

Useful e-mail phrases

COMMUNICATION

LEVEL
Upper-intermediate

NUMBER
EN_BE_3203X

LANGUAGE
English



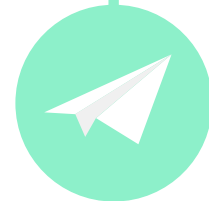


Goals

- Can recognise and understand useful expressions typically used in business e-mails
- Can use new phrases to write your own simple business e-mail



The lesson is **regarding** useful phrases for writing e-mails. If you need any further information, **please do not hesitate** to ask your teacher.





The stages of an e-mail



Do you remember the stages of writing an e-mail, and how it should be paragraphed?



Your e-mails

Who was the last person you sent an e-mail to? Who did you last receive one from?



Do you remember when it is appropriate to use these opening and closing greetings?

Dear John,

Dear Ms. Smith,

Dear Mr. Smith,

Dear Team,

Dear
Colleagues,

Dear
Sir/Madam,

Yours sincerely,

Yours faithfully,





Useful e-mail phrases

In this lesson you are going to learn **useful phrases** to use when writing an e-mail.



I am writing to you **regarding** useful expressions for e-mail writing.



Reason for writing

- In the **introduction** of an e-mail you should state your **reason for writing**.
- When **replying** to an e-mail, you should **reference the e-mail** that you received.
- Below are some phrases which you may wish to use.

Reason for writing	When replying
I am writing with regard to the meeting we arranged.	Thank you for your e-mail.
I am writing regarding the telephone conversation we had...	Thank you for your quick reply.
I am writing to request further information about...	Thank you for finding the time to reply.
With reference to our conversation this morning...	I just received your e-mail regarding...
I am writing to ask about...	It was a great pleasure to receive your e-mail.



Making a request

- When writing a business e-mail you will often need to ask for something.
- You should ensure your request is **polite** and **to the point**. Here are some phrases to help you.

I would appreciate it if...

I would be grateful if...

Could you let me know..?

Would you mind +ing...?

Could you possibly..?

Would you be so kind as to...?





Asking for and giving information

- The **exchange of information** is one of the main reasons for writing business e-mails.
- To **preface this exchange** you can use one of the phrases below.

Asking for information	Giving information
I'd like to know...	The answers to your questions are listed below.
My (first/next) question is about...	In answer to your (second/last) question...
My three main questions are as follows...	To answer your question about...
If possible, could you let me know...?	You also asked us about...



Are these phrases written correctly?

	CORRECT	INCORRECT
1. My three first questions are below.	<input type="checkbox"/>	<input type="checkbox"/>
2. Thank you for find the time to reply.	<input type="checkbox"/>	<input type="checkbox"/>
3. If possible, I also need to know...	<input type="checkbox"/>	<input type="checkbox"/>
4. It was a good pleasure to read your e-mail.	<input type="checkbox"/>	<input type="checkbox"/>
5. I am writing regarding our telephone conversation.	<input type="checkbox"/>	<input type="checkbox"/>
6. Would you mind let me know?	<input type="checkbox"/>	<input type="checkbox"/>



Phrases

**Can you remember some of the phrases for these categories?
Do you have similar phrases in your own language?**

Reason for writing

Making a request

Exchanging information

A vertical stack of six horizontal lines for writing, with a blue vertical line on the left and punch holes on the right.



Fill in the gaps

Fill in the gaps with any phrase which you think is appropriate.

Dear Team,

I am writing to request _____ on the project we are preparing for the end of the month.

My two main questions _____. Have the surveys been completed across our consumer base? Have we agreed on the best way to compile the results of those surveys? Could you _____ the answers as soon as possible?

Thank you in advance.

Yours faithfully,
John



Customer Reviews





Making arrangements

When making **arrangements** you will want to talk about possible **times** and **places**, and check that the arrangement is **convenient** for the recipient.

Making suggestions	Checking arrangements
Are you free next Tuesday?	Is that convenient for you?
What time would you like to meet?	Let me know as soon as possible.
When would be convenient for you?	Could you please let me know?
Where would you like to meet?	Does that work with your schedule?



Mentioning attachments or information elsewhere

If you need to **attach something** or direct the recipient's **attention** to a certain piece of information in the e-mail, there are certain phrases you can use.

Please find attached...

For your reference I have attached...

More information is available at [www...](#)

My comments appear in bold font.

I have attached a copy for your reference.

Please note...





Endings

When **closing** an e-mail, you should use an appropriate phrase. This will leave a **lasting impression** on your reader.

- If you have any questions, **do not hesitate** to e-mail me.
- **I look forward to hearing from you.**
- **Thank you in advance** for your help.
- If you require any further information, **feel free to get in touch.**





Abbreviations

It is often appropriate to use **abbreviations** in business e-mails, especially when e-mailing your **team** or **colleagues**. Keeping business e-mails short is important.

Abbreviation	Meaning
FYI	For your information
ASAP	As soon as possible
BTW	By the way
ATM	At the moment
C/O	Care of

Abbreviations

Here are examples of some **abbreviations** in **context**.



Please let me know **ASAP**.



I'm very busy **ATM** but next week we can meet.



Categorising

Put the phrases below into the correct categories.

What time would you like to meet?

If you require any further information, feel free to contact me.

Please find attached...

Where would you like to meet?

When would be convenient for you?

I look forward to hearing from you.

Does that work with your schedule?

I have attached a copy for your reference.

More information is available at www...

Could you please let me know?

For your reference I have attached...

Thank you in advance for your help.

making arrangements

mentioning attachments or further information

ending



Abbreviations

Can you remember what these abbreviations stand for? Do you have anything similar in your language? Do you know any others? Can you put each abbreviation into a sentence?



FYI

C/O

ASAP

BTW

ATM



Sample e-mail

To: nabarnes@aoal.com

Subject: Meeting next Thursday

Dear Mr. Barnes,

Thank you for your e-mail regarding our meeting next week.

You suggested next Thursday for our meeting and I confirm that I have time in my schedule that day from 1pm onwards. I would like to suggest meeting at 2pm in Cerruti's restaurant for a late lunch. Let me know if that is convenient for you ASAP.

To answer your question about whether my manager will be attending the meeting, she is unfortunately busy for the next week. She asked me to attach her notes to this e-mail, which you will find attached below.

I look forward to hearing from you, and please do not hesitate to contact me if you need to reschedule the meeting.

Yours sincerely,
John Allen



Question practice

Have a look at the questions below. These are some examples of the kinds of questions you might receive in an e-mail. Can you write answers to them in a polite and straightforward way?

When will the report on this quarter's research goals be finished?

Have you heard from any of our clients regarding their advertising campaigns?

Do you know who to contact about making changes to the website?

Is there any chance you can find time to meet tomorrow morning?

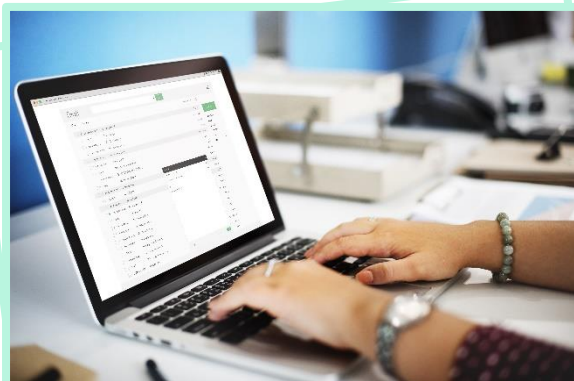


Plan your e-mail

Plan an e-mail replying to a business associate planning a meeting, similar to the one above. Plan a question to answer (either invent your own or take one from those listed in the previous activity), and suggest a time and place to meet.

Hotel between
offices

Question about
statistics



A vertical sheet of lined paper with a blue margin line on the left and punch holes along the left edge. It contains seven horizontal lines for writing.



Write your e-mail

Use this space to write your e-mail. Try to use as many of the phrases mentioned in this lesson as possible, while also maintaining the structure you looked at in the previous lesson.

A simplified email client window with a title bar containing three buttons: a minus sign, a square, and a red 'x'. The main area contains three input fields: a 'To:' field, a 'Subject:' field, and a large text area for the email body. The text area has several horizontal lines for writing.



Reflect on the lesson

Take a moment to review any new **vocabulary, phrases, language structures** or **grammar points** you have come across for the first time in this lesson.

Review them with your teacher one more time to make sure you don't forget!





Answer key

Exercise p. 13

Accept any appropriate answer

Exercise p. 11

1. Incorrect, 2. Incorrect, 3. Correct, 4. Incorrect, 5. Correct, 6. Incorrect





Abbreviations review

Go back through the lesson and find all of the abbreviations. Imagine you are instant messaging at work and write a sentence using each abbreviation.

1. _____

2. _____

3. _____

4. _____

5. _____



Write an e-mail

Write another e-mail, this time requesting information from your team about a project you are working on. You want to know how the work is going and when you can meet to discuss it more.

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□

×

To: _____ Team

Subject:

Dear Team,



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