# *BUSINESS  ENGLISH  VOCABULARY*

## *Writing Business Letters*

**Useful phrases and vocabulary for writing business letters.**

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| Salutation | * Dear Mr. Brown * Dear Ms White * Dear Sir * Dear Madam * Dear Sir or Madam * Gentlemen |
| Starting | * We are writing   + to inform you that ...   + to confirm ...   + to request...   + to enquire about ... * I am contacting you for the following reason. * I recently read/heard about ..... and would like to know .... * Having seen your advertisement in ..., I would like to ... * I would be interested in (obtaining / receiving) ... * I received your address from ... and would like to ... * I am writing to tell you about ... |
| Referring to previous contact | * Thank you for your letter of March 15. * Thank you for contacting us. * In reply to your request, ... * Thank you for your letter regarding ... * With reference to our telephone conversation yesterday... * Further to our meeting last week ... * It was a pleasure meeting you in London last month. * I enjoyed having lunch with you last week in Tokyo. * I would just like to confirm the main points we discussed 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 receive ... * 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. |
| Offering help | * Would you like us to ...? * We would be happy to ... * We are quite willing to ... * Our company would be pleased to ... |
| Giving good news | * We are pleased to announce that ... * I am delighted in inform you that .. * You will be pleased to learn that ... |
| Giving bad news | * We regret to inform you that ... * I'm afraid it would not be possible to ... * Unfortunately we cannot / 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 the goods we ordered on ( date ) have not yet arrived. * We regret to inform you that our order n° ----- is now considerably overdue. * I would like to query the transport charges which seem unusually high. |

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| Apologizing | * We are sorry for the delay in replying to ... * I regret any inconvenience caused (by) ... * I would like to apologize for the (delay, inconvenience)... * Once again, please accept my apologies for ... |
| Orders | * Thank you for your quotation of ... * We are pleased to place an order with your company for.. * We would like to cancel our order n° ..... * Please confirm receipt of our order. * I am pleased to acknowledge receipt of your order n° ..... * Your order will be processed as quickly as possible. * It will take about (two/three) weeks to process your order. * We can guarantee you delivery before ...(date) * Unfortunately these articles are no longer available /  are out of stock. |
| Prices | * Please send us your price list. * You will find enclosed our most recent catalogue and price list. * Please note that our prices are subject to change  without notice. * We have pleasure in enclosing a detailed quotation. * We can make you a firm offer of ... |
| Referring to payment | * Our terms of payment are as follows  ... * Our records show that we have not yet received  payment of ... * According to our records ... * Please send payment as soon as possible. * You will receive a credit note for the sum of ... |
| Enclosing documents | * I am enclosing ... * Please find enclosed ... * You will find enclosed ... |
| 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 you can settle this matter to our satisfaction. |
| Referring to future business | * We look forward to a successful working relationship in the future. * We would be (very) pleased to do business with your company. * I would be happy to have an opportunity to work with  your firm. |
| 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 (date). * I would appreciate a reply at your earliest convenience. * An early reply would be appreciated. |
| Ending business letters | |  |  | | --- | --- | | ◊ Sincerely,    } |  | | ◊ Yours sincerely,} | for all customers / clients | | ◊ Sincerely yours,} |  | | ◊ Yours faithfully,} | in more formal letters |  |  |  | | --- | --- | | ◊ Regards, | for those you already know and/or with whom you have a working relationship | |