

Business Emails Tips and Useful Phrases

Starting business emails

Opening greeting

1. You should usually write *"Dear Mr/ Ms + family name"* or *"Dear + first name"*
2. If you don't know the name, use *"Dear Sir or Madam"* or *"Dear Sir/ Madam"* or *"To:"* with a description of who it is going to (*"To: All sales staff"* etc)
3. You can use a comma after both the opening and closing greeting, or modern style is to use no commas. Don't mix the two styles up.

Opening line

1. If there has been some kind of recent previous contact, it's a good idea to mention it in the first line of your email. *"Thank you for your email about.../ enquiry about.../ order of.../ for meeting me.../ for your phone call.../ for the information about.../ inviting me..."*, *"In reply to your email..."*
2. If there hasn't been any recent previous contact, you should normally start by saying your reason for writing. *"I am writing to you about/ concerning/ with regards to/ in connection with/ regarding.../ to.../ because..."*, *"I am writing to enquire about/ inform you of/ confirm/ ask/ check/ reserve/ book/ suggest/ arrange..."*, *"Just a quick note to say..."*, *"Just a few comments about..."*
3. If you write to someone for the first time, it's good to tell them how you know about them. *"I saw your advertisement in..."* *"I was given your contact details by..."* *"... said that I should write to you about..."*

Main body of business emails

Paragraphing/ Organisation

1. Opening and closing lines are rarely more than two sentences but you should avoid one-sentence paragraphs in the body of the email.
2. Except for opening and closing lines, paragraphing in emails is the same as paragraphing in essays and reports. Either leave a blank line between paragraphs or put an indent at the beginning of the new paragraph (= a space), but not both.

Ending business emails

Closing line

1. Use *"Thank you (in advance)"* and *"Cheers"* are similar but for requests, there are the more elaborate versions *"Any assistance you can provide would be gratefully accepted."* and *"I would really appreciate any help you can give."*, or *"I look forward to hearing from you"*
2. It's good to mention the next (email, telephone or face to face) contact between you in your final line. – *"I look forward to/ (I'm) looking forward to hearing from you (soon)."* *"Please let me know if that's okay."*, *"(I'll) speak to you when I get back."*, *"(I) hope to see you again soon."*, *"See you then."*, *"I'll mail you again as soon as I know"*, *"I'll check and get back to you"*
3. *"If you need any further information/ If you have any more questions/ If you need any more info, please let me know/ do not hesitate to contact me/ drop me a line"*.

Closing greeting and name

1. Use variety, thinking carefully about friendliness and formality, e.g. *"Best wishes"*, *"All the best"* *"Kind regards"* and *"Best"* for informal emails and *"Your sincerely"*, *"Sincerely yours"* and maybe *"Yours faithfully"* for very formal emails.
2. In formal emails, it's useful to give your title (Mr, Ms, etc) in brackets after your name.

FILL IN THE GAPS WITH THE SUITABLE WORDS FROM THE BOX:

Regards See Yours In Inform	Soon Sorry Text Reference	Thanks/Thank you To Write Love	Mail Note Please Hear Hi	Attach Best (In) convenience Dear
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- Please find the document ____ed/ As you can see from the ____ment...
- All the ____/ ____ wishes/ Pass my ____ wishes on to your boss/ ____ regards
- Please reply at your earliest ____ / We would like to apologise for any ____ caused/
Please let me know what dates are ____ for you
- ____ Sir or Madam/ ____ Mr Case/ ____ Alex/ ____ Sirs
- I look ____ to hearing from you soon/ Please ____ this to your boss
- I look forward to ____ing from you (soon)/ Hope to ____ from you soon/ It was really
nice to ____ from you
- ____ / ____ John/ Say " ____ " to Steve from me/ Julie says " ____ "
- ____ connection with/ ____ advance
- We regret to ____ you that.../ We would like to ____ you that.../ If you need
any further ____ation, please do not hesitate to contact me
- ____ from/ Lots of ____ / Send my ____ to John/ John sends his ____
- Snail ____ / I've sent you a hard copy in the ____
- This is just a quick ____ to say.../ Please ____ that.../ NB
- ____ let me know if you have any questions/ If you need any further information,
____ do not hesitate to contact me at any time
- With ____ to.../ Your ref:/ Our ref:/ Ref. no.
- Best ____ / Give my ____ to John
- ____ you soon / It was a pleasure to ____ you again / Hope to ____ you again soon
- I look forward to hearing from you ____ / See you ____ / Write ____
- ____ it took me so long to get back to you/ ____ not to reply sooner/ ____ it's been
so long since I last wrote/ ____ to write to you out of the blue
- Send a ____/ ____speak/ ____ someone
- ____ again/ ____ in advance/ ____ for your email/ ____ for
getting back to me so quickly/ ____ for your quick reply
- ____ whom it may concern/ I'm writing ____ you concerning...
- ____ soon!/ Thanks for ____ing back so quickly/ I am ____ing to you in connection
with.../ I am ____ing to you concerning.../ I am ____ing to you about.../
- ____ sincerely/ ____ faithfully/ Sincerely ____ / ____