



EMAIL PHRASES



1 GREETINGS



Dear Sir or Madam,

To whom it may concern

Dear Mr or Ms Jones,

Dear Dr Smith



2 REASON FOR WRITING REPLYING



I am writing
to make a reservation
to apply for the position of...
to confirm my booking
to ask for further information about ...

With reference to our telephone conversation on Friday,
I would like to let you know that...



3 MAKING A REQUEST ASKING FOR INFORMATION



Could you please let me know
if you can attend ...
if you are available for a meeting on 12th December?

Could you possibly arrange a meeting with the Logistics
Manager?

I would also like to know if there are any
swimming pools in your area.



4 OFFERING HELP GIVING INFORMATION



We are happy to let you know that your article has been
selected for publication.

I am glad to inform you that we will be holding our annual
conference in Brussels on 20 September 2014.

Should you need any further information/assistance,
please do not hesitate to contact us.



5 COMPLAINING



I am writing
to express my dissatisfaction with...
to complain about...

I regret to say that I was not completely satisfied with the
room you provided us.

I would like to receive a full refund and compensation
for the damages.



6 APOLOGIZING



We would like to apologize for any inconvenience caused.

Please accept our apologies for the delay.

Please let us know what we can do to compensate you for the
damages caused.

We will make sure that this will not happen again
in the future.



7 ATTACHING FILES



I am attaching my CV for your consideration.

I am sending you the brochure as an attachment.

Please see the statement attached.

Please find attached the file you requested.



8 ENDING CLOSING FORMULA



I look forward to hearing from you.

Yours faithfully,
(when you start with Dear Sir/ Madam,)

Yours sincerely,
(when you start with the name e.g. Dear Ms Collins)

Sincerely,

