</li><li>7. Emailing Gold Series 2: Writing A Complaint Email</li><li>8. Emailing Gold Series 3: Follow-Up Email</li><li>9. Emailing Gold Series 4: How To Email Busy People</li><li>10. Emailing Gold Series 5: Top 15 Common Email Mistakes</li></ol> |
| <b>Platinum Series</b> | <ol style="list-style-type: none"><li>11. Emailing Platinum Series 1: Reminder Emails</li><li>12. Emailing Platinum Series 2: Follow-up Emails</li><li>13. Emailing Platinum Series 3: Apology Emails</li><li>14. Emailing Platinum Series 4: Informing Emails</li><li>15. Emailing Platinum Series 5: Ordering Emails</li></ol>            |



## BUSINESS ENGLISH PHRASES

### Emailing Series 1 Effective Emailing

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

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



## BUSINESS ENGLISH PHRASES

### Emailing Series 2 Opening and Closing

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|--|---|
| Subject<br>(Maximum of 5 words)                      | <b>Agenda for the meeting 10/11/2013</b><br><b>Updates on the building plans</b><br><b>Meeting scheduled for 17/10 at 10am</b>  |
| Subject<br>(Maximum of 5 words)                      | <b>Please respond by 7 November</b><br><b>Project X cost report</b><br><b>Budget meeting 10 October</b>   |
| Formal Greeting:                                     | <b>Dear Ms.Davila,</b><br><b>Dear Marta Davila,</b><br><b>Dear Mr Yuang,</b>  |
| Opening Sentences<br>(Follow-up)                     | <b>With respect to</b> our phone conversation, I am sending you the monthly sales report.<br><b>Further to</b> our last discussion, <b>I would like to bring to your attention</b> the following issues.<br><b>Following on from</b> our meeting 7 January, <b>I propose</b> we meet again in the first week of February. |
| Opening Sentences<br>(Follow-up)                     | <b>As we agreed</b> let's meet again in one month.<br><b>As we discussed in our meeting</b> 6 April, <b>I suggest</b> we meet next to discuss Phase 2's milestones.<br><b>As agreed by email on</b> 9 April, <b>I propose</b> we meet at the end of April.  |
| Opening Sentences<br>(With reference to something)   | <b>In your last email you mentioned that</b> you were waiting for TYZ to send you the project time line.<br><b>In your email dated</b> 07 March you asked for confirmation of the changes made.<br><b>With regards to</b> Phase 2, <b>I have listed below</b> the tasks and deadlines that need to be completed.          |
| Opening Sentences<br>(With reference to something)   | <b>I am writing with reference to</b> your email 7 April.<br><b>I am writing in regard to</b> our last meeting.<br><b>I am writing with respect to</b> our last meeting.  |
| Opening Sentences<br>(Someone you have met recently) | <b>It was a pleasure to meet you at</b> the THO Trade Fair in Manila last week.<br><b>It was good to meet you at</b> the THO Trade Fair.<br><b>I enjoyed meeting you at</b> THO Trade Fair.<br><b>We met at</b> Singapore's World Mobile Conference at your company's stand.  |
| Opening Sentences<br>(Attaching documents)           | <b>Attached please find the documents you requested regarding</b> our TZT product line.<br><b>Please find attached the documents you asked for.</b><br><b>I've attached the following document,</b> "TZT Specs".  |
| Closing Sentences                                    | <b>Your assistance in</b> getting this information as soon as possible is appreciated.<br><b>I appreciate your assistance in this matter.</b><br><b>Thanks for taking the time to consider this issue.</b>  |
| Closing Sentences                                    | <b>I look forward to hearing from you.</b><br>If you need any further information <b>please don't hesitate to contact me.</b><br><b>If you have any further questions please contact me.</b>  |
| End  | <b>Best regards,</b><br><b>Regards,</b><br><b>Kind regards,</b>   |



## BUSINESS ENGLISH PHRASES

### Emailing Series 3 Making Enquiries and Placing Orders

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|---------------------------------|--|
| Subject<br>(Maximum of 5 words) | <b>Product Enquiry AP34</b><br><b>Order Enquiry 09/09/2012</b><br><b>Purchasing Order AP34</b>   |
| Enquiries                       | We are a manufacturing company in Indonesia. <b>We are interested in</b> your Product Series PS-2TZ.<br><b>Could you email me</b> the updated product information?<br><b>Please send me your latest price list.</b>  |
| Enquiries                       | <b>This email is to enquire about</b> Product Series PS-2TZ.<br><b>This email is to request information about</b> PS-2TZ.  |
| Enquiries                       | <b>I am writing to enquire about</b> Product Series 2TZ.<br><b>I am writing to request more information about</b> Product Series 2TZ.  |
| Placing Orders                  | <b>We would like to order</b> 15 units of PS-2TZ.<br><b>I am writing to order</b> 15 units of PS-2TZ.<br><b>I want to order</b> 15 units of PS-2TZ.<br><b>We're interested in</b> purchasing 15 units of PS-2TZ.   |
| Placing Orders                  | <b>We would like to place the following order,</b> 7 units of AP34 and 10 units of AP24.<br><b>Would you please send us</b> 7 units of AP34.<br><b>According to your website</b> AP34 is not in stock until 7 February 2013, <b>is that correct?</b>   |
| Asking for further information  | <b>I would like to know if</b> my order can be changed.<br><b>Could you send me</b> the product specifications?<br><b>I have a few questions about</b> your company's Terms & Conditions.  |
| Replies                         | <b>Thank you for your email</b> of 13 November 2013 <b>enquiring about</b> Product Series 2TZ.<br><b>Thank you for your email</b> of 7 March 2013 <b>asking for information about</b> Product Series 2TZ.<br><b>With reference to your email of</b> 9 April 2013, I am sending you the updated product specifications. |
| Replies                         | We would like to thank you for your email of 5 March 2013 <b>enquiring about</b> Product Series 2TZ.<br>We would like to thank you for your email of 5 March 2012 <b>asking for information about</b> Product Series 2TZ.  |
| Replies                         | <b>I have attached</b> our product catalogue to this email.<br>We will dispatch the products <b>within 24 hours of receiving your order payment confirmation.</b><br>You will note that our products are <b>delivered within 48 hours of receiving payment.</b>  |
| Closing Sentences               | If you require more information <b>please don't hesitate to contact me.</b><br><b>Once again I apologize for any inconvenience.</b><br><b>I look forward to your reply.</b>  |
| Closing Sentences               | <b>I look forward to hearing from you shortly.</b><br><b>If you need any further information, please don't</b>   |

|            |  |
|------------|--|
|            | <b>hesitate to contact me.<br/>If you have any further questions, please contact me.</b> |
| <b>End</b> | <b>Best regards, / Regards, / Kind regards,</b>  |

## **Author**

My name is Christopher Wright and co-director of TETC, The English Training Company ([www.englishtco.com](http://www.englishtco.com)).

My company TETC and I have helped thousands of companies and professionals succeed in Business English and to become advanced Business English speakers.

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