

# A phrase bank for email writing

## Starting/Opening the email

- We are writing **to inform** you that...  
**to confirm...**  
**to request...**  
**to enquire** about...
- I **recently read/heard about** \_\_\_\_\_ and **would like to know...**
- **Having seen** your publication in \_\_\_\_\_, **I would like to...**
- I would **be interested in** (obtaining/receiving)...
- I received your email address from \_\_\_\_\_ and **would like to...**

## Referring to previous contact

- **Thank you for contacting** us.
- **In reply to** your request...
- **With reference to** our telephone conversation yesterday...
- **Further to** our meeting last week...
- **It was a pleasure** meeting you in Denmark last month.
- **I enjoyed** having lunch with you last week at the conference.
- **I would just like to confirm** the main points we discussed at the meeting on Tuesday.

## Making a request

- **We would appreciate** it if you would...
- **I would be grateful** if you could...
- **Could you please** send me...
- **Could you possibly** tell us/let us have...
- **In addition, I would like** to...
- **It would be helpful** if you could send us...
- **I am interested** in (obtaining/receiving...)
- **I would appreciate** your immediate attention to this matter.
- **Please let me know** what action you propose to take.

## Giving good news

- We are **pleased to announce** that...
- I am **delighted to inform** you that...
- You will be **pleased to learn** that...

## Giving bad news

- We **regret to inform** you that...
- I am **afraid it would not be possible** to...
- **Unfortunately** we are **unable to**...
- **After careful consideration** we have decided (not) to...

## Complaining

- I am writing **to express my dissatisfaction** with...
- I am writing **to complain about**...
- **Please note** that \_\_\_\_\_ has not been supplied.
- We **regret to inform** you that \_\_\_\_\_ is now **considerably overdue**.
- I would like **to query** the costs incurred, which seem unusually high.

## Apologising

- We are **sorry for the delay** in replying...
- I **regret any inconvenience** caused
- I would like to **apologise for** (the delay/the inconvenience)...
- Once again, I **apologise for any inconvenience**.

## Attaching documents

- I am **attaching**...
- Please **find attached**...
- You will **find attached**...

## Closing remarks

- If we can be of **any further assistance**, please let us know
- If I can **help in any way**, please **do not hesitate to** contact me
- If you **require more information**...
- For **further details**...
- Thank you for **taking this into consideration**
- **Thank you for your help**.
- We hope you are **happy with this arrangement**.
- We hope we can **settle this matter to your satisfaction**

## Referring to future contact

- I look **forward to seeing** you next week
- Looking **forward to hearing** from you
- Looking **forward to receiving** your comments
- I **look forward to meeting** you on the 13th
- I would **appreciate a reply** at your **earliest convenience**.