

Lesson 7. Phrase bank. Writing a meeting follow-up email

	Neutral	Formal
Salutation	<ul style="list-style-type: none"> Hello team, Hi everyone, Hi team, Colleagues, Hello John, Hi John, John, 	<ul style="list-style-type: none"> Dear colleagues, Dear Mr. Smith, Hello Mr. Smith, Mr. Smith,
Reference to the previous meeting	<ul style="list-style-type: none"> Thank you for a productive meeting. Thank you for your participation in our meeting. Following our meeting... I'm glad we had the opportunity to discuss... 	<ul style="list-style-type: none"> Thank you for a productive meeting of (date) / regarding ... Thank you for making time to meet and discuss ... On behalf of ..., I would like to thank you for making time to ...
Summary of the meeting	<p>Use linkers</p> <p>At our meeting we outlined a few problems with the service quality revealed by the survey. Also, we decided which issues were urgent and in need of immediate attention. Then, we brainstormed the ways to deal with the problems and chose the most effective solutions.</p> <p>Use bullet points</p> <p>At our meeting we</p> <ul style="list-style-type: none"> outlined the problems with the service quality revealed by the survey, decided which issues are urgent and in need of immediate attention, brainstormed the ways to deal with the problems at hand, chose the most effective solutions. 	

<p>Action points</p>	<p>Assigning tasks</p> <p>Neutral:</p> <ul style="list-style-type: none"> • Jim will complete the report by EOD. • Jim – complete the report by EOD. <p>Formal:</p> <ul style="list-style-type: none"> • The person in charge of the task is Jim. • Jim will forward a copy of the report to ... by tomorrow morning. • Jim should provide feedback by tomorrow morning at the latest. <p>Setting deadlines</p> <p>Please inform me about the results</p> <ul style="list-style-type: none"> • by the end of the week. • at your earliest convenience. • by tomorrow morning. • by tomorrow morning at the latest. • by EOD (by the end of the day). 	
<p>Closing line</p>	<ul style="list-style-type: none"> • Please keep me in the loop. • Please keep me posted on any developments and updates. • Please keep me updated on your progress. • Please let me know about the results by (date). 	<ul style="list-style-type: none"> • I will contact you at the end of this week to see whether you have any additional questions or concerns. In the meantime, please feel free to contact me at (number) at any time. • Should you have any further questions or concerns, do not hesitate to contact me via email or phone.

	<ul style="list-style-type: none"> • I will touch base with you by the end of the week. • I will check in with you by the end of the week. 	
Complimentary closing	<ul style="list-style-type: none"> • Best regards, • Regards, • Best, • Thanks, • Best wishes, 	<ul style="list-style-type: none"> • Best regards, • Sincerely yours, • Yours faithfully, (very formal)