

Sound Professional In Your Emails

Opening Lines

I hope this email finds you well.

I hope you had a good weekend.

I hope you are well.

I hope all is well.

Why you are writing the email

I am writing to you with regards to/regarding...

I am writing to inform you that...

I am writing to enquire as to whether it would be possible to...

This is just a quick follow-up email regarding... / I am just writing to follow up on...

I am reaching out because...

This is just a quick reminder...

I'd like to inform you that...

Just a quick heads-up regarding...

Replying

I have just received your request for...

Based on our previous meeting, I would like to send you...

Many thanks for reaching out to me...

Giving thanks

Many thanks for all the information regarding...

Many thanks for your speedy response.

Giving good news

I am pleased to inform you that...

Giving bad news

We regret to inform you that...

Unfortunately, it will not be possible to...

Despite our best efforts, we have not been able to...

Apologizing

Apologies for the late reply.

Firstly, I would like to apologise for...

Please accept our sincere apologies for any inconvenience caused.

Thank you for your flexibility and your understanding.

We are striving to solve the problem as soon as possible.

Attachments

I have attached...

Please find attached...

The document that you requested can be found in the first attachment.

Giving lists and Information:

The schedule for the event is as follows...

Please see all relevant information below...

Please see below an exhaustive list of...

Requesting information or documents

Could you please...?

Would it be possible to...?

I would really appreciate it if you could... (don't forget 'it' in this phrase!)

I'd be very grateful if you could...

I was wondering if you could/if you would be able to...

Requesting urgent information or documents

I'm afraid we can't afford to wait any longer on this.

We really need that document by Friday at the latest.

I would kindly urge you to send the ... as soon as possible, as this is quite a pressing matter.

Please note that...

Requesting clarification

Just referring back to your previous email, I didn't quite understand what meant regarding...

Could you please clarify...?

If I understood you correctly, you would like me to...

Asking for approval

I would just like to run a few things by you...

We are just waiting for you to give us the green light.

Please sign the attached document.

Please let us know if this would be ok for you.

Scheduling a meeting

It would be great if we could schedule a meeting sometime next week.

What is your availability looking like next week?

I am available on Monday, if that's convenient for you?

I'm afraid I can't make it on Friday. Do you have any free time on Monday afternoon...?

Monday afternoon works for me.

Ok, I confirm Monday afternoon at 3pm. I will send you a Zoom invite.

Phrases to use at the end of an email

Please keep me in the loop regarding...

I look forward to hearing from you soon / meeting you tomorrow.

(Remember 'look forward to + -ing form')

Please let me know if this works for you...

I hope you find this helpful.

I hope that answers all your questions.

If we can be of any further assistance, please don't hesitate to contact me.

If you need any further information, feel free to...
 Thank you in advance.
 Have a nice afternoon.

Final words

Best regards, (good for anything formal or informal)
 Regards, (good for anything formal or informal)
 Have a nice afternoon, (more informal)

Useful Expressions from the Phrases above which Can Be Used in Other Business Contexts

A) Match the phrases to the definitions

Based on the context of the phrases above, can you match the words in the box to the definitions listed below? Then add the word into the example sentence. You may need to change the form of the word to fit the meaning of the sentence.

to enquire	to follow up on	to reach out to	a heads-up
to refer to	a pressing matter	exhaustive	to urge
to run something by someone		to give something the green light	

- To encourage someone strongly to do something, or ask someone strongly to do something: _____

"I would kindly _____ you to send the required documents as soon as possible."

"I _____ you to reconsider your decision."

- A formal version of the verb to ask: _____

"I am writing to _____ as to whether it would be possible to reschedule our interview next week."

"I am writing to _____ about internship opportunities at your company."

- To tell someone about something so that they can give their opinion about it: _____

"I would just like to _____ a few things _____ you regarding the business trip next week."

"Could I quickly _____ my presentation _____ you just to check that it covers all the necessary details?"

"I have some new ideas that I would like to _____ you in the meeting later."

4. Something which must be dealt with immediately: _____

"I would kindly urge you to send the information as soon as possible, because this is quite a _____."

"I think we should deal with the more _____ first."

5. A warning. It is normally used for warnings which are not so serious, but something that you should pay attention to: _____

"Just a quick _____ that the company owners will be arriving in the office this afternoon."

6. To try to communicate with a person. It is often used when you try to communicate with someone for the first time, but it doesn't have to be: _____

"I just thought I'd _____ to enquire about your new premium service."

"Many thanks for _____ to me. I would be very happy to help you."

7. Complete and including everything: _____

"Please see below an _____ list of potential venues for next month's event."

"We carried out an _____ analysis of the situation."

8. To give someone permission to start something: _____

"We are just waiting for you to _____ us _____."

9. To take more action connected to something that has taken place: _____

"I am just writing to _____ the meeting we had earlier."

10. To mention something, to take the reader or listener's attention to something:

"Just _____ back to your previous email, I didn't quite understand what you meant regarding the changes in the department."

"I would like to _____ you to my previous email, where I outlined all the important details."

B) Key Words in a New Context

Below you can find a paragraph. Can you fill in the gaps in the paragraph with the words from the box below? You may need to change the form of some of the verbs in order for them to fit into the sentence.

follow-up	to follow up on	to reach out to
to run something by	pressing matter	exhaustive
		to urge

Sourcing the Best Talent for our Company

Dear Steven,

I am just writing to _____ our meeting yesterday, whereby we discussed the management crisis in our company. As we discussed, several managers are leaving at the end of the year, and these positions need to be filled as soon as possible.

Below is an _____ list of the positions that we need to fill by the end of the year:

CEO, marketing manager, sales manager, payroll manager.

As this is quite a _____, feel free to go ahead immediately with _____ any potential candidates that you see fit for the roles above. It is not necessary to _____ anything _____ me, as I trust your ability to find the best talent that the market has to offer. Due to the nature of the positions that need to be filled, it is very likely that we will need to poach this talent from other companies. As we discussed, we can _____ them to leave their current companies by offering them a more competitive salary and generous bonus package.

I will be in touch regarding a _____ meeting, which we can hopefully schedule for the end of next week.

Best regards,

Alice

C) Glossary of words for sounding intelligent when talking about statistics, facts, evidence and data

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to reach out to
a heads-up
to refer to
a pressing matter

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