

# Common phrases

## 1. Initiating new email contact

### 1.1. Formal

#### 1.1.1. Beginning of the email

- Might I take a moment of your time...
- Please may I introduce myself...

#### 1.1.2. Ending of the email

- Many thanks again for your time.

### 1.2. Informal

#### 1.2.1. Beginning of the email

- I'm just emailing to ask...
- I'm a friend of Bob's...

#### 1.2.2. Ending of the email

- Just let me know if you have any questions.
- Drop me an email, or give me a ring, if you want any more information.

## 2. Answering the question

### 2.1. Formal

- I trust the above resolves your queries. Should you have any further questions, please do not hesitate to contact me.

## 2.2. Informal

- I know that's a lot to take in, so let me know if anything I've said doesn't make sense.
- Hope the above helps, but email again if you're still having any difficulties.

## 3. Request to take action

### 3.1. Formal

- I would appreciate your help in this matter.
- I would be grateful if you could ... .
- I would appreciate (it) if you could ... .
- I would request ... (+ noun)
- I would request your immediate attention to the matter.
- Could you please let me know if you are available?
- I would appreciate it if you could send me the document...
- Could we arrange a meeting later?
- Please let me know if this will be possible...

### 3.2. Informal

- Could you look into this?
- Would you mind checking it out for me?
- Thanks in advance
- Can you get back to me once you've had a chance to investigate?
- I'd love to hear your advice on this one
- Could you possibly ... ?
- Could you please ... ?
- I was just wondering if you were around later...
- Would you mind coming earlier?

- Can you call me back ASAP? (As soon as possible)

## 4. Asking for respond (Not including action)

### 4.1. Formal

- I await a response at your earliest convenience.

### 4.2. Informal

- Can you drop me a quick word so I know you've received this?
- Look forward to hearing from you

## 5. Heard nothing back and ask for response

### 5.1. Formal

- In reference to my email of June 20th ...

### 5.2. Informal

- Just wondered if you got my email (June 20th)?
- When you get a moment, could you drop me a line about my last email?
- Do you have any favourite stock phrases that you use in your work emails? Add yours in the comments!

## 6. Request agreement

### 6.1. Formal

- I would be delighted to ...

## 6.2. Informal

- I will be happy to ... .

# 7. Making apologies

## 7.1. Formal

- I apologise for the delay in replying.
- I/We apologise for the inconvenience.
- I/We apologise for any inconvenience caused.
- Please accept our/my sincere apologies.
- I must apologize that...
- I regret to inform you that
- Please, accept my apologies for...
- Please, forgive me for troubling you taking so much time / taking so long to answer your letter the delay in...
- The reason for the present delay is...
- Unfortunately ...
- We are sorry for the inconvenience that we may have caused you.
- To my regret I must inform you that...

## 7.2. Informal

- Sorry for the delay in replying.
- Sorry for the inconvenience.
- Sorry for any trouble caused.
- I/We are very sorry ... .
- I am afraid that...
- I am sorry that I missed the opportunity of contacting you earlier/ calling you...
- I am very sorry to have caused you so much trouble...

## 8. Giving bad news

### 8.1. Formal

- I/We regret that ... .
- I/We regret to inform you that ...
- .I am afraid that I must inform you of/that ... .

### 8.2. Informal

- Unfortunately ... .
- I am sorry to have to tell you that ... .
- I am sorry to have to tell you that ... .

## 9. Arranging appointment

### 9.1. Formal

- To accept an invitation
- To ask for an appointment
- To be present (at/in)
- To decline an invitation
- To fix the exact dates of call/ meeting/ work
- I am unable to accept your invitation.
- I could come/ call at any...
- I should be pleased to know what dates would be convenient to you.

## 10. Complaining

### 10.1. Formal

- I/We wish to draw your attention to ...

- I am writing to complain about ...
- I am writing to express my dissatisfaction with ...
- I have to ask you to accept the responsibility for these damages/ actions...

## 10.2. Informal

- I wanted to inform you about ...
- I would like to complain about ...
- I am very disappointed about this fact.

# 11. Opening phrase

## 11.1. Formal

- I am writing to confirm ...
- I am writing to apologize for ...
- I am writing to enquire about ...
- I am writing to you in response to your advertisement for...
- I received your address from + and would like ...
- I recently wrote to you about ...
- In reply to your letter of 8 May, ...
- With reference to your letter of 8 June, I ...
- With reference to your advertisement in ...
- With reference to your phone call today, ...
- After having seen your advertisement in ... , I would like ...
- After having received your address from ... , I ...
- Thank you for your letter of 8 May.
- Thank you for your letter regarding ...
- Thank you for your letter/e-mail about ...
- To Whom It May Concern:
- I am writing to ask for further information about...

- I am writing regarding the meeting we have arranged...
- I am writing with regard to the complaint you made...
- With reference to our conversation this morning, I would like to let you know...

## 11.2. Informal

- Just a quick question about...
- I was wondering if...
- I wanted to let you know that...
- I hope you had a good weekend/ a good evening/ a good trip (to...)/ a good time/ a good holiday/ a good break/ a good...
- How's it going?/ How are things?/ How's life?/ How are you doing?
- I hope you (and your family) are (all) well.

## 12. Thank you phrase

### 12.1. Formal

- Thank you.
- Thank you very much.
- Thank you in advance
- Thank you for your help!
- Thank you for your letter!
- Thanks for your assistance!
- Thank you for your patience.
- Thanks for the prompt response.
- Thank you for your kind comments!
- Thank you very much for your answers!
- Thank you for your time and consideration.
- Thank you very much for your warm words!
- Thank you for allowing us the privilege of serving you!

- Thank you for the e-mail. We appreciate your feedback, and will get back to you as soon as possible.
- Suggestions are welcome, thank you.
- My apologies to you for bothering you, and thank you for your kind help.

## 13. Ending phrase

### 13.1. Formal

- Thank you.
- Thank you very much.
- Thank you in advance
- Thank you for your help!
- Thank you for your letter!
- Thanks for your assistance!
- Thank you for your patience.
- Thanks for the prompt response.
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- Thank you for the e-mail. We appreciate your feedback, and will get back to you as soon as possible.
- Suggestions are welcome, thank you.
- My apologies to you for bothering you, and thank you for your kind help.



## 14. Saying goodbye

### 14.1. Formal

- Cordially,
- Cordially Yours,
- I remain,
- Looking forward to continue co-operation, I remain...
- Respectfully,
- Sincerely,
- Sincerely Yours,
- Truly Yours,
- Very Truly Yours,
- Yours,
- Yours sincerely,
- Yours faithfully,
- Kind regards,
- Best wishes,

### 14.2. Informal

- Thanks,
- Take care,
- Love,

## 15. Greeting

### 15.1. Formal

- Dear Sir/Madam
- Dear Mr/Ms Jones
- To whom it may concern

### 15.2. Informal

- Hi Alfred

- Hello Eleanor
- Dear Jasmine

## 16. Congratulation

### 16.1. Formal

- I saw your ad in Marketing Communication Magazine. So happy to see that your business is off to a running start.
- I'm so thrilled for you—opening your own business is a milestone.
- Your business idea is a brilliant—in fact, I wish I created it myself!
- Congratulations on opening your new store, you've chosen the perfect location.
- Your new store and displays are eye catching. I'm sure customers will feel the same!
- We've needed a practice like yours in the community for some time. Thank you for bringing us your services.
- Congratulations on your new venture; opening your own business certainly is a mark of distinction.
- I admire your foresight in opening your new store; I expect business will be booming in no time!
- I'm sure it's a great feeling of accomplishment to hang up your own shingle. Congratulations on your efforts.
- I enjoyed working with you previously at [name of last company] and I'm sure your drive and dedication will make this business a success.
- I'm so proud to have been your colleague at [name of last company]. You no doubt have the intellect and drive to now fly solo.
- I admire your courage, persistence, and determination in pursuing this new and exciting path.
- You have always been a leader and I have no doubt you'll lead this new venture to success.

- I know this business has long been a dream of yours; congratulations on making it a reality.
- I wish you all the success in the world as you embark on this new adventure.
- You've worked harder than anyone I know--if anyone deserves success, it's you.
- I wish you prosperity as you build the business.
- Here's to your success in the years to come.
- I look forward to seeing a multi-million dollar company shortly.
- I anticipate seeing great things from you in the future.