

## Lesson 2. Phrase bank

### GREETING

<b>Salutation</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>Hello/Hi John,</li> <li>John,</li> <li>Hello everyone,</li> <li>Colleagues,</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>Dear Sir or Madam,</li> <li>To whom it may concern,</li> </ul>
<b>Pleasantries</b>	<p><i>Pleasantries are more typical for neutral or informal style. They can show you care about the person and make your tone warmer. However, at the same time busy people might find such beginnings annoying. So in a business email it is ok to skip the pleasantries and get straight to the purpose of your email.</i></p> <ul style="list-style-type: none"> <li>I hope your day is going great.</li> <li>I hope you are having a great week.</li> <li>Thanks for your email.</li> <li>Thanks for getting back to me.</li> <li>Thanks for following up on it.</li> <li>Thanks for your quick response.</li> <li>Happy Friday!</li> </ul>	

### BODY

<b>Reference to the previous content</b>	<ul style="list-style-type: none"> <li>Following up on our last meeting/my previous email, ...</li> <li>Further to your last email, ...</li> <li>With reference to your email, ...</li> <li>Regarding your email, ...</li> <li>Last time we spoke, ...</li> </ul>	
<b>Purpose of the email</b>	<b>Requesting Information</b>	
	<b>Neutral:</b> Could you tell me about ...? I need some information about ... I am writing to touch base on... I've got a quick question regarding... I am reaching out to...	<b>Formal:</b> I would (very much /really) appreciate it if you could... I am writing to inquire about ... I was wondering if you have any information on ...
	<b>Providing information</b>	
	<b>Neutral:</b>	<b>Formal:</b>

	<ul style="list-style-type: none"><li>•I just wanted to give you a heads up that ...</li><li>•Here is just a quick note to inform you about ...</li><li>•Here's the information that you asked for: ...</li></ul>	<ul style="list-style-type: none"><li>•I am writing to let you know that ...</li><li>•I would like to update you on ...</li></ul>
	Apologizing	
	<b>Neutral:</b> <ul style="list-style-type: none"><li>• Sorry about... (<i>you regret about the situation</i>)</li><li>• Sorry for... (<i>you feel it's your personal responsibility/your fault</i>)</li></ul>	<b>Formal:</b> <ul style="list-style-type: none"><li>•I would like to apologize for...</li><li>•Please accept my sincerest apologies for (something / doing something)</li></ul>
	Thanking for Feedback	
	<b>Neutral:</b> <ul style="list-style-type: none"><li>• Thanks for flagging it (up). We will look into the issue and get back to you.</li><li>• Thanks for catching that. What we can do here is...</li></ul>	<b>Formal:</b> <ul style="list-style-type: none"><li>• Thank you for bringing this issue to our attention. What we will do is...</li><li>• I appreciate your constructive feedback. We will...</li></ul>
	Thanking	
	<ul style="list-style-type: none"><li>• I really appreciate your time/assistance/insights.</li><li>• Thank you for ...</li></ul>	
Giving details	Linkers: <ul style="list-style-type: none"><li>• Also,</li><li>• In addition,</li><li>• Therefore,</li><li>• However,</li><li>• Especially,</li><li>• In other words,</li><li>• In short,</li><li>• Lastly,</li></ul>	
Call to action	<b>Neutral:</b> <ul style="list-style-type: none"><li>• Please make sure that ...</li></ul>	<b>Formal:</b>

	<ul style="list-style-type: none"> <li>• Can you get back to me about that by the end of the week?</li> </ul>	<ul style="list-style-type: none"> <li>• Would you please send us the links to...?</li> <li>• Could you please review the above-mentioned points and let me know what you think?</li> </ul>
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## CLOSING

<b>Closing line</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>• Feel free to contact me if you have any questions or issues.</li> <li>• I will follow up shortly to see what you think about it.</li> <li>• Thanks so much for helping me out with this.</li> <li>• Let me know if you need anything else.</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>• I look forward to your response.</li> <li>• I look forward to hearing from you shortly.</li> <li>• Do not hesitate to contact me if you need any assistance from my side.</li> </ul>
<b>Complimentary closing</b>	<b>Neutral:</b> <ul style="list-style-type: none"> <li>• Best regards,</li> <li>• Regards,</li> <li>• Best,</li> <li>• Thank you,</li> <li>• Best wishes,</li> </ul>	<b>Formal:</b> <ul style="list-style-type: none"> <li>• Best regards,</li> <li>• Yours sincerely,</li> <li>• Yours truly,</li> <li>• Yours faithfully, (<i>very formal – for writing to an organization rather than a person</i>)</li> </ul>
<b>Signature</b>	Katsiaryna Ivanova Language Trainer Office: ..... Cell:.....Teams:.....	