

Informal phrases

Can you help ?
We hope you're happy with this
Let us know if you need any more help
Please let me know ASAP
I'm attaching the ...
Thank you for choosing ...
We're working on your request ...

Formal phrases

Could you please send me ... ?
Would you be able to help?
I'd appreciate a reply ASAP
We hope you find this satisfactory.
(Please) do not hesitate to contact us if you require further assistance.
Please get back to me by COB (Close of Business)

Requesting action and replying phrases

Have you ... yet ?
Can you send ... to me by Friday, please ?
Could you ?
I need to know if ...
I'd like to have (the report) ...

We're really sorry, but ...
It's totally unrealistic.
It'll /They'll cause problems with ...
Due to time constraints we won't be able to ...
Realistically, there isn't enough time to ...
Due to a lack of time ...

Expressing urgency

Time's not on our side.
We need to move fast with this
The customer can't wait
Please respond/reply asap
This is top priority.
We need to get onto this quickly
We can't wait another day !

Out of the Office responses

Thank you for your email. I'll be out of the office from ... to ...and will reply to your email as soon as I return.
Thank you for your email. I'll reply to your message when I return to the office on ...
Thank you for your email. I'll be travelling until ... and will have reduced access to email. Please excuse the delay in my response.