

1 The basics

Some useful phrases.

How are you?

How did the meeting go?

It went very well.

It was good to talk to you yesterday.

I enjoyed meeting you last week.

Thank you for your message.

I've attached a copy of my report.

Everything looks fine.

No changes needed.

Laurent – please make the arrangements.

Please call me.

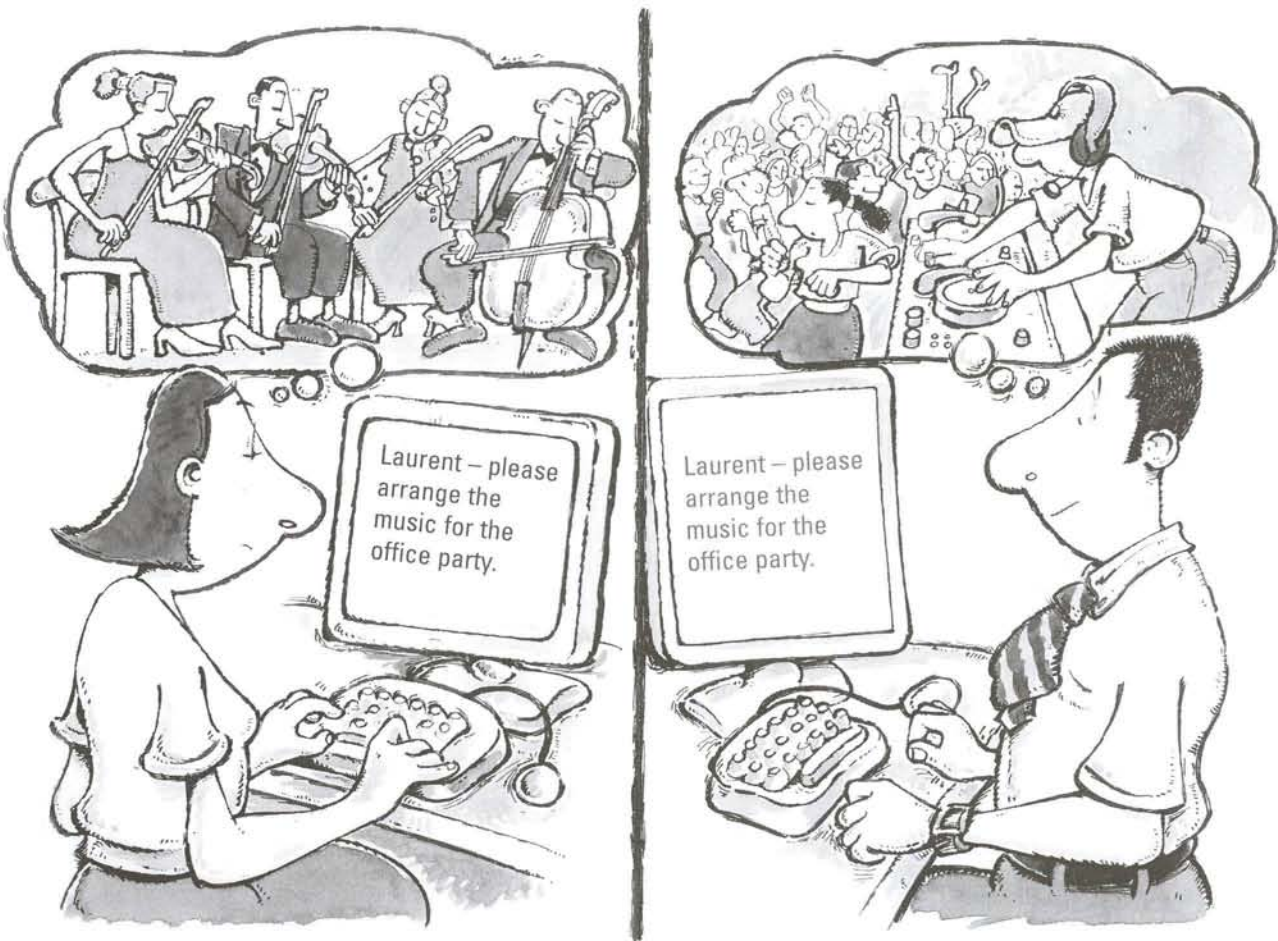
Please do not hesitate to contact me.

I look forward to meeting you on Friday.

Look forward to hearing from you soon.

See you next week.

All the best.



Beginnings and endings

The writers know each other well

Subject: Leadership course

Hi Kim
How are you? It was good to talk yesterday.
I'm finalising the details of the Leadership Course and I want to be sure that everything is correct. Can you check the brochure again before it goes to the printer, especially pages 5 – 7? Please email me or call me on my mobile if any changes are needed.
Best regards
Anders

Subject: Re: Leadership course

Anders
Everything looks fine. **No changes needed.** See you next week.
All the best
Kim

The writers know each other

Subject: Meeting 25 May

Dear Ms Novotna
It was good to meet you at the conference last week. I would like to invite you to visit us on Monday 25 May at 11:15 so that we can continue our discussions. I hope that you can come.
Yours sincerely
Piki Gonzales (Mrs)
Head of Personnel

Subject: Re: Meeting 25 May

Dear Mrs Gonzales
Thank you for the invitation. **I look forward to meeting you** again on 25 May at 11:15 a.m.
Yours sincerely
Tarja Novotna

The writers do not know each other

Subject: Insurance policy number RT4968

Dear Sir/Madam
I would like to check our insurance cover. We will be shipping new equipment to our Birmingham office next month. Do we need to change our policy or will it be covered?
Yours faithfully
Dr Slack (**Senior Manager**)

Subject: Re: Insurance policy number RT4968

Dear Dr Slack
This is to confirm that your current policy covers you and that you do not need to take any further action. If you have any other queries, please do not hesitate to contact me.
Yours sincerely
N. Nuul (Administrator)

Notes

Hi Kim

The way you begin and end a message depends on how well you know the person you are writing to. A good guide is to use the same beginning and ending (or a slightly more formal one) as the other person. In informal emails some people do not use the person's name but start the message:

Hi/Hello/Good morning/afternoon

How are you?

When you know each other well, you often begin a message with a friendly greeting. Other openings: *Hope you are well. It was good to see you last week.*

I'm finalising the details ...

Saying why you are writing:
I'm writing to let you know ...
Just a note to let you know ...
This is to let you know that ...

Note how contracted forms I'm (I am), You're (You are) etc. are informal and often used in emails.

Best regards

The way to end a message is a matter of personal choice, but if you are writing first, it is best to be more formal than too informal. Some other informal endings: *Regards*
Best wishes
All the best
Cheers (very informal UK English)

Anders

You can begin an email by simply writing the person's name at the top of a message.

No changes needed.

Note that the verb *are* (*No changes are needed*) has been left out here to keep the message short and simple.

Dear Ms Novotna – Yours sincerely

In emails which follow the style of more formal letters, if you open with a name: *Dear Ms/Mrs/Miss/Mr*; you close with *Yours sincerely*. However, in emails the rules are more relaxed – you can begin a message with *Dear* and end it with *Best regards*, *Best wishes* etc. (see notes above).
Ms is used instead of *Mrs* or *Miss* if you do

not know if a woman is married or not. Some women prefer to be called *Ms*.

Piki Gonzales (Mrs)

A little old-fashioned, but when the reader may not know from your name whether you are male or female, you can help by giving your title, e.g. *Piki Gonzales (Ms)* at the end of your message.

I look forward to meeting you ...

This is one of the most common phrases used at the end of messages. Note the *-ing* form of the verb which follows *look forward to*: *I look forward to hearing from you. I look forward to receiving the report.*

Dear Sir/Madam – Yours faithfully

Use *Dear Sir/Madam* in formal messages, if you do not know the person you are writing to. *Dear Sir* is also used. This type of message usually ends with: *Yours faithfully*.

Senior Manager

As this is a first formal email, the writer includes his name and position. In well-established relationships, with frequent communication, this is not necessary.

British/American differences

British

Hi Kim

Note: American style uses a colon (:) after the salutation for business correspondence
(Dear Piki:/Dear Sir: or Madam:/To Whom it May Concern:

Yours faithfully

finalising

mobile (phone)

insurance cover

(not used in American English)

queries (exists, but not often used in American English)

American

Hi Kim:

This expression is not used in American English.
Sincerely/Yours truly would be used instead.

finalizing

cell(ular) phone

insurance policy (also used in British English)

questions (also used in British English)

Basic layout

A standard letter

**Hardy &
Heyward**

7 Nogin Road
Shipsam
Northshire
KT3 49P
UK

18 April 20—

Dear Mr Loelgen,

It was good to meet you at the seminar in Paris. I am going to be in Amsterdam in June and **I would like to arrange a meeting with you** as you suggested.

We have many new products that I am sure will interest you.

Could you let me know if you are available on June 5th or 6th?

I look forward to hearing from you soon.

Yours sincerely,

Isabel Hardy
Isabel Hardy
Partner

A memo

To: All Heads of Department

From: Pamela Newman
Director of Corporate Planning

Date: 14 June 20 —

Subject: Agent visit

Please note that Eun Joo, our Korean agent, will be visiting the company next Friday 21 June. You are invited to meet her in the Conference Room at 10:30 a.m.

Eun Joo will give us the latest information on the Korean market, and she will answer any questions you may have. There will be a buffet lunch at midday.

Please confirm that you can attend.

A group email

Subject:

Attachments: *none*

Dear all

I've attached a copy of the menu for the annual dinner. Please let me know what you would like by the end of this week.

Laurent, can you make the arrangements for the music.

Thanks.

Klaus

Notes

Dear Mr Loelgen,

Note that some people prefer to write a comma (,) after *Dear Sir, Yours faithfully*, etc. It is now more usual to leave out the comma in both formal and informal letters and messages.

Be consistent. If you use a comma after *Dear John*, use a comma after *Yours sincerely*.

It was good to meet you at the seminar in Paris.

Remind the reader of the first or previous contact.

Do you remember that we met at the Expo presentation?

We spoke at the recent conference.

... I would like to arrange a meeting with you ...

Open formal correspondence with a clear statement of why you are writing.

I am writing to confirm arrangements.

I would like to check some details with you.

We have many new products ...

The next sentence(s) contain(s) your main message. Other possibilities:

It would be good to continue our discussions.

I would like to show you our new brochure.

Could you let me know if you are available ...

Use *could* to make polite requests:

Could you let me know as soon as possible?

Could you call me?

I look forward to hearing from you soon.

Formal letters usually include a polite final phrase. Other examples:

I look forward to meeting you soon.

Looking forward to your reply.

Please note that ...

Please note that ... is a common way of introducing important information in a formal memo.

Please confirm that you can attend.

Other formal polite requests:

Please reply as soon as possible.

Please contact me by Friday.

Dear all

A common greeting when an email is sent to a group. Other greetings:

Dear everyone

Dear colleagues

Hello everyone (informal)

Note that group emails can also be sent without a greeting.

I've attached a copy of the menu ...

Other ways to indicate that you have attached a file/files to your email.

Here is the menu.

The report is attached.

If you want to be more formal you can say:

Please find attached the report as requested.

Herewith the files you asked for.

Laurent, can you make the arrangements ...

Note how we ask an individual to do something in a message sent to a group.

Use a comma (,) or a dash (–) after the person's name:

John, please call me when you receive this.

Sonia – can you forward this message to Oliver.

British/American differences

Because email is international, the differences in British English and American English styles are becoming fewer (US emails may sometimes be more informal than UK emails). However, some sectors such as financial, banking and legal prefer formality. In these cases, address people by their titles, avoid contractions and slang, and be concise and to the point.

Practice

1 Match the opening greeting with the most suitable close.

- | | |
|--------------------|--------------------------|
| a Dear Sir | i Yours faithfully |
| | ii All the best |
| b Fred | i Best regards |
| | ii Yours sincerely |
| c Hi Isabel | i With very best regards |
| | ii See you |
| d Dear Dr Somerset | i Yours sincerely |
| | ii Best wishes |
| e Hello everyone | i Yours faithfully |
| | ii Regards |

2 Tick the phrase in each pair which is more informal.

- | | |
|---|-------------------------------------|
| a i Hi Fausta | <input checked="" type="checkbox"/> |
| ii Dear Fausta | <input type="checkbox"/> |
| b i Yours sincerely | <input type="checkbox"/> |
| ii Regards | <input type="checkbox"/> |
| c i No problem. | <input type="checkbox"/> |
| ii There is no problem. | <input type="checkbox"/> |
| d i I would like to invite you to visit our office. | <input type="checkbox"/> |
| ii Come and visit our office. | <input type="checkbox"/> |
| e i Please confirm that you can attend. | <input type="checkbox"/> |
| ii Let me know if you can come. | <input type="checkbox"/> |
| f i Thanks for the dinner. | <input type="checkbox"/> |
| ii I would like to thank you for the dinner. | <input type="checkbox"/> |

3 Complete the sentences with a preposition.

EXAMPLE: I am very interested in coming to the seminar.

- a I look forward hearing from you.
- b We met the Shanghai seminar.
- c I'd like to make some changes the programme.
- d Thank you your message.
- e I'll see you Monday 3 p.m.
- f Call me my mobile.
- g There will be a buffet lunch midday.
- h I've attached the files you asked

4 Put the correct form, -ing or infinitive, in these sentences.

EXAMPLE: Please confirm (confirm) that you can come.

- a Can you (check) the brochure for us?
- b I look forward to (receive) the document.
- c I enjoyed (meet) you last week.
- d Mr Lahtinen will be (visit) Helsinki tomorrow.
- e Could you let me (know) if everything is OK.
- f How did the meeting (go) yesterday?
- g I am (write) to ask you for some advice.
- h This is to (confirm) our conversation.

5 Match the two parts of the sentences.

- | | |
|-------------------------------|---|
| 1 I'm just finalising | a the files you asked for. |
| 2 Please let everyone | b from Head office. |
| 3 I've just had a message | c come to the meeting. |
| 4 Please confirm that you can | d meeting you last week. |
| 5 We met recently | e the arrangements for next week. |
| 6 John | f know about the arrangements. |
| 7 I really enjoyed | g please make the necessary arrangements. |
| 8 I have attached | h in the London office. |

6 Order the sentences into a message.

An informal message

- | | |
|--------------------------------------|------------------------------|
| a I couldn't find it this morning. | e Maija |
| b I'll be back in the office | f The fax number is 9505142. |
| c Good morning, Ian. | g Could you fax it again. |
| d Did you send me the map yesterday? | h later this afternoon. |

1	(c) Good morning, Ian
2
3
4
5
6
7
8

A formal memo

- a will visit the office on Friday.
- b Dear colleagues
- c We would like everyone
- d This is to confirm that Mr Tayama
- e Marcus Kerimov
- f by Wednesday at the latest.
- g Please confirm that you are able to attend
- h to meet him in Room 21 at 2:30.

1
2
3
4
5
6
7
8	<i>(e) Marcus Kerimov</i>

7 You are the Human Resources manager in your company. You are organising a one-day conference on 'Health and Safety'. Look at your notes below, and then write a memo to all staff:

- inviting them to the conference
- giving all the details of the conference (subject, date, time etc)
- asking for a reply
- offering to give more information if necessary

Write 40–50 words, using the texts and notes in this chapter to help you.

Memorandum

To

From

Date

Subject

Notes

Health and Safety Conference
July 22nd
9 a.m.
Board Room
Buffet lunch - midday