Would it be possible to have this in half an hour?

Direct – There will be a delay  
Indirect – I’m afraid there may be a slight delay

Direct – It’s a bad idea  
Indirect – To be honest, I’m not sure if that would be a good idea.

**6. Be positive!**

Look at these words: *helpful, good question, agreed, together, useful, I will do my best, mutual, opportunity.*

Now look at these: *busy, crisis, failure, forget it, I can’t, it’s impossible, waste, hard.*

The words you use show your attitude to life, so choose your words wisely.

* *With reference to our telephone conversation on Friday, I would like to let you know that…*
* *Could you please let me know if you can attend … / if you are available for a meeting on 12th December?*
* *I would appreciate it if you could please send me a brochure/ if you could please reply within two days.*
* *Could you possibly arrange a meeting with the Logistics Manager?*

**Formal**

* *We are happy to let you know that your article has been selected for publication.*
* *I am glad to inform you that we will be holding our annual conference in Brussels on 20 September 2014.*
* *We regret to inform you that the show has been cancelled due to bad weather conditions.*
* *We are willing to arrange another meeting with the CEO.*
* *We would be glad to send you another statement if necessary.*
* *Please do let me know if I can be of further assistance.*
* *Should you need any further information/assistance, please do not hesitate to contact us.*
* *I am attaching my CV for your consideration.*
* *I am sending you the brochure as an attachment.*
* *Please see the statement attached.*
* *Please find attached the file you requested.*
* *I am afraid I cannot open the file you have sent me.*
* *Could you send it again in … format?*
* *I look forward to hearing from you.*
* *I look forward to hearing when you are planning to visit our town.*

**QA ROLES**.

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