

### Lesson 3. Phrase bank. Formal vs Neutral

	Neutral	Formal
<b>Salutation</b>	<ul style="list-style-type: none"> <li>• Hello Mike,</li> <li>• Hi Mike,</li> <li>• Mike,</li> <li>• Colleagues,</li> <li>• Hello team,</li> <li>• Hi everyone,</li> </ul>	<ul style="list-style-type: none"> <li>• Dear Mr. Smith,</li> <li>• Dear Ms. Smith,</li> <li>• Dear Mrs. Smith,</li> <li>• Dear Sir or Madam,</li> <li>• To whom it may concern,</li> <li>• Dear Help Desk,</li> </ul>
<b>Pleasantries</b> ( <i>Mostly used when you know the person well, i.e. in neutral emails.</i> )	<ul style="list-style-type: none"> <li>• Thank you for your quick reply.</li> <li>• Thank you for getting back to me so quickly.</li> <li>• Happy Friday!</li> <li>• I hope your week/day is going just great.</li> <li>• I hope you had a good weekend.</li> </ul>	
<b>Previous context</b>	<ul style="list-style-type: none"> <li>• Regarding your email...,</li> <li>• As for your question about...,</li> <li>• Following your email,...</li> </ul>	<p>Regarding your (last) email of (date) ...</p> <p>With reference to your email about...</p>
<b>Stating your purpose</b>	<ul style="list-style-type: none"> <li>• I need some info about ...</li> <li>• I am writing to touch base on...</li> <li>• Here is just a quick note to inform you that...</li> <li>• I've got a quick question regarding...</li> <li>• Here's the information that you asked for.</li> </ul>	<ul style="list-style-type: none"> <li>• Could you possibly inform me whether ...?</li> <li>• Could you please confirm that ...?</li> <li>• I am writing to ...</li> <li>• Please accept our apologies for ...</li> <li>• I appreciate your assistance with/in ...</li> </ul>

	<ul style="list-style-type: none"> <li>• Sorry for/about the delay in ...</li> <li>• I'm sorry to hear that...</li> <li>• Thank you for ...</li> <li>• I am reaching out to ...</li> </ul>	
<b>Differences</b>	<p><b>Short words and phrasal verbs:</b></p> <ul style="list-style-type: none"> <li>• Here's a quick note to...</li> <li>• I'll look into it.</li> <li>• I'll get back to you soon.</li> </ul> <p><b>Direct questions and short sentences:</b></p> <ul style="list-style-type: none"> <li>• Shall I ...?</li> <li>• Could you ...?</li> <li>• I need an update on ...</li> <li>• Please send ...</li> </ul> <p><b>Contractions and abbreviations:</b></p> <ul style="list-style-type: none"> <li>• I'll keep you updated.</li> <li>• I don't think we have a 'yes' from him.</li> <li>• BTW, FYI, ASAP, EOD</li> </ul>	<p><b>Long words:</b></p> <ul style="list-style-type: none"> <li>• establish</li> <li>• apologize</li> <li>• examine</li> <li>• inconvenience</li> <li>• assistance</li> </ul> <p><b>Complex sentences and indirect questions:</b></p> <ul style="list-style-type: none"> <li>• I would be grateful if you could ...</li> <li>• I'd really appreciate it if you could...</li> <li>• Would it be possible to ...?</li> </ul> <p><b>No contractions, no abbreviations:</b></p> <ul style="list-style-type: none"> <li>• It is ...</li> <li>• I could not ...</li> <li>• There are ...</li> <li>• EOD - the end of the day</li> <li>• ASAP – as soon as possible</li> </ul>
<b>Complimentary closing</b>	<ul style="list-style-type: none"> <li>• Best regards,</li> <li>• Regards,</li> <li>• Best wishes,</li> <li>• Best,</li> <li>• Thank you,</li> </ul>	<ul style="list-style-type: none"> <li>• Best regards,</li> <li>• Yours sincerely,</li> <li>• Yours faithfully, (<i>very formal – for writing to</i></li> </ul>

	<ul style="list-style-type: none"> <li>Thanks,</li> </ul>	<i>an organization rather than a person)</i>
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