

Business Emails

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A. Opening Lines



A1 Being social

By adding these at the beginning of your emails you will sound more friendly and social.

- I hope you had a good weekend.
- I hope you had a great trip.
- Hope you had a nice break.
- I hope you are well.
- I hope all is well.
- Hope you're enjoying your holiday.
- I hope this email finds you well.
- I hope you enjoyed the event.

- I'm glad we had a chance to chat at the convention.
 - It was great to see you on Thursday.
 - It was a pleasure to meet you yesterday.
-

A2 Emailing first

Are you the one emailing first? Try these:

- I am writing to you about our last meeting/your presentation yesterday/our next event.
- I am writing to you with regards to/regarding/concerning/in connection with...
- I am writing to ask/enquire/let you know/ confirm/ check/ invite you to /to update you on / ask for a favor...
- I am writing you to follow up on...
- I am contacting you to inform...
- I am reaching out because...
- This is just a quick note to...
- This is just a quick reminder...
- I wanted to let you know that...
- Might I take a moment of your time to... (very formal)
- It's [Your Name] from [Your Company].
- This email is just to let you know that...

A3 Replying

- I just got your request for...
 - I just read your email about...
-
- As we discussed, I would like to send you...
 - Thank you for your email about...
 - Thanks for your email this morning/yesterday/on Wednesday/last month...
 - Thanks for your feedback on/your invitation/your suggestion
 - Thanks for sending/asking about/attending
 - Thanks for your quick reply.
 - Thanks for getting back to me so quickly.
 - Thank you for reaching out (to me).

A4 Apologizing

- Sorry for my late reply.
- Sorry it took me so long to get back to you.
- I apologize for the late response.
- Sorry it's been so long since my last email.
- I was sorry to hear about...
- Please accept our apologies for any inconvenience caused.

B. Body Lines



B1 Attachments and information

- I've attached...
- Please find [file] attached.
- I'm enclosing [file].
- Please see the information below for more details about...
- The parts in bold/in red/in blue are my comments/are the changes we made.
- Here's the document that you asked for,
- I've attached [file] for your review.
- I'm sending you [file] as a pdf file.
- The attached file contains...

- Could you please sign the attached form and send it back to us by [date]?
 - Here's the [document] we discussed.
-
- [file] is attached.
 - Please take a look at the attached file.
 - Take a look at the [file] I've attached to this email.
 - I've attached [file].
 - More information is available at www.website.com .
 - Please note that...

B2 Requests and enquiries

- Could you please...?
- Could you possibly tell me...?
- Can you please fill out this form?
- I'd really appreciate it if you could...
- I'd be very grateful if you could...
- It would be very helpful if you could send us/me...
- I was wondering if you could/if you would be able to...
- If possible, I'd like to know (more) about...
- Please find my two main questions below.

B3 Asking for clarifications

- I didn't/don't fully understand [something]. Could you please explain that again?
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- I didn't quite get your point about [something]. Could you be more specific?
 - Could you repeat what you said about...?
 - Could you give us some more details on...?
 - If you could please shed some light on this topic, I would really appreciate it.
 - Could you please clarify [something]?
 - Could you please clarify when you would like us to finish this?
 - When exactly are you expecting to have this feature?
 - Here are the details on...
 - Could you please clarify what you would like us to do about...?
 - If I understood you correctly, you would like me to...
 - What exactly do you mean by [something]?
 - Could you explain what you mean by [something]?
 - In other words, would you like us to...

B4 Sharing information

Use these helpful phrases when need to give or receive some information (or when you already did).

- Thank you for letting me know.
- Thank you for the heads up.
- Thank you for the notice.

-
- Please note...
 - Quick reminder...
 - Just a quick/friendly reminder that...
 - Thank you for sharing.
 - I'd like to inform you that...
 - Just a quick heads up -
 - Thanks for keeping me in the loop.
 - Please keep me informed/posted/updated/in the loop.

B5 Getting and giving approval

- Please let me know if this is OK with you.
- What are your thoughts (on this)?
- What do you think?
- Please let me know what you think.
- We just need the thumbs up/the green light. (=we're waiting for approval)
- You (totally) have the green light!
- He approved of it, so you can go ahead with the project.

B6 Scheduling

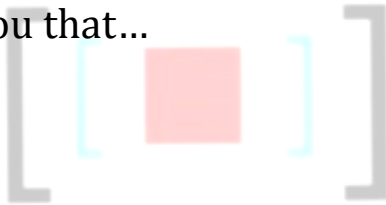
- I'd like to schedule a meeting on [day] if you are available/free then.
-
- I am available on [day], if that's convenient for you.
 - Would you be available on [day]? If so, I'll send you an invite shortly.
 - Can you make it on [day]? If so, I'll book accordingly.
 - I'm afraid I can't make it on [day]. How about...?
 - (Due to) I'm afraid we need to reschedule/delay/postpone/put back/cancel/call off/move/rearrange our meeting.
 - We are sorry to inform you that the interview/meeting scheduled for [day] will have to be rescheduled.

B7 Giving bad news

- Unfortunately, ...
- Unfortunately, we cannot/we are unable to ...
- I'm afraid it will not be possible to...
- Unfortunately, I have to tell you that...
- I'm afraid that we can't...
- We regret to inform you that...
- I regret to inform you that (due to...) ...
- After careful consideration we have decided (not) to ...

- Due to [reason], it won't be possible to...
- It's against company policy to...
- I tried my best, but...

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- Despite my best efforts, ...
 - I can't see how...
 - I'm sorry but it's out of my hands.
 - I'm afraid I won't be able to...
 - I'm sorry to tell you that...



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C. Closing Lines



C1 When something is expected

- Do you need a reply? Are you asking for a favor or you are meeting soon? These sentences are
- perfect for those moments!
- Looking forward to hearing from you soon.
- I look forward to hearing from you soon.
- Please let me know if this works/if you are available/if that sounds good/if you can/if you
- can help/if you need to reschedule...
- I look forward to seeing/meeting you.
- See you on Thursday/next week.
- Thanks.

- Thank you in advance.
 - Thank you for everything.
 - Cheers.
-
- Any feedback you can give me on this would be greatly/highly/much appreciated.
 - If you could have it ready by tomorrow/the end of next week, I would really appreciate it.
 - I would appreciate your help in this matter.

C2 Offering help or information

- I hope you find this helpful.
- I hope it's clearer now.
- I hope that answers all your questions.
- If we can be of any further assistance, please let us know.
- Let me know if you need any help.
- For further details...
- If you have any (more) questions (about)...
- In the meantime, if you need any more information,
- I you need more information/more info/further information,
- I know that's a lot to take in, so let me know if anything I've said doesn't make sense.
- ... please do not hesitate to contact me.

- ... please feel free to contact me/to get in touch.
 - ... please let me know.
 - ... drop me an email/drop me a line.
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C3 Apologizing

- Thanks you for your understanding/for your patience.
- Thanks again for your understanding/for your patience.
- Once again, please accept our apologies for any/the inconvenience caused / for the delay/for the misunderstanding.
- I hope this is okay with you.
- I really hope we can find a solution soon.
- I hope you can understand.
- Sorry I couldn't be of more help.

C4 Closing greetings

- Best regards,
- All the best,
- Best wishes,