

BUSINESS ENGLISH VOCABULARY

Writing Business Letters

Useful phrases and vocabulary for writing business letters.

<p>Salutation</p>	<ul style="list-style-type: none"> • Dear Mr. Brown • Dear Ms. White • Dear Sir • Dear Madam • Dear Sir or Madam • Gentlemen
<p>Starting</p>	<ul style="list-style-type: none"> • We are writing <ul style="list-style-type: none"> - to inform you that ... - to confirm ... - to request ... - to enquire about ... • I am contacting you for the following reason... • I recently read/heard about and would like to know • Having seen your advertisement in ..., I would like to ... • I would be interested in (obtaining / receiving) ... • I received your address from ----- and would like to ...
<p>Referring to previous contact</p>	<ul style="list-style-type: none"> • Thank you for your letter of March 15. • Thank you for contacting us. • In reply to your request, ... • Thank you for your letter regarding ... • With reference to our telephone conversation yesterday... • Further to our meeting last week ... • It was a pleasure meeting you in London last month. • I enjoyed having lunch with you last week in Tokyo. • I would just like to confirm the main points we discussed on Tuesday.
<p>Making a request</p>	<ul style="list-style-type: none"> • We would appreciate it if you would ... • I would be grateful if you could ... • Could you please send me ... • Could you possibly tell us / let us have ... • In addition, I would like to receive ... • It would be helpful if you could send us ... • I am interested in (obtaining / receiving) ... • I would appreciate your immediate attention to this matter.

	<ul style="list-style-type: none"> • Please let me know what action you propose to take.
Offering help	<ul style="list-style-type: none"> • Would you like us to ...? • We would be happy to ... • We are quite willing to ... • Our company would be pleased to ...
Giving good news	<ul style="list-style-type: none"> • We are pleased to announce that ... • I am delighted to inform you that .. • You will be pleased to learn that ...
Giving bad news	<ul style="list-style-type: none"> • We regret to inform you that ... • I'm afraid it would not be possible to ... • Unfortunately, we cannot / we are unable to ... • After careful consideration we have decided (not) to ...
Complaining	<ul style="list-style-type: none"> • I am writing to express my dissatisfaction with ... • I am writing to complain about ... • Please note that the goods we ordered on (date) have not yet arrived. • We regret to inform you that our order n° ----- is now considerably overdue. • I would like to query the transport charges which seem unusually high.
Apologizing	<ul style="list-style-type: none"> • We are sorry for the delay in replying to ... • I regret any inconvenience caused (by) ... • I would like to apologize for the (delay, inconvenience)... • Once again, please accept my apologies for ...
Orders	<ul style="list-style-type: none"> • Thank you for your quotation of ... • We are pleased to place an order with your company for.. • We would like to cancel our order n° • Please confirm receipt of our order. • I am pleased to acknowledge receipt of your order n° • Your order will be processed as quickly as possible. • It will take about (two/three) weeks to process your order. • We can guarantee you delivery before ...(date) • Unfortunately these articles are no longer available /

	are out of stock.
Prices	<ul style="list-style-type: none"> • Please send us your price list. • You will find enclosed our most recent catalogue and price list. • Please note that our prices are subject to change without notice. • We have pleasure in enclosing a detailed quotation. • We can make you a firm offer of ...
Referring to payment	<ul style="list-style-type: none"> • Our terms of payment are as follows ... • Our records show that we have not yet received payment of ... • According to our records ... • Please send payment as soon as possible. • You will receive a credit note for the sum of ...
Enclosing documents	<ul style="list-style-type: none"> • I am enclosing ... • Please find enclosed ... • You will find enclosed ...
Closing remarks	<ul style="list-style-type: none"> • If we can be of any further assistance, please let us know. • If I can help in any way, please do not hesitate to contact me. • If you require more information ... • For further details ... • Thank you for taking this into consideration. • Thank you for your help. • We hope you are happy with this arrangement. • We hope you can settle this matter to our satisfaction.
Referring to future business	<ul style="list-style-type: none"> • We look forward to a successful working relationship in the future. • We would be (very) pleased to do business with your company. <p>I would be happy to have an opportunity to work with</p>

	your firm.
Referring to future contact	<ul style="list-style-type: none"> • I look forward to seeing you next week. • Looking forward to hearing from you, ... • Looking forward to receiving your comments, • I look forward to meeting you on the (date). • I would appreciate a reply at your earliest convenience. • An early reply would be appreciated.
Ending business letters	<p>◇ Sincerely, }</p> <p>? Yours sincerely,} for all customers / clients</p> <p>? Sincerely yours,}</p> <p>? Yours faithfully, in more formal letters</p> <p>◇ Regards, for those you already know and/or with whom you have a working relationship</p>

