

## Useful phrases for formal letter writing

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

<b>Giving good news</b>	<ul style="list-style-type: none"> <li>• <i>We are pleased to announce that ...</i></li> <li>• <i>I am delighted to inform you that ...</i></li> <li>• <i>You will be pleased to learn that ...</i></li> </ul>
<b>Giving bad news</b>	<ul style="list-style-type: none"> <li>• <i>We regret to inform you that ...</i></li> <li>• <i>I'm afraid it would not be possible to ...</i></li> <li>• <i>Unfortunately we cannot/we are unable to ...</i></li> <li>• <i>After careful consideration we have decided (not) to ...</i></li> </ul>
<b>Complaining</b>	<ul style="list-style-type: none"> <li>• <i>I am writing to express my dissatisfaction with ...</i></li> <li>• <i>I am writing to complain about ...</i></li> <li>• <i>Please note that the goods we ordered on (date) have not yet arrived.</i></li> <li>• <i>We regret to inform you that our order n°--- is now considerably overdue.</i></li> <li>• <i>I would like to query the transport charges which seem unusually high.</i></li> </ul>
<b>Apologizing</b>	<ul style="list-style-type: none"> <li>• <i>We are sorry for the delay in replying ...</i></li> <li>• <i>I regret any inconvenience caused</i></li> <li>• <i>I would like to apologize for (the delay/the inconvenience) ...</i></li> <li>• <i>Once again, I apologise for any inconvenience.</i></li> </ul>
<b>Orders</b>	<ul style="list-style-type: none"> <li>• <i>Thank you for your quotation of ...</i></li> <li>• <i>We are pleased to place an order with your company for ...</i></li> <li>• <i>We would like to cancel our order n°...</i></li> <li>• <i>Please confirm receipt of our order.</i></li> <li>• <i>I am pleased to acknowledge receipt of your order n°...</i></li> <li>• <i>Your order will be processed as quickly as possible.</i></li> <li>• <i>It will take about (three) weeks to process your order.</i></li> <li>• <i>We can guarantee delivery before ...</i></li> <li>• <i>Unfortunately these articles are no longer available/are out of stock.</i></li> </ul>
<b>Prices</b>	<ul style="list-style-type: none"> <li>• <i>Please send us your price list.</i></li> <li>• <i>You will find enclosed our most recent catalogue and price list.</i></li> <li>• <i>Please note that our prices are subject to change without notice.</i></li> <li>• <i>We have pleasure in enclosing a detailed quotation.</i></li> <li>• <i>We can make you a firm offer of ...</i></li> <li>• <i>Our terms of payment are as follows :</i></li> </ul>
<b>Referring to payment</b>	<ul style="list-style-type: none"> <li>• <i>Our records show that we have not yet received payment of ...</i></li> <li>• <i>According to our records ...</i></li> <li>• <i>Please send payment as soon as possible.</i></li> <li>• <i>You will receive a credit note for the sum of ...</i></li> </ul>
<b>Enclosing documents</b>	<ul style="list-style-type: none"> <li>• <i>I am enclosing ...</i></li> <li>• <i>Please find enclosed ...</i></li> <li>• <i>You will find enclosed ...</i></li> </ul>

<p><b>Closing remarks</b></p>	<ul style="list-style-type: none"> <li>• <i>If we can be of any further assistance, please let us know</i></li> <li>• <i>If I can help in any way, please do not hesitate to contact me</i></li> <li>• <i>If you require more information ...</i></li> <li>• <i>For further details ...</i></li> <li>• <i>Thank you for taking this into consideration</i></li> <li>• <i>Thank you for your help.</i></li> <li>• <i>We hope you are happy with this arrangement.</i></li> <li>• <i>We hope you can settle this matter to our satisfaction.</i></li> </ul>
<p><b>Referring to future business</b></p>	<ul style="list-style-type: none"> <li>• <i>We look forward to a successful working relationship in the future</i></li> <li>• <i>We would be (very) pleased to do business with your company.</i></li> <li>• <i>I would be happy to have an opportunity to work with your firm.</i></li> </ul>
<p><b>Referring to future contact</b></p>	<ul style="list-style-type: none"> <li>• <i>I look forward to seeing you next week</i></li> <li>• <i>Looking forward to hearing from you</i></li> <li>• <i>" " to receiving your comments</i></li> <li>• <i>I look forward to meeting you on the 15th</i></li> <li>• <i>I would appreciate a reply at your earliest convenience.</i></li> <li>• <i>An early reply would be appreciated.</i></li> </ul>
<p><b>Ending business letters</b></p>	<ul style="list-style-type: none"> <li>• <i>Sincerely, }</i></li> <li>• <i>Yours sincerely, } (for all customers/clients)</i></li> <li>• <i>Sincerely yours, }</i></li> <li>• <i>Regards, (for those you already know and/or with whom you already have a working relationship.)</i></li> </ul>