

Basics

	Formal/Neutral	Informal
Name	Dear Mr/Mrs/Ms Dupuis Dear Mary	Hi/Hello Mary Mary, ... (or no name at all)
Previous contact	Thank you for your email of ... Further to your last email, ... I apologise for not getting in contact with you before now.	Thanks for your email. Re your email, ... Sorry I haven't written for ages, but I've been really busy.
Reason for writing	I am writing in connection with ... I am writing with regard to ... In reply to your email, here are ... Your name was given to me by ... We would like to point out that ...	Just a short note about ... I'm writing about ... Here's the ... you wanted. I got your name from ... Please note that ...
Giving information	I'm writing to let you know that ... We are able to confirm that ... I am delighted to tell you that ... We regret to inform you that ...	Just a note to say ... We can confirm 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'd be grateful if you could ... I wonder if you could ... Do you think I could have ...? Thank you in advance for your help in this matter.	Please could 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	Would you like me to ...? If you wish, I would be happy to ... Let me know whether you would like me to ...	Do you want me to ...? Shall I ...? Let me know if you'd like me to ...
Final comments	Thank you for your help. Do not hesitate to contact us again if you require any further information. Please feel free to contact me if you have any questions. My direct line is ...	Thanks again for ... Let me know if you need anything else. Just give me a call if you have any questions. My number is ...
Close	I am looking forward to ... (+ -ing) Give my regards to ... Best wishes Regards	Looking forward to ... (+ -ing) Best wishes to ... Speak to/See you soon. Bye (for now)/All the best

Negotiating a project

Asking for information	What are your usual charges (fees/rates) for ...? Can you give me some more information about ...?
Requests	Do you think you could ...? Would you be able to ...?
Emphasising a main 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 you ...? What about if we ...?
Negotiating: being firm	I understand what you're saying about ... (but ...) I can see what you're saying, but ...
Negotiating: being flexible	We would be prepared to ... (if ...) I am willing to ... (if ...)
Negotiating: agreeing	Okay, I'm happy with that for now. That's fine.
Next steps	I'll be in touch again soon with more details. Let's talk next week and see how things are going.
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.

Checking understanding

Technical problems	Did you get my last message 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 it in case it's got a virus.
Asking for clarification	I'm not sure what you mean by ...? Could you clarify? Which ... do you mean? I don't understand this point. Can you explain in a little 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.