

## WRITING BUSINESS LETTERS

### Useful phrases

<b>Salutation</b>	<ul style="list-style-type: none"><li>• Dear Mr Brown</li><li>• Dear Ms White</li><li>• Dear Sir</li><li>• Dear Sirs</li><li>• Dear Madam</li><li>• Dear Sir or Madam</li><li>• Gentlemen</li></ul>
<b>Starting</b>	<ul style="list-style-type: none"><li>• We are writing to inform you that ... to confirm ... to request ... to enquire about ...</li><li>• I am contacting you for the following reason.</li><li>• I recently read/heard about . . . and would like to know . . .</li><li>• Having seen your advertisement in ... , I would like to ...</li><li>• I would be interested in (obtaining/receiving) ...</li><li>• I received your address from ... and would like to ...</li><li>• I am writing to tell you about ...</li></ul>
<b>Referring to previous contact</b>	<ul style="list-style-type: none"><li>• Thank you for your letter of March 15 ...</li><li>• Thank you for contacting us.</li><li>• In reply to your request ...</li><li>• Thank you for your letter regarding ...</li><li>• With reference to our telephone conversation yesterday ...</li><li>• Further to our meeting last week ...</li><li>• It was a pleasure meeting you in London last month.</li><li>• I enjoyed having lunch with you last week in Tokyo.</li><li>• I would just like to confirm the main points we discussed on Tuesday . ..</li></ul>
<b>Making a request</b>	<ul style="list-style-type: none"><li>• We would appreciate it if you would ...</li><li>• I would be grateful if you could...</li><li>• Could you please send me . . .</li><li>• Could you possibly tell us/let us have...</li><li>• In addition, I would like to receive ...</li><li>• It would be helpful if you could send us ...</li><li>• I am interested in (obtaining/receiving...)</li><li>• I would appreciate your immediate attention to this matter.</li><li>• Please let me know what action you propose to take.</li></ul>
<b>Offering help</b>	<ul style="list-style-type: none"><li>• We would be happy to ...</li><li>• Would you like us to ...</li><li>• We are quite willing to ...</li><li>• Our company would be pleased to ...</li></ul>
<b>Giving good</b>	<ul style="list-style-type: none"><li>• We are pleased to announce that ...</li><li>• I am delighted to inform you that ...</li></ul>

<b>news</b>	<ul style="list-style-type: none"> <li>You will be pleased to learn that ...</li> </ul>
<b>Giving bad news</b>	<ul style="list-style-type: none"> <li>We regret to inform you that ...</li> <li>I'm afraid it would not be possible to ...</li> <li>Unfortunately we cannot/we are unable to ...</li> <li>After careful consideration we have decided (not) to ...</li> </ul>
<b>Complaining</b>	<ul style="list-style-type: none"> <li>I am writing to express my dissatisfaction with ...</li> <li>I am writing to complain about ...</li> <li>Please note that the goods we ordered on (date) have not yet arrived.</li> <li>We regret to inform you that our order n°--- is now considerably overdue.</li> <li>I would like to query the transport charges which seem unusually high.</li> </ul>
<b>Apologizing</b>	<ul style="list-style-type: none"> <li>We are sorry for the delay in replying ...</li> <li>I regret any inconvenience caused</li> <li>I would like to apologize for (the delay/the inconvenience) ...</li> <li>Once again, I apologise for any inconvenience.</li> </ul>
<b>Orders</b>	<ul style="list-style-type: none"> <li>Thank you for your quotation of ...</li> <li>We are pleased to place an order with your company for ...</li> <li>We would like to cancel our order n°...</li> <li>Please confirm receipt of our order.</li> <li>I am pleased to acknowledge receipt of your order n°...</li> <li>Your order will be processed as quickly as possible.</li> <li>It will take about (three) weeks to process your order.</li> <li>We can guarantee delivery before ...</li> <li>Unfortunately these articles are no longer available/are out of stock.</li> </ul>
<b>Prices</b>	<ul style="list-style-type: none"> <li>Please send us your price list.</li> <li>You will find enclosed our most recent catalogue and price list.</li> <li>Please note that our prices are subject to change without notice.</li> <li>We have pleasure in enclosing a detailed quotation.</li> <li>We can make you a firm offer of ...</li> <li>Our terms of payment are as follows :</li> </ul>
<b>Referring to payment</b>	<ul style="list-style-type: none"> <li>Our records show that we have not yet received payment of ...</li> <li>According to our records ...</li> <li>Please send payment as soon as possible.</li> <li>You will receive a credit note for the sum of ...</li> </ul>
<b>Enclosing documents</b>	<ul style="list-style-type: none"> <li>I am enclosing ...</li> <li>Please find enclosed ...</li> <li>You will find enclosed ...</li> </ul>
<b>Closing remarks</b>	<ul style="list-style-type: none"> <li>If we can be of any further assistance, please let us know</li> <li>If I can help in any way, please do not hesitate to contact me</li> <li>If you require more information ...</li> <li>For further details ...</li> <li>Thank you for taking this into consideration</li> </ul>

	<ul style="list-style-type: none"> <li>• Thank you for your help.</li> <li>• We hope you are happy with this arrangement.</li> <li>• We hope you can settle this matter to our satisfaction.</li> </ul>
<b>Referring to future business</b>	<ul style="list-style-type: none"> <li>• We look forward to a successful working relationship in the future</li> <li>• We would be (very) pleased to do business with your company.</li> <li>• I would be happy to have an opportunity to work with your firm.</li> </ul>
<b>Referring to future contact</b>	<ul style="list-style-type: none"> <li>• I look forward to seeing you next week</li> <li>• Looking forward to hearing from you</li> <li>• " " to receiving your comments</li> <li>• I look forward to meeting you on the 15th</li> <li>• I would appreciate a reply at your earliest convenience.</li> <li>• An early reply would be appreciated.</li> </ul>
<b>Ending business letters</b>	<ul style="list-style-type: none"> <li>• Sincerely, }</li> <li>• Yours sincerely, } (for all customers/clients)</li> <li>• Sincerely yours, }</li>   <li>• Regards, (for those you already know and/or with whom you already have a working relationship.)</li> </ul>