

## EMAILS

### *Useful Phrases*

I'll send you a reply on Monday  
Please bear with me, I'm away on a business trip ...  
I didn't get back to you sooner as I've been on holiday/vacation  
Just to let you know that I received your email  
I haven't had time to reply as I've been off sick  
I'll contact you again when I'm back from vacation  
We would like to assure you that...  
I'm writing to touch base about ...  
Just a note to say ...  
I'm getting back to you about ...  
Here's the feedback on/from ...  
Just to update you on ...  
Here's the current status of ...

### *Complaints/Alternatives/Solutions*

I'll look into the complaint and take appropriate/necessary action  
We have looked into the problem and ...  
We would like to offer you ...  
We take customer feedback very seriously, therefore we would like ...  
To compensate for your inconvenience, we will/would like to ...  
We hope you are satisfied with this solution/alternative  
We can assure you this won't happen again.  
This situation/matter was out of our hands.  
We would like to make a (an official) complaint about ...  
The ... was not satisfactory/was not to standard/did not fulfil our expectations.  
Please accept our (sincere) apologies.  
We would like to draw your attention to ...

### *Making an inquiry*

We'd be grateful if you could ...  
I'm interested in receiving/finding out about your ...  
I'd like to ...  
Please could you ...  
Could you please send me ...  
Would it be possible to ... ?  
We would be grateful if you could ...

### *Replying to an inquiry*

Thank you for your email/interest in our company/product inquiry  
Your request is being processed  
... will be dealt with/processed  
I'm pleased/happy to send you ...  
Please find the requested information attached/in the attachment  
Your inquiry has been sent to ...  
You'll find the details attached/in the attachment  
The documents/proposals are attached