

### Lesson 9. Phrase bank. Dealing with 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>Thanking for feedback / for raising the issue</b>	<ul style="list-style-type: none"> <li>• Thanks for flagging that (up).</li> <li>• Thank you for bringing this to my / our attention.</li> <li>• Thanks for the update.</li> <li>• Thank you for pointing out these issues.</li> <li>• Thank you for your feedback on ...</li> <li>• I'm glad you reported the problem so that we can take care of it right away.</li> </ul>	<ul style="list-style-type: none"> <li>• I appreciate the opportunity to clarify the situation with...</li> <li>• We do appreciate your informing us about ...</li> <li>• We appreciate your valuable feedback.</li> <li>• Thank you for drawing our attention to the issue with ...</li> </ul>
<b>Showing empathy (if appropriate)</b>	<ul style="list-style-type: none"> <li>• I'm sorry to hear that...</li> <li>• I realize how complicated it is to ...</li> <li>• I know how confusing it must be when ...</li> </ul>	<ul style="list-style-type: none"> <li>• I/We can understand how frustrating it must be when ...</li> <li>• I/We understand that it would be very useful to...</li> </ul>
<b>Apologizing (if appropriate)</b>	<ul style="list-style-type: none"> <li>• I am really sorry about/for...</li> <li>• I do apologize for ...</li> <li>• We are sorry for the inconvenience caused.</li> </ul>	<ul style="list-style-type: none"> <li>• Please allow me to apologize for ...</li> <li>• Please accept my/our (sincere) apologies for the inconvenience caused.</li> </ul>

<b>Defining the root of the problem</b>	<ul style="list-style-type: none"> <li>• I have checked the situation.</li> <li>• I have examined the problem and ...</li> <li>• I have looked into the matter and ...</li> </ul>	<ul style="list-style-type: none"> <li>• I have investigated the issue and ...</li> <li>• The investigation revealed (that) ...</li> <li>• After analyzing ..., it was found that ...</li> </ul>
<b>Offering a solution</b>	<ul style="list-style-type: none"> <li>• I suggest that you try...</li> <li>• I recommend that you try...</li> <li>• You should try ...</li> <li>• I think it would be a good idea to ...</li> <li>• My second suggestion is that ...</li> <li>• You (also) might want to...</li> </ul>	<ul style="list-style-type: none"> <li>• In order to respond to this issue, we will ...</li> <li>• You might want to consider trying...</li> </ul>
<b>Providing a time frame</b>	<ul style="list-style-type: none"> <li>• I will look into the matter and get back to you by ...</li> <li>• I will try to resolve the issue by the end of the week/within 10 working days.</li> <li>• If we have a quick solution to offer, I will contact you later today.</li> </ul>	<ul style="list-style-type: none"> <li>• We will investigate the problem and contact/ inform you as soon as possible.</li> </ul>
<b>Inquiring whether the solution is acceptable</b>	<ul style="list-style-type: none"> <li>• Can you confirm that the offered timing is OK for you?</li> <li>• Please let me know if it helped to sort out the issue.</li> </ul>	<ul style="list-style-type: none"> <li>• Please let me know whether ... helped you resolve the issue.</li> <li>• Could you let me know whether the steps described are acceptable for you?</li> </ul>
<b>Offering further help if necessary</b>	<ul style="list-style-type: none"> <li>• Let me know if you need anything else.</li> <li>• Feel free to contact me if you have more questions.</li> </ul>	<ul style="list-style-type: none"> <li>• If you need any further assistance, feel free to contact me.</li> <li>• Should you have any additional questions,</li> </ul>

		please do not hesitate to contact me.
<b>Pleasantries (if appropriate)</b>	<ul style="list-style-type: none"><li>• Have a great day!</li><li>• Have a nice weekend!</li><li>• Have a great week!</li></ul>	

Exam