

Useful phrases for business letters

Greeting

- Dear Mr / Ms (if you know she is married, use Mrs. for a woman)
- Dear Sir / Madam (if you don't know who you are writing to)
- Hello (less formal, for someone you already know well)

Starting your letter

- We are writing to inform you / confirm / request that
- I am writing to tell you about...

Referring to previous contact

- Thank you for your email regarding...
- Thank you for contacting us.
- In reply to your request...

Requests

- I would be grateful if you could...
- Could you please send me...
- Please let me know...

Offering help

- Would you like us to...
- Our company would be pleased to...

Good news

- I am pleased to announce that...
- We are delighted to inform you that ...

Bad news

- We regret to inform you that...
- Unfortunately we cannot...

Complaints

- I am writing to complain about...
- Please note that our order has not yet arrived.

Apologizing

- We are sorry for the delay in replying...
- I would like to apologize for any inconvenience...

Orders

- We would like to place an order with your company for...
- We would like to cancel our order...
- I am pleased to confirm receipt of your order...
- Unfortunately these items are no longer available.

Prices

- Please send us your price list.
- You will find enclosed our catalogue and price list.
- Our terms of payment are as follows:

Payment

- Our records show that we have not yet received payment of...
- According to our records ...
- Please send payment as soon as possible.

Enclosing / attaching documents

- Please find attached...(emails)
- Please find enclosed...(letters)

Ending your letter

- If you require more information, please do not hesitate to contact me.
- For further details ...
- Thank you for your help.

Future business / contact

- We look forward to a successful working relationship in the future.
- I look forward to seeing you next week.
- Looking forward to hearing from you
- I would appreciate a reply at your earliest convenience.

Ending business letters

- Sincerely,
- Yours sincerely (for all customers/clients)
- Sincerely yours
- Regards (for those you already know and/or have a working relationship.)