

Email Phrases

Opening greetings

Formal

Dear Mr Smith/ Dear Mrs Johnson / Dear Ms Philips /Dear Dr Jansen / Dear Professor Harris

Dear Sir or Madam (*when name unknown*)

Dear Alex (*for someone you know*)

Informal

Hello Alex

Hi (John)

Hey (*very informal*)

Opening greeting to more than one person

Formal

Dear all

Informal

Hello/Hi (everyone)

Hi (guys) (*very informal*)

Opening line (with thanks) mentioning the last contact

Thank you (**F**) / Thanks (**I**) ...

- **for** your email of 12th May / your email this morning / last week
- for your phone call this morning.
- for the information about ... / for your feedback
- for your interest **in** ... / your help **with** / your quick reply.
- for **getting** back to me so quickly / for **sending** me / for **contacting** me about ...
- for **inviting** me **to** / for **talking** to me about
- for **attending** our conference / for **asking** about / for **informing** us about / that

It was so **nice to see** you again on Monday. / It was **a pleasure meeting** you / It was **my great pleasure to** meet you last week.

I have just read your email about... / I have just received your email about... (*formal*)

I just got your message about ... / your request for... (*informal*)

Thank you for finding the time to . . . answer my questions about.../ meet me / talk to me / attend the meeting

Opening lines

I am writing to you about... your latest model / the meeting next week / your presentation yesterday

I am writing to you **in connection with ... / regarding ... / with regards to.../ concerning...**

I am writing to you (in order) to ask you if... / to enquire **about** ... / to inform you that ... / to let you know that... / to tell you / to invite you **to dinner** / to thank you **for...** / to ask you a favor / to announce that...

I am writing (to you) because I have just found out that...

I am writing (to you) because I thought you would like to know that ...

I am writing (to you) because I need...

As promised, here is my ...

As we discussed,

(This is) just a quick note to say... (*informal*)

Apologizing for lack of contact

Sorry it's been so long... but I've been very busy /... since I was last in touch but.../ ...since my last email but... (*informal*)

Sorry for my late reply (but/ but I had to...) / Sorry it took me so long to get back to you (but/ but I had to...)

Email Phrases

Apologizing for contacting someone

Informal

Sorry to write again so quickly, but I can't find the ...

Sorry to write again so soon but I'm having trouble with...

Sorry to bother you again so soon, but are you sure that..

Formal

Sorry, in my last email I forgot to...(attach the...)

Mentioning attachments / Mentioning information

For your reference,

Please find attached...

I have attached...

Here is the proposal / report / document / information (that I promised/ that you asked for/ that I mentioned/)

Please see below ... the (my) website / the (my) attachment / my powerpoint (presentation) / the link/ the diagram

For more details please see...

If you look at... the first line / the second bullet point / paragraph 4 / the fourth paragraph / section C / page 73

If you look below you will see that ...

the parts in bold/ in red/ in green/ are my comments

The parts in bold/ in red/ in green/ are my boss's feedback

The parts in bold/ in red/ in green/ are the changes in the first draft

Highlighting important information

Please note that...

Notice that...

Requests

Could you (possibly)...?

Would you mind sending me ...

I was wondering if you could... / if you would be able to...

I **would be** very grateful if you **could** help me with this problem / issue / problem

I **would be** very grateful if you **could** take action in the next few days

I would really appreciate some / the / a ... I would really appreciate some help with ...

I would appreciate **it** if you could....

Enquiries/ Asking for information

Could you (possibly) tell me...?

(First of all) I would like to know...

My (first/ second/ third/ next/ last/ final) question is about... / I (also) have a question about...

(If possible) I (also) need to know...

My three (main) questions are below / Please find my three (main) questions below.

Answering questions/ Giving information

You (also) asked us about...

The answers to your question are below./ Please find my answers below.

In answer to your first/ second/ third/ last question...

To answer your question about...

Making arrangements

I would like (*formal*) / I'd like (*informal*) to meet on...

I would like to meet if you are available / if you are free then.

I am available **on** Monday , if that is convenient (*formal*)/ okay (*informal*) **with** you.

Email Phrases

Changing arrangements

I'm afraid I can't make our meeting / conference call / class (because...) (*informal*)

How about next week instead?

Due to the accident, I am afraid we need to **delay/ postpone/ cancel / reschedule** our meeting to Tuesday 28 March (*formal*)

Making complaints

I'm afraid I was not (very) happy with... (*informal*)

Unfortunately, it was not (really) what I expected.

I am afraid I was not (completely/ fully) satisfied with...

Apologizing/ Replying to complaints

I was sorry to hear about...

(First of all) I would like to apologize for...

Please accept our (sincerest) apologies for the inconvenience caused/ for any inconvenience caused/ for...

Instructions/ Commands/ Demanding action

Just a (quick/ brief/ friendly) reminder that... (*informal*)

(In future/ From now on/ From next week) please make sure that you.../ Please ensure that you... (*formal*)

Giving bad news

We regret to inform you that...

We are sorry to announce that...

Making announcements

I/ We would like to inform you that...

Closing lines

Formal

I look forward to hearing from you (soon)

I am looking forward to hearing from you (soon).

Please let me know if that is acceptable **with** you

Informal

Please let me know if that's okay

Please let me know if that sounds okay

Closing line offering more communication if needed

If you require **any further** information... (*formal*)

If you have any (more) questions (about...)

Please... do not hesitate to / ... feel free to contact me if you need ...

Informal

If you need (any) more info please don't hesitate

Just let me know

Just drop me a line (at any time).

Closing line mentioning the next (face to face) meeting or contact

Formal

I look forward to seeing/ meeting you then.

I hope we have the chance to meet again soon

I hope we have the opportunity to meet again soon.

Informal

See you on Monday

Email Phrases

See you next week
See you then
Speak to you soon
Speak to you then
Speak to you **on** Monday

Closing lines for requests

Thanks (*informal*)/ Thank you (*formal*) (in advance)

Formal

Any assistance you could give me in this matter would be greatly welcomed
Any help would be greatly appreciated / would be highly appreciated / would be much appreciated
Thanks for your consideration

Closing lines with apologies/ Closing lines when responding to complaints

Formal

I hope that is acceptable with you.
Once again, please accept our apologies for any inconvenience caused
We are sorry for the inconvenience caused
We apologize for the delay
Thank you for your understanding

Informal

I hope that is okay (with you)
Thanks for your patience
Thank you for your patience
Thanks for your understanding

Other closing lines

Formal

Thank you again (for all your help/ for the information / for bringing this matter to my attention / for telling me about this / for mentioning this)
Sorry I could not be of more help.
I hope that answers all your questions / that meets **with** your approval

Informal

I hope that helps/ that's clearer now / that's some help

Useful closing greetings for emails

Best regards
Sincerely (yours)
Best wishes (*informal*)