

## Lesson 8. Phrase bank. Reporting a problem

|                               | Neutral   | Formal   |
|-------------------------------|---|--|
| <b>Salutation</b>             | <ul style="list-style-type: none"> <li>• Colleagues,</li> <li>• Hello team,</li> <li>• Hi everyone,</li> <li>• Hi team,</li> <li>• Hello John,</li> <li>• Hi John,</li> <li>• John,</li> </ul>  | <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>Reporting a problem</b>    | <ul style="list-style-type: none"> <li>• There is an issue with...</li> <li>• I am having an issue with...</li> <li>• I'm having trouble with...</li> <li>• I am facing a problem with...</li> <li>• I'm writing to inform you ...</li> </ul> | <ul style="list-style-type: none"> <li>• I am writing to inform you that ...</li> <li>• Lately we have encountered a problem with ...</li> </ul>   |
| <b>Explaining the details</b> | <ul style="list-style-type: none"> <li>• I had difficulty with ...</li> <li>• The only problem is that ...</li> <li>• The problem lies in ...</li> <li>• I think/I guess the issue is connected with...</li> </ul>                            | <ul style="list-style-type: none"> <li>• The problem may lie in...</li> <li>• Your design is feasible but would require additional ...</li> <li>• The problem first arose in...</li> <li>• This illustrates another potential problem, which is...</li> <li>• The security problems have been identified. They are connected with ...</li> </ul> |
| <b>Calling to action</b>      | <ul style="list-style-type: none"> <li>• Can I ask you to look into the matter with...?</li> <li>• I really need your help with ...</li> </ul>  | <ul style="list-style-type: none"> <li>• Please advise on how you would like to proceed. Do you want us to ... or would you be happy with ...?</li> </ul>  |

|                              |  |   |
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|                              |  | <ul style="list-style-type: none"> <li>• I would appreciate your assistance in ...</li> <li>• I would be grateful if you could offer ...</li> <li>• Could you please confirm that you find it acceptable?</li> </ul>  |
| <b>Setting a deadline</b>    | <ul style="list-style-type: none"> <li>• I need your response by / before (date).</li> <li>• Hope to hear from you by / before (date).</li> <li>• If you feel like discussing all the pros and cons in more detail, I'll be glad to have a meeting with you at your earliest convenience.</li> </ul> | <ul style="list-style-type: none"> <li>• I would be grateful if you could respond within two days.</li> <li>• I would appreciate it if you replied by / before (date).</li> <li>• I look forward to receiving your/the reply at your earliest convenience.</li> </ul> |
| <b>Closing line</b>          | <ul style="list-style-type: none"> <li>• Thank you.</li> <li>• Thanks for your help.</li> </ul>  | <ul style="list-style-type: none"> <li>• Thank you for your assistance.</li> <li>• Thank you for your cooperation in this matter.</li> </ul>  |
| <b>Complimentary closing</b> | <ul style="list-style-type: none"> <li>• Best wishes,</li> <li>• Regards,</li> <li>• Best regards,</li> </ul>  | <ul style="list-style-type: none"> <li>• Best regards,</li> <li>• Sincerely yours,</li> <li>• Yours faithfully, (<i>very formal</i>)</li> </ul>   |