



## Writing e-mails

---

writing\_emails.inc - last update: 23.06.2008

verbs	nouns	adjectives & adverbs	
to charge	price-list	following	suite à
to tailor sth to sb's needs	rate	net	
to customise	VAT	gross	
to schedule	lead-time	turn-key [offer]	
to fix [a date]	time-schedule	latest	
to enquire	overview	cutting edge [technology]	
to postpone	appointment	top-shelf [product]	
to find out	ETA	estimated time of arrival	
to remind sb OF	ETD	estimated time of departure	delayed
to be writing ON behalf OF	specs / specification	disappointed BY	

### Lead-in

You don't know your interlocutor  
you should start your e-mail with [Dear Sir / Dear Madam / Dear John Smith]?  
- all

You don't know the woman you are writing to and you don't know if she is married  
you should start your e-mail with [Dear Ms Smith / Dear Mrs Smith / Dear Kate Smith]?  
- Dear Ms Smith  
- Dear Kate Smith

When you start your e-mail with 'Dear Sir or Madam'  
you should close your e-mail with [Yours faithfully / Yours sincerely]?  
- Yours faithfully

Yours sincerely / Sincerely yours  
= someone you know already

Best regards / Regards / rgds / Best wishes  
= more formal close

See you (soon) / Cheers / Take care / Love xxx  
= informal close

### 1 Formal / informal quick references

---

#### 1. formal opening

*Dear Sir / Sirs / Sir or Madame* [unknown interlocutor]  
*Dear [Mr surname] / Hello [name]* [known interlocutor]  
*Hello / Hello [name] / Dear all* [close interlocutor]

2. informal opening  
*Hi*
3. background  
*I am writing on behalf of [person / company] / in the name of [company]*  
*Following your e-mail of [date]*  
*Following your [query / request] regarding [subject]*  
*I understand you are looking for [solution]*  
*As you know we have [reason for writing this e-mail]*
4. queries  
*Could we fix a date for our next meeting?*  
*Could you please explain what you have in mind in question [number]?*  
*Can you please send me the parcel's reference number*
5. additional information / for action  
*I would like to suggest [solution]*  
*[besides / what's more] I would like to suggest [solution]*  
*We have decided that [pt. A, pt. B, pt. C]*  
*Feel free to take [appropriate / independent] decisions whenever similar [events / incidents / production problems] occur*
6. attachments  
*Please find attached [our price-list / our proposal]*  
*You will find below [the detailed description of xyz]*
7. formal close [unknown / known interlocutor]  
*We look forward to [reading / hearing / meeting] you soon*  
*Best regards*
8. informal close [known interlocutor]  
*We hope to see you soon*  
*See you [soon]*

## 2 Commercial enquiry - example

---

1. opening  
*Dear Sir or Madam,*  
*Following my call to your sales representative*
2. queries  
*Could you please let me know the latest [price-list (excluding VAT) / gross cost / net price]*  
*terms of payment*  
*availability, required lead-time and delivery deadlines for [product / service referenced [code] in size[s] xyz ?*
3. additional questions  
*How much do you charge for turn-key options?*  
*Can you customise the following features of [product / service]?*  
*What services tailored to my needs can you offer?*
4. close  
*I look forward to reading [from] you*

## 3 Negative reply - example

---

1. opening  
*Dear [customer name],*  
*Thank you for your e-mail dated 24th November*
2. backup answer to a negative reply  
*I believe we are over-booked*  
*We are sorry to confirm [xyz] is [out of stock / not available anymore / no longer available]*  
*I'm afraid we can't satisfy your demand within such short notice / lead-time*  
*Could you be interested in our latest [top-shelf / cutting edge] [product / service / offer]?*  
*Could you please address your technical expectations (regarding physical*

- constraints, range, bandwidth...)* directly to our project development team
3. additional information  
*The [rates / price-list] concerning your enquiry are [listed as follows] / is [attached / enclosed below]:*  
*item 1*  
*item 2*  
*(...)*
  4. close  
*Please let us know if this solution suits you / meets your expectations*  
*Feel free to call us back should you have any queries*  
*Sorry we couldn't help [informal]*  
*Regards, [surname, name, title]*

#### **4 Writing a complaint - example**

---

1. opening  
*Sir,*  
*Following [background] my order [#] placed on [day]*  
*I feel I should let you know my [surprise / astonishment / discontentment]*
2. reason / object of complaint  
*I was disappointed to find out (that)*  
*the product was [faulty / defective / broken / out of order]*  
*because it was not [handled with care / shrink wrapped]*  
*due to [poor packaging / careless shipping / late delivery]*
3. requests / demands  
*Could you please let me know the procedure for a [return / replacement]*  
*Can we settle some arrangement*  
*I expect [a refund / a voucher] as soon as possible*
4. close  
*I'm sorry to inform you I shall not hesitate*  
*[to call the police / to take this case to court]*  
*Regards, [surname, name, title]*

#### **5 Requesting details for a business trip - example**

---

1. opening  
*Dear [name], I am the personal assistant to Mr abc from France*
2. summary / background  
*As you already know, Mr [abc] from Paris has a business trip scheduled next week to meet Mr [xyz] in your company*
3. queries  
*Could we fix a date for their meeting?*
4. additional information / offer  
*We would like to suggest [having lunch / going out after the conference]*  
*I would like to suggest one of the following days: [date 1; date 2; date 3...]*  
*for a meeting regarding consolidation ending January 31st 2005*
5. close  
*We hope to see you soon*

#### **6 Writing to / Calling the [airport / travel agency]**

---

1. opening  
*Dear Sirs / Hello*
2. summary / background  
*I am [writing / calling] to enquire about a flight leaving from Paris to Toronto tomorrow morning*  
*Is there a flight leaving from Paris to Toronto tomorrow morning?*
3. additional information / offer  
*We would like to know if you have any seats available in 1st class*

*Have you got any seats available in 1st class?*

4. close

*I look forward to reading [from] you [as soon as possible / by tomorrow noc*

## **7 Changing the time schedule of a business trip**

---

1. opening

*Dear [name of your interlocutor] / Hello [name of your interlocutor] / Hello ,  
Hi*

2. summary / background

*As explained on the phone, Mr [abc] won't make it in time for this meeting  
scheduled at 11am*

3. additional information / offer

*Could we postpone the appointment to 2pm?*

*Would you like to suggest another date?*

*Can I have an overview of your time schedule for the coming week?*

4. close

*Give my regards to Mr [abc]*

## **8 Grammar focus [excerpt from 'writing e-mails']**

---

1. Today **is** Monday the 15th of October

2. Our previous meeting was **on** Tuesday [the 2nd / second] OF May

3. Following your e-mail **of** [13th / the thirteenth of] February...

4. We can meet **in** September

5. We can meet **on** the 9th of September

6. We can meet ~~on~~ next Wednesday

## **9 Expressing dates**

---

1. 1st - first

01.12.2005 - 1st December - the first of December

31.12.2005 - 31st December - the thirty-first of December

2. 2nd - the second

02.12.2005 - 2nd December - the second of December

22.12.2005 - 22nd December - the twenty-second of December

3. 3rd - the third

03.12.2005 - 3rd December - the third of December

23.12.2005 - 23rd December - the twenty-third of December

4. last week - two days ago - yesterday - tomorrow - the day after tomorrow - in two weeks - in a fortnight

5. misc

4th - fourth

5th - fifth

11th - eleventh

12th - twelfth

13th - thirteenth

20th - twentieth

30th - thirtieth