

COMMONLY USED EXPRESSIONS FOR BUSINESS WRITING

Beginnings and Endings

Style	Opening	Close
You don't know their name	Dear Sir/Dear Madam Dear Sir or Madam Dear Sales Manager (<i>job title</i>)	Yours Faithfully (<i>very formal!</i>) Sincerely (Yours) Yours truly
You know their name	Dear Mr Smith Dear Dr Smith Dear Ms Smith Dear Mrs Smith (<i>married</i>)	Sincerely (Yours)
You know someone well	Dear John Hi John John	(Best/Kind) Regards Best Wishes Take Care (NB: 'CU Soon' is best left for a SMS or scribbled note!)

Introduction <ul style="list-style-type: none"> • With reference to your e-mail of 12 January... • Further to our discussion last week... • Thank you for... • How are you? 	Offering help <ul style="list-style-type: none"> • If you require more information, we would be happy to... • Would you like me to.../ Shall I.... • Do you want me to... • We would be delighted to... • If you don't mind...
Reason for writing <ul style="list-style-type: none"> • We are writing to... • I'm just writing to... • Just a short e-mail to request / confirm / inform you that / ask if / clarify... 	Saying sorry <ul style="list-style-type: none"> • We must apologize for (not)... / We deeply regret... • I do apologize for...(any inconvenience caused) • I'm really sorry for/about...
Good News <ul style="list-style-type: none"> • We are delighted to confirm that... • You will be pleased to hear that... • We are pleased to inform you that... • I'm happy to... 	Attaching files <ul style="list-style-type: none"> • We are attaching... / We attach... • Please find attached / enclosed... • I'm attaching.../I've attached...
Declining an offer / bad news <ul style="list-style-type: none"> • We regret to inform you that... • I'm afraid that / Unfortunately,... • I'm sorry, but... • It is not possible for me / us to... • Unfortunately, we are unable to... 	Ending <ul style="list-style-type: none"> • Do not hesitate to contact us again at (079) 221 4576 if you require further assistance. • If you have any further questions, please contact me by e-mail. • Let me know if you need any more help.
Requesting <ul style="list-style-type: none"> • You are requested to... • We would appreciate it if you could... • I'd be grateful if you could... 	Confirming <ul style="list-style-type: none"> • Monday at 10h00 would suit me perfectly. • Tuesday is fine by me. • Please reply without delay.

<ul style="list-style-type: none"> • Could you please... • Would it be possible for you to... • We would like to have... 	<ul style="list-style-type: none"> • Please let us know as soon as possible (<i>NB: 'asap' is very forceful!</i>) • Would you please confirm...? • Please contact me at your earliest convenience
Obtaining information <ul style="list-style-type: none"> • Could you let us know whether / if... • We would be interested to know whether / if... • Would you please send me... • Please send me... • Could you please send further details of... 	Making suggestions <ul style="list-style-type: none"> • May I suggest...? • I'd suggest... • You could / might... • I propose that... • What would you say / do you think about...?
Expressing certainty and doubt <ul style="list-style-type: none"> • It is clear that... • There is no doubt that • We are convinced / confident that... 	Apologizing <ul style="list-style-type: none"> • We were very sorry to hear that... • We are very sorry for / that... • We apologize for...
Thanking <ul style="list-style-type: none"> • We would like to express our sincere thanks for... • We'd like to thank you for... • Thank you once again for your help. 	Closing <ul style="list-style-type: none"> • We would like to thank you in advance. • I/We look forward to meeting/seeing you next week. • I/We look forward to hearing from you. • Please don't hesitate to contact me under 058 456 1234 if you need any further information.

Note: these abbreviations are good to know, but they are NOT APPROPRIATE for business writing.

Abbreviations

asap = as soon as possible
br = best regards
btw = by the way
cc = copy (n.); send a copy to ("Could you cc me, please?")
tia = thanks in advance