

Basics

	More formal	More informal
Name	Dear Mr/Mrs/Ms Dupuis Dear Mary	Hi Mary Mary, ... (or no name at all)
Previous contact	Thank you for your email of ... With reference to your email sent [date], ... I apologize for not getting in contact with you before now.	Thanks for your email. Re your last email, ... Sorry I haven't written for ages, but I've been really busy.
Common acquaintance	Your name was given to me by ...	I got your name from ...
Reason for writing	We are writing to inform you that ... I am writing in connection with ... In reply to your email, here are ...	Just a short note to let you know that ... I'm writing about ... Here's the ... you wanted.
Giving information	I'm writing to let you know that ... We are able to confirm that ... We would like to point out that ... You will be pleased to hear that ... We regret to inform you that ...	Just a note to say ... I can confirm that ... Please note that ... Good news! Unfortunately, ...
Attachments	Please find attached my report. I'm sending you ... as a pdf file.	I've attached ... Here is the ... you wanted.
Asking for information	Could you give me some information about ... I would like to know ... I'm interested in receiving/finding out ...	Can you tell me a little more about ... I'd like to know ... Please send me ...
Requests	I would be grateful if you could ... I wonder if you could ... Do you think I could have ...? Thank you in advance for your help.	Please ... /Can you ...? Could you ...? Can I have ...? I'd appreciate your help on this.
Promising action	I will ... I'll investigate the matter. I will contact you again shortly.	I'll ... I'll look into it. I'll get back to you soon.
Offering help	If you wish, I would be happy to ... Would you like me to ...?	If you like, I can ... Do you want me to ...?
Final comments	Thank you for your assistance. Do not hesitate to contact us again if you need any further information. Please feel free to contact me if you have any questions. My direct line is ...	Thanks for your help. If there's anything else, just let me know. Just give me a call if you have any questions. My number is ...
Close	Give my regards to ... Looking forward to our meeting. Yours/Sincerely	Best wishes to ... Speak to you soon/See you soon. Best wishes/All the best

Checking understanding

Technical problems

Did you get my last email sent on ...?
Sorry, you forgot to attach the file. Can you send it again?
I got your email, but I can't open the attachment.
Did you mean to send this? I don't want to open the attachment in case it's got a virus.

Asking for clarification

I'm not sure what you mean by this. Could you clarify?
Which ... do you mean?
Sorry, I don't understand this point. Can you explain in more detail?
Are you sure about that?

Giving clarification

Sorry, what I meant was ..., not ...
I thought ..., but I may be wrong.
I'll check and get back to you.
The correct information is given below. Please amend your records accordingly.
Sorry, forget my last email. You're right.

Close

I hope this clarifies the situation.
Get back to me if there's anything else.

Negotiating with external partners

Asking for information

What are your usual charges (fees/rates) for a job like this?
Can you give me some more information about ...?

Requests

Do you think you could ...?
Would you be able to ...?

Emphasizing a point

My main concern at this stage is ...
The main thing for me is ...

Asking for a suggestion

How do you think we should deal with this?
What do you think is the best way forward?

Making a suggestion

Why don't we ...?
What about if we ...?

Negotiating: being firm

I understand what you're saying about ..., (but ...)
I can see what you're saying about ..., (but ...)

Negotiating: being flexible

I would be prepared to ... (if you ...)
I am willing to ... (if you ...)

Negotiating: agreeing

Okay, I'm happy with that for now.
That's fine. Let's go ahead on that basis.

Next steps

I'll be in touch soon.
Let's talk next week.

Closing

I look forward to working with you.
I'm sorry that we couldn't use your services this time, but I hope there will be another opportunity.

