

EMAILS IN BUSINESS ENGLISH

GREETINGS

- Hello Alicja,
- Hi Alicja,
- Hello Mr/Ms Kluczkowska,
- Dear [Alicja]/Dear All,
- Dear Mr/Ms Kluczkowska
- Dear Sir/Madam

INTRO

- My name is Alicja Kluczkowska, and I'm the head of the Billing Department.
- It was great to meet you at the conference in Berlin.

SMALL TALK

- How are you?
- I hope you're doing great.
- I hope you had a nice vacation.
- I hope my email finds you well.

SORRY

- Sorry for my late reply.
- I apologize for my late reply.
- I apologize for the delayed response.
- Thank you for your patience.

THANK YOU

- Thank you for your [quick/swift/prompt] reply.
- Thank you for the information. Much appreciated.
- Thank you for getting back to me.

REFER TO THE LAST CONTACT

/TELL THEM WHY YOU WRITE

- Thank you for our call earlier today.
- Thank you for your email about [XYZ].
- Thank you for sharing the report.
- As discussed/agreed on the phone [earlier today / an hour ago...], I'm sending an email...
- Further to our phone call earlier today...
- I'm reaching out to you to...
- I'm writing in reference to...
 - > in connection with...
 - > with regard to...

ATTACHMENTS

- Please find the [file/report/document] attached.
- I've attached [file] for your reference.
- In the attachment you can find...
- Here's the [file] we discussed.

GIVING INFORMATION

- As for...
- As far as [XYZ] is concerned...
- When it comes to...
- To answer your question about...
- [Please find my answers in blue below.]

QUESTIONS / CLARIFICATIONS

- I'm not sure what you mean by [what you wrote]. Could you give me some more details on it?
- Could you please clarify [XYZ]?
- If you could please shed some light on this topic, I would really appreciate it.

REQUESTS

- Please let me know...
- Could you (possibly) tell me...?
- I'd appreciate it if you could [do STH].
- Do you mind/would you mind [doing STH for me]?
- I apologize for the urgency, but could you please...?
- Sorry to put the pressure, but this is time-sensitive, so I'd appreciate it if you could...
- Your quick/swift feedback is much appreciated.

OFFERING HELP/INFORMATION

- In case of questions, please let me know.
- If you have any questions or doubts, please do not hesitate to contact me.
- In case of (any additional) questions, please highlight.
- For further details, please contact me [via phone].
- Please let me know in case that's not clear.
- I'm happy to hop on a quick call in case something's not clear.

CLOSING & SIGNOFF

- [As I mentioned] this issue is quite urgent, so it would be great if you could reply to this email by [the end of the day]
- I look forward to hearing from you.
- Kind regards
- Best regards
- Best
- Regards
- [Yours faithfully / Yours sincerely] -
FORMAL