

## Lesson 6. Phrase bank. Meeting arrangements via email

### INVITING TO MEET

<b>Salutation</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>• Hello team,</li> <li>• Hi everyone,</li> <li>• Hi team,</li> <li>• Colleagues,</li> <li>• Hello John,</li> <li>• Hi John,</li> <li>• John,</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>• Dear colleagues,</li> <li>• Dear Mr. Smith,</li> <li>• Hello Mr. Smith,</li> <li>• Mr. Smith,</li> </ul>
<b>Purpose of writing</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>• I would like to invite you to join our call on...</li> <li>• I'm writing to arrange a time to meet ...</li> <li>• Just writing to arrange a meeting to discuss ...</li> <li>• Please join our meeting on/regarding ... this Tuesday.</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>• As you know, we conducted a customer satisfaction survey last week, so I propose that we arrange a videoconference next week to ...</li> <li>• The purpose of this email is to arrange a meeting to discuss ...</li> </ul>
<b>Stating the day and time</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>• How does Monday 3 p.m. sound/look to you?</li> <li>• Is Tuesday 2 p.m. good for you?</li> <li>• Is Monday 3 p.m. ok for you?</li> <li>• Will/Does/Would Monday 3 p.m. work for you?</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>• Could we meet/ arrange a call on Monday at 8 p.m.?</li> <li>• What time would be convenient for you?</li> <li>• What time would suit you best?</li> <li>• Feel free to propose your time if this slot is not convenient for you.</li> </ul>
<b>Presenting agenda</b>	<b>Option 1</b> Agenda: <ul style="list-style-type: none"> <li>• problems with our service quality</li> <li>• issues requiring immediate actions</li> <li>• possible solutions</li> </ul> Feel free to add any other relevant points to the list.	

	<b>Option 2</b> During the call we will <ul style="list-style-type: none"> <li>• discuss the problems with our service quality revealed by the survey,</li> <li>• outline the issues requiring immediate action,</li> <li>• brainstorm possible solutions.</li> </ul> If there is anything else you want to add to the meeting agenda, please send me an email.	
<b>Closing (asking for confirmation)</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>• Please let me know if you can't participate in the call.</li> <li>• Please confirm your participation.</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>• Could you please confirm your participation by accepting the meeting request?</li> <li>• I would be grateful if you could confirm your participation.</li> </ul>
<b>Complimentary closing</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>• Regards, Kate</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>• Sincerely yours, Kate Smith Team Lead</li> </ul>

## REMINDING

<b>Reminding</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>• This is (just) a friendly/quick/kind reminder that ...</li> <li>• On (date) I wrote you regarding ... In case you missed my previous email, I'm resending it below.</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>• I am writing regarding ...</li> <li>• May I remind you that...</li> </ul>
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## ACCEPTING/DECLINING/PROPOSING ANOTHER TIME

<b>Confirming participation</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>• (Date / time) is fine with me.</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>• I am writing to confirm my</li> </ul>
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	<ul style="list-style-type: none"> <li>• (Date / time) works for me.</li> <li>• (Date / time) suits me.</li> </ul>	participation in the meeting.
<b>Declining participation</b>	<p><b>Neutral:</b></p> <ul style="list-style-type: none"> <li>• Unfortunately, I'm busy Thursday 2 p.m.</li> <li>• I'm afraid I can't make it on Tuesday at 2 p.m. as ...</li> <li>• I won't be around until after lunch, I'm afraid.</li> <li>• Sorry, can't make it next Monday.</li> <li>• I'm afraid I can't manage next Monday.</li> </ul>	<p><b>Formal:</b></p> <ul style="list-style-type: none"> <li>• I may not be able to attend the meeting on Thursday morning.</li> <li>• I have to decline your invitation due to ...</li> <li>• This is to let you know that I will not be able to attend the meeting next Thursday.</li> </ul>
<b>Changing arrangements</b>	<p><b>Neutral:</b></p> <ul style="list-style-type: none"> <li>• Could we bring the meeting forward ...?</li> <li>• Can I push back our meeting to 12 October?</li> <li>• I'd like to put off the meeting until ...</li> <li>• I'd like to change the meeting time to...</li> <li>• Any time after ... would be fine.</li> <li>• How about ... instead?</li> <li>• Could we move it to ...?</li> </ul>	<p><b>Formal:</b></p> <ul style="list-style-type: none"> <li>• I would appreciate it if we could hold the meeting earlier / later than proposed.</li> <li>• I wonder if we could hold the meeting earlier / later than proposed.</li> </ul>
<b>Providing an excuse</b>	<p><b>Neutral:</b></p> <ul style="list-style-type: none"> <li>• I'm sorry but I'm out of the office until 2 p.m.</li> </ul>	<p><b>Formal:</b></p> <ul style="list-style-type: none"> <li>• I will be unable to attend the meeting due to a scheduling</li> </ul>

	<ul style="list-style-type: none"> <li>• I'm afraid I have a ... scheduled for the same time.</li> <li>• Unfortunately, I can't take part in tomorrow's meeting since I'll be attending ... at that time.</li> </ul>	<p>conflict, unfortunately.</p> <ul style="list-style-type: none"> <li>• I regret (that) I will not be able to participate in the conference because of ...</li> </ul>
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Exam