

End-of-the course phrase bank

GREETING

Salutation	Neutral: <ul style="list-style-type: none"> • Hi/Hello team, • Hi/Hello [Name], • John, • Hi/Hello everyone, • Dear [Name], • Colleagues, 	Formal: <ul style="list-style-type: none"> • Dear Mr. Smith, • Dear Ms. Smith, • Dear Mrs. Smith, • Dear Help Desk, • Dear team, • Dear Sir or Madam, (<i>very formal</i>) • To whom it may concern, (<i>very formal</i>)
Pleasantries	<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"> • I hope your day/week is going (just) great. • I hope you had a good weekend. • I hope you are having a great week. • Thanks for your email. • Thank you for your quick reply. • Thanks for getting back to me (so quickly). • Thanks for following up on it. • Thanks for your quick response. • Happy Friday! 	

BODY

Reference to the previous content	Neutral: <ul style="list-style-type: none"> • Regarding your email, ... • As for your question about ..., • Following your email, ... • Following up on our last meeting/my previous email, ... 	Formal: <ul style="list-style-type: none"> • Regarding your (last) email of (date), ... • With reference to your (last) email about... • I am writing with regard to... • I am writing in connection with your inquiry about ...
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	<ul style="list-style-type: none"> • Further to your last email, ... • Last time we spoke,... • In answer to your email about the (current) situation with... • Concerning your question about ... 	<ul style="list-style-type: none"> • Following up on your email of (date), ... • Following your email of (date), ...
Purpose of the email	Requesting Information	
	Neutral: <ul style="list-style-type: none"> • Could you tell me about ...? • I need some information about ... • I need a bit more info on ... • I am writing to touch base on... • I've got a (quick) question regarding... • I am reaching out to touch base on... • I have a number of questions to you. • I'm interested in receiving an update on/finding out if ... • Can I have an update on ...? • Can you please update me on ...? • I am writing to ask you about ... • Can you also confirm that ...? 	Formal: <ul style="list-style-type: none"> • 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 .../if you could... • I am writing to inquire about.... • Could you possibly inform me whether ...? • Could you please confirm that...? • I would be grateful if you could provide me with ... • We would be grateful for some information about ... • Could you possibly ...? • Do you think you could...? • We would especially like to know whether ...
	Providing information	
	Neutral:	Formal:

	<ul style="list-style-type: none"> • I just wanted to give you a heads up that • Here is just a quick note to inform you about .../to inform you that... • Here's the information that you asked for. 	<ul style="list-style-type: none"> • I am writing to inform you know that... • I would like to update you on...
	Apologizing	
	Neutral: <ul style="list-style-type: none"> • Sorry about.... (you regret about the situation) • Sorry for... (you feel it's your personal responsibility/your fault) • I'm sorry to hear that ... 	Formal: <ul style="list-style-type: none"> • I would like to apologize for... • Please accept my/our (sincere) apologies for (something / doing something)
	Thanking	
	Neutral: <ul style="list-style-type: none"> • Thanks for flagging it (up). We will... • Thanks for catching that. What we can do here is... • Thank you for ... 	Formal: <ul style="list-style-type: none"> • Thank you for bringing this issue to our attention. What we will do is.... • I appreciate your constructive feedback. We will investigate it and contact you later. • I really appreciate your time/assistance/insights. • I appreciate your assistance with/in ...
	Reporting a problem	
	Neutral:	Formal:

	<ul style="list-style-type: none"> • There is an issue with ... • I am having an issue with... • I'm having trouble with... • I am facing a problem with ... • I'm writing to inform you... 	<ul style="list-style-type: none"> • I am writing to inform you that ... • Lately we have encountered a problem with ...
	Reminding	
	Neutral: <ul style="list-style-type: none"> • This is (just) a friendly/quick reminder that ... • In my previous email I wrote you regarding ... • This is (just) a kind reminder that ... • In case you missed my previous email, I'm resending it below. 	Formal: <ul style="list-style-type: none"> • I am writing regarding ... • May I remind you that...
Giving information	<ul style="list-style-type: none"> • We successfully completed ... and currently we are preparing to/for... • The project is going well, but there are still some minor issues with... • The problem with ... is caused by ... • At the moment we are looking into it, and we expect it to be resolved by... 	
Linkers	<ul style="list-style-type: none"> • First, second, finally, • Firstly, secondly, (and) lastly, • Also, / moreover, / in addition, /additionally, /apart from that, • In particular, /especially, • Therefore, • However, • In other words, 	

	<ul style="list-style-type: none"> • In short, 	
Explaining the details (when reporting a problem)	Neutral: <ul style="list-style-type: none"> • I had difficulty with... • The only problem is that ... • The problem lies in... • I think/I guess the issue is connected with... 	Formal: <ul style="list-style-type: none"> • The problem may lie in... • Your design is feasible but would require additional (effort, time)... • The problem first arose in... • This illustrates another potential problem, such as ... • The security problems have been identified. They are connected with...
Mentioning an attachment	Neutral: <ul style="list-style-type: none"> • I've attached ... • Please have a look at the attached file. • Please find ... in the attachment. • I'm sending ... as a pdf file/as an attachment. • I am attaching/have attached... 	Formal: <ul style="list-style-type: none"> • Attached please find my resume and references. • You will find a sample contract attached.
Further Inquiries	Neutral: <ul style="list-style-type: none"> • I hope that this answers your question. Please let me know if you need any further information. • If you have any questions, feel free to get back to me. • Give me a call if you need anything else. • If you feel like discussing all the 	Formal: <ul style="list-style-type: none"> • If you require any further assistance, please do not hesitate to contact me on my mobile or via Skype. • Should you have any further inquiries, do not hesitate to contact me.

	pros and cons in more detail, I'll be glad to have a meeting with you.	
Calling to action	Neutral: <ul style="list-style-type: none"> • Please make sure that you ... • Can you get back to me about that by the end of the week? • Can I ask you to look into the matter with ...? • I really need your help with ... 	Formal: <ul style="list-style-type: none"> • Would you please send us the links to ...? • Could you please review the above-mentioned points and let me know what you think? • Please advise on how you would like to proceed. Do you want us to ... or would you be happy with ...? • I would appreciate your assistance in ... • I would be grateful if you could offer ... • Could you please confirm that you find it acceptable?
Setting a deadline	Neutral: <ul style="list-style-type: none"> • Please email me by / before (date/day). • I need your response by / before (date/day). • I'm looking forward to your reply by (date/day). • Please let me know where you are with.... by EOD. • Can you get back to me by the end of the day / by the end of the week? • I hope to hear from you by / before (date). 	Formal: <ul style="list-style-type: none"> • Could you possibly send me your feedback by / before ...? • Please provide a status update at your earliest convenience. • I would be grateful if you could respond within two days. I would appreciate it if you replied by / before (date). • I look forward to receiving your/the reply at the/your earliest convenience.

CLOSING

Closing line	Neutral: <ul style="list-style-type: none"> • Feel free to contact me if you have any questions or issues. • I will follow up shortly to see what you think about it. • Thanks so much for helping me out with this. • Let me know if you need anything else. • I'm looking forward to hearing from you shortly. • Thank you. • Thanks for your help. 	Formal: <ul style="list-style-type: none"> • I look forward to your response. • I look forward to hearing from you. • Do not hesitate to contact me if you need any assistance from my side. • Thank you for your assistance. • Thank you for your cooperation in this matter.
Complimentary closing	Neutral: <ul style="list-style-type: none"> • Best regards, • Regards, • Best wishes, • Best, • Thank you, • Thanks, 	Formal: <ul style="list-style-type: none"> • Best regards, • Sincerely yours, • Yours truly, • Yours faithfully, <i>(very formal – for writing to an organization rather than a person)</i>
Signature	First Name	First name + Last name Job title Office: ... Cell: ... Email: ...

DIFFERENCES BETWEEN FORMAL AND NEUTRAL STYLE

<p>Short words and phrasal verbs:</p> <ul style="list-style-type: none"> • Here's a quick note to... • I'll look into it. • I'll get back to you soon. <p>Direct questions and short sentences:</p> <ul style="list-style-type: none"> • Shall I ...? • Could you ...? • I need an update on ... • Please send ... <p>Contractions and abbreviations:</p> <ul style="list-style-type: none"> • I'll keep you updated. • I don't think we have a 'yes' from him. • BTW, FYI, ASAP, EOD 	<p>Long words:</p> <ul style="list-style-type: none"> • establish • apologize • examine • inconvenience • assistance <p>Complex sentences and indirect questions:</p> <ul style="list-style-type: none"> • I would be grateful if you could ... • I would really appreciate it if you could... • Would it be possible to ...? <p>No contractions, no abbreviations:</p> <ul style="list-style-type: none"> • It is ... • I could not ... • There are ... • EOD - the end of the day • ASAP – as soon as possible
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MEETING ARRANGEMENTS VIA EMAIL

INVITING TO MEET

Purpose of writing	<p>Neutral:</p> <ul style="list-style-type: none"> • I would like to invite you to join our call on... • I'm writing to arrange a time to meet ... • Just writing to arrange a meeting to discuss ... 	<p>Formal:</p> <ul style="list-style-type: none"> • As you know, we conducted a customer satisfaction survey last week, so I propose that we arrange a videoconference next week to ...
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	<ul style="list-style-type: none"> Please join our meeting on/regarding ... this Tuesday. 	<ul style="list-style-type: none"> The purpose of this email is to arrange a meeting to discuss ...
Stating the day and time	Neutral: <ul style="list-style-type: none"> How does Monday 3 p.m. sound/look to you? Is Tuesday 2 p.m. good for you? Is Monday 3 p.m. ok for you? Will/Does/Would Monday 3 p.m. work for you? 	Formal: <ul style="list-style-type: none"> Could we meet/ arrange a call on Monday at 8 p.m.? What time would be convenient for you? What time would suit you best? Feel free to propose your time if this slot is not convenient for you.
Presenting agenda	Option 1 Agenda: <ul style="list-style-type: none"> problems with our service quality issues requiring immediate actions possible solutions Feel free to add any other relevant points to the list. Option 2 During the call we will <ul style="list-style-type: none"> discuss the problems with our service quality revealed by the survey, outline the issues requiring immediate action, brainstorm possible solutions. If there is anything else you want to add to the meeting agenda, please send me an email.	
Closing (asking for confirmation)	Neutral: <ul style="list-style-type: none"> Please let me know if you can't participate in the call. Please confirm your participation. 	Formal: <ul style="list-style-type: none"> Could you please confirm your participation by accepting the meeting request? I would be grateful if you could confirm your participation.

ACCEPTING/DECLINING/PROPOSING ANOTHER TIME

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

Providing an excuse	Neutral: <ul style="list-style-type: none"> • I'm sorry but I'm out of the office until 2 p.m. • I'm afraid I have a ... scheduled for the same time. • Unfortunately, I can't take part in tomorrow's meeting since I'll be attending ... at that time. 	Formal: <ul style="list-style-type: none"> • I will be unable to attend the meeting due to a scheduling conflict, unfortunately. • I regret (that) I will not be able to participate in the conference because of ...
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WRITING A MEETING FOLLOW-UP EMAIL

	Neutral	Formal
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. 	
Action points	<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). 	
Closing line	<ul style="list-style-type: none"> • Please keep me in the loop. • Please keep me posted on any developments and updates. 	<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

	<ul style="list-style-type: none"> • Please keep me updated on your progress. • Please let me know about the results by (date). • I will touch base with you by the end of the week. • I will check in with you by the end of the week. 	<p>free to contact me at (number) at any time.</p> <ul style="list-style-type: none"> • Should you have any further questions or concerns, do not hesitate to contact me via email or phone.
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DEALING WITH A PROBLEM

	Neutral	Formal
Thanking for feedback / for raising the issue	<ul style="list-style-type: none"> • Thanks for flagging that (up). • Thank you for bringing this to my / our attention. • Thanks for the update. • Thank you for pointing out these issues. • Thank you for your feedback on ... • I'm glad you reported the problem so that we can take care of it right away. 	<ul style="list-style-type: none"> • I appreciate the opportunity to clarify the situation with... • We do appreciate your informing us about ... • We appreciate your valuable feedback. • Thank you for drawing our attention to the issue with ...
Showing empathy (if appropriate)	<ul style="list-style-type: none"> • I'm sorry to hear that... • I realize how complicated it is to ... • I know how confusing it must be when ... 	<ul style="list-style-type: none"> • I/We can understand how frustrating it must be when ... • I/We understand that it would be very useful to...

Apologizing (if appropriate)	<ul style="list-style-type: none"> • I am really sorry about/for... • I do apologize for ... • We are sorry for the inconvenience caused. 	<ul style="list-style-type: none"> • Please allow me to apologize for ... • Please accept my/our (sincere) apologies for the inconvenience caused.
Defining the root of the problem	<ul style="list-style-type: none"> • I have checked the situation. • I have examined the problem and ... • I have looked into the matter and ... 	<ul style="list-style-type: none"> • I have investigated the issue and ... • The investigation revealed (that) ... • After analyzing ..., it was found that ...
Offering a solution	<ul style="list-style-type: none"> • I suggest that you try... • I recommend that you try... • You should try ... • I think it would be a good idea to ... • My second suggestion is that ... • You (also) might want to... 	<ul style="list-style-type: none"> • In order to respond to this issue, we will ... • You might want to consider trying...
Providing a time frame	<ul style="list-style-type: none"> • I will look into the matter and get back to you by ... • I will try to resolve the issue by the end of the week/within 10 working days. • If we have a quick solution to offer, I will contact you later today. 	<ul style="list-style-type: none"> • We will investigate the problem and contact/inform you as soon as possible.
Inquiring whether the solution is acceptable	<ul style="list-style-type: none"> • Can you confirm that the offered timing is OK for you? • Please let me know if it helped to sort out the issue. 	<ul style="list-style-type: none"> • Please let me know whether ... helped you resolve the issue. • Could you let me know whether the steps

		described are acceptable for you?
Offering further help if necessary	<ul style="list-style-type: none"> • Let me know if you need anything else. • Feel free to contact me if you have more questions. 	<ul style="list-style-type: none"> • If you need any further assistance, feel free to contact me. • Should you have any additional questions, please do not hesitate to contact me.
Pleasantries (if appropriate)	<ul style="list-style-type: none"> • Have a great day! • Have a nice weekend! • Have a great week! 	