

BUSINESS LETTERS

Basic components

1. HOW TO ADDRESS PEOPLE

Dear Sir, Dear Sirs, Dear Madam, Dear Sir or Madam, Dear Mr Fox., Dear Mrs Fox, Dear David, Dear Jenny.

2. HOW TO GET STARTED

We refer to and we would like to inform you that
With reference to we are pleased to inform you
Thank you very much for
I acknowledge receipt of your letter of / dated
regarding and would like to
We are writing to inform you
Firstly, we would like to apologise for the delay in replying to your letter of

3. HOW TO EXPRESS SATISFACTION / DISSATISFACTION

We are very pleased with
We are very pleased to
We have noted with pleasure that
We are (not) very satisfied with
We must point out that we are not at all satisfied with

4. HOW TO EXPRESS REGRET

We regret to have to inform that due to / owing to
Unfortunately
We are sorry to have to inform that
It is with great regret that we must inform you

5. HOW TO THANK PEOPLE

I should like to express my gratitude to you for
We would like to thank you for
I am most grateful to you for
We would like to express our thanks for
Thanking you once more for

6. HOW TO MAKE A REQUEST

I should be much obliged to you if you could

We would be grateful if you could

We would appreciate it if you could

Would you be so kind as to send me / us

I should be pleased if you would

We would ask you to

Could you please

Would it be possible to

7. HOW TO APOLOGISE

Please accept my apologies for (not) having

We should like to apologise for

We are very sorry that

I should therefore ask you to accept my apologies.

8. HOW TO INTRODUCE ADDITIONAL INFORMATION

We would like to add that

In addition

Moreover

Furthermore

Apart from that

9. HOW TO INTRODUCE A NEW SUBJECT

With regard to

As regards

As far as is concerned

Regarding

With respect to

10. HOW TO SUGGEST SOMETHING

May (could) we suggest that

We (would) suggest that

It might perhaps be a good idea to

We would (strongly) recommend

11. HOW TO MAKE ALLOWANCE(S) FOR SOMETHING

Taking into account the fact that
 Considering.....
 Allowing for the fact that.....
 In view of.....

12. HOW TO EXPRESS BELIEF OF OPINION

In our opinion
 In our view
 We are of the opinion that.....
 It is our belief that.....
 We firmly believe that.....

13. HOW TO EXPRESS CERTAINTY / UNCERTAINTY

We are convinced that
 We are confident that.....
 We are sure / certain that.....
 We have no doubt that.....
 It is certain that

We are uncertain about.....
 We are not convinced that
 It is doubtful whether.....
 There are some doubts about.....
 There is some doubt whether.....

14. HOW TO EXPRESS AN ASSUMPTION OF PROBABILITY

We suppose that
 We presume that.....
 We assume that.....
 It can be assumed that.....
 Assuming that we would
 Are we right in assuming that.....
 As you probably know
 There is little likelihood of.....
 There is little likelihood that.....

15. HOW TO STATE THERE REASON WHY

Owing to.....
 Due to
 On account of
 As a result of
 The reason why we..... is (the fact) that

16. HOW TO EXPRESS CONSEQUENCES OF CONCLUSIONS

As a result.....
 Consequently.....
 Hence
 Therefore
 This means that
 In that case
 If that is the case (then)

17. HOW TO EXPRESS CONTRAST

In contrast to
 However.....
 Nevertheless.....
 Although.....
 Unlike.....
 While.....
 On the other hand.....
 In spite of
 Despite.....

18. HOW TO EXPRESS WORRY OR CONCERN

We are worried / concerned about / that
 It is a matter of great concern for us that

19. HOW TO EMPHASISE SOMETHING

We would like to emphasise / stress that.....
 Please note that.....
 May we point out that.....
 We would like to draw your attention to (the fact that)

20. HOW TO EXPRESS GREETINGS AND GOOD WISHES AND CONGRATULATIONS

We would like to take this opportunity to extend our best wishes to you for.....
 We would like to wish you
 May we wish you
 We would like to congratulate you on
 Please accept our heartiest congratulations

21. HOW TO GIVE REASSURANCE

We will do our utmost to.....
 We shall / will make a special effort to
 You may rest assured that we will do our best to

22. HOW TO EXPRESS HOPE

We hope (very much) that.....
 We are hopeful that.....
 Hopefully
 It is hoped that
 We trust you will.....

23. HOW CLOSE A LETTER

We look forward to receiving your comments.
 Your early reply would be appreciated.

G. S. Yours faithfully, for letters beginning; Dear Sir. Dear Madam etc.
 Yours sincerely, for letters beginning; Dear Mr Fox etc.
 Regards, / Yours, for letters beginning; Dear David etc.

24. SOME USEFUL EXTRAS

We have been advised by..... that
 We enclose
 Enclosed you will find.....
 Under separate cover we are sending you
 Please let us know
 Please advise us