

## E-mail writing

Hello, | Hello Susan, | Dear Susan ...

I am writing (to you) about ...

to inform you ...

to learn more about ...

to confirm ...

to thank you for ...

to apologize for ...

I would like to inform you ...

Could you .. (*give me some details about the seminar*)?

*Good news:* I am pleased to inform you ... | Fortunately ...

*Bad news:* I am sorry to write that ... | Unfortunately ...

### **Attachments**

I'm attaching ... | Please, see attached ...

### **Closing phrases**

I hope you will find this information interesting.

Please, do not hesitate to contact me if you have any questions.

I look forward to hearing from you soon.

I look forward to your response/reply.

Thank you for writing me soon.

I thank you in advance for your help.

Best regards, | Kind regards, | Regards,

## Responding to an e-mail

Thank you for your e-mail.

Thank you for your interest in our products.

As to your question about ... | Regarding your question about ... ,

- we can supply ...

- we first need to know some specifications about . . .
- we can offer only . . .
- we no longer supply . . .
- the goods were dispatched this morning . . .
- we discussed the issue with our department head and . . .
- I do apologize but I cannot attend the meeting next Friday.

### Abbreviations

ASAP	as soon as possible
FIY	for your information
BTW	by the way
e.g.	for example
i.e.	that is
etc.	and so on

### Punctuation marks

@	at
.	dot/full stop/period
,	comma
:	colon
;	semi-colon
-	hyphen (e.g. non-alcoholic beer)
—	underscore
/	slash/stroke
()	brackets