

**Business writing essentials**  
**by Clare Whitnell.**

**To confirm**

I am writing to confirm our appointment on ....  
This is to confirm next week's meeting at your offices.  
I would like to confirm the details of my order ....

**To ask for confirmation**

Following our meeting yesterday, I would be grateful if you could confirm the following points.  
Please could you confirm the date of ..... ?

**To inform**

Please note that the office will be closed from ....  
I am writing to inform you that...  
Please be informed that, due to restructuring, the Sales Dept will....It has come to our notice / attention that ....  
Please be advised that the office will close from  
I am writing to advise you that the office will close from....

**To ask for information or advise**

I am writing to inquire (enquire UK) about vacancies in your company for ...I would be interested to find out more about ....  
I would be interested to receive further details about ....  
Please could you give us some information/details on your range of ....I would appreciate your advice concerning....  
I would be grateful for your advice concerning....

**To explain or to clarify**

I am writing to explain the company's new procedure concerning....  
In response to the questions in your letter of..., I am writing with further information.I would like to clarify our policy regarding ...  
In response to your recent inquiry, I hope that the following information clarifies...

**To suggest or advise**

In response to your complaint concerning..., may we suggest that you contact ... Following your inquiry regarding..., I would like to make the following suggestions.With regard to your email about..., we advise you to contact...  
We would like to advise all (our current authors) to ....  
In response to your letter, we feel that it is advisable to ...

**To make an announcement**

It has been decided that...  
Due to..., we have decided to ....We are happy to announce...

**To ask someone to do something**

I would be grateful if you could send me further information about ....I would greatly appreciate it if you would ....  
Your help would be appreciated in planning ...Please would you sign...  
Kindly check....  
Please make sure that ..../ Please ensure that ....

**To reply to someone's request**

As you requested, I am enclosing.... (As per your request)As you suggested, I am sending you....  
In answer to your inquiry, I .... As promised, I am sending you ...

**To enclose something**

Please find enclosed the brochure you requested.Enclosed please find an order form.  
Enclosed is/are .... I am enclosing a ...I have enclosed ....

**To attach something**

Please find attached a route description.Attached please find this month's order.Attached is/are ...

**To complain**

I am writing to complain about ...

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**To apologize**

Please accept our apologies for the delay.

On behalf of the company, I would like to extend our sincerest apologies for...We were very sorry to hear about your recent problem with ...

**To give good news**

We are delighted to inform you that....

**To give bad news**

Unfortunately, we were unable to ....Regrettably, we were unable to....

We regret that we cannot....

Due to circumstances beyond our control, we are not able to ....We are sorry to inform you that ....

**Condolences**

I was very sad to hear the news of John's death...

**To make a threat**

It appears from our records that payment is overdue. We have no option but to refer this matter to our legal team.

**Writing the email or business letter:**

*Always make a plan before you start writing.*

*Plans help you to structure your ideas, making it easier for your reader to follow you.*

*Making a detailed paragraph plan (where you decide what you will include in each paragraph)also makes the actual writing easier and quicker.*

*In your plan, aim to:*

group your ideas logically

**keep your text relevant, and focused on your objective**

**avoid repetition**