

Writing – Letters and E-mail

Useful phrases #1.

Starting your letter/e-mail

Thank you/Thanks for your letter of

Thank you/Thanks for your e-mail of

I am writing with reference to/in connection with ...

I am writing to inform you

Further to our recent telephone conversation

With reference to our telephone conversation earlier today

With reference to

Following our meeting on

I am writing on behalf of

I have received your letter of



To Arrange an Appointment

This is to confirm our appointment on..

I am writing to confirm our appointment on..

Would June 28th at 10 am be convenient for you?

Please let me know if...

Invitations

We will be holding a reception on (date) at (time) and (very much) hope that you will be able to attend

We would be delighted if you could attend a seminar at our offices on

We hope that you will be able to attend a seminar at our offices on....

We are delighted to invite you to dinner/a party to mark (our firm's 20th anniversary)

Accepting/Turning Down Invitations

I would be delighted to attend

I can confirm that I will be able to attend

I am sorry to tell you that

I am afraid I have a prior engagement on that day

I regret to say that

When Sending extra information

I enclose (letters)

I attach (e-mails)

Please acknowledge receipt of....

Requesting Action

Could you please send me a copy of your latest invoice?

I would be grateful if you could send me the minutes of our last meeting

We would be grateful if you could let us know the arrangements for our visit to your offices.

Please send me your latest brochure

To end a letter

I would be grateful if you could contact me on receipt of this letter

I look forward to hearing from you/seeing you/meeting you soon

Should you need any further information, please contact me

Please ring if you have any queries
Please contact me/us if you need any further information

General enquiries, sales and service

We have seen your advertisement in
We have received your name from our associates
We are a large firm of who specialise in
We do extensive business in
We are considering placing an order for
Our monthly requirements are
There has been a significant rise in demand for
Kindly let us know We would be grateful if
Your quotation should be in US dollars.
We would appreciate a visit from your representative so that we can discuss
We are looking forward to hearing from you.
As requested, we enclose
We will comply with your request as soon as possible.
We will be delighted to
Please find attached
In reply to your letter of (date)
We would appreciate an immediate reply by fax.
Since we need these articles/this information immediately, please reply by fax/mail.
We are looking forward to receiving this information and doing business with you.
We have received your letter of ... and greatly appreciate your interest in
We thank you for your mail enquiring about
Please find enclosed our price list and terms of business.
Many thanks for your letter of in which you ask for details of
We look forward to your reply.
Our representative, Kari Pedersen, will telephone you in the course of the next few weeks to make an appointment.
We are pleased to inform you that we can supply you with the services you requested.
We are sorry to inform you that we do not provide the services you mention, but our associates; Larson & Jenson of Bergen will be able to help you.
We no longer provide the services you requested, but we have forwarded your enquiry to Larson & Jensen in Bergen.
Please visit our offices at your earliest convenience.
We hope this information will be of use to you, and look forward to hearing from you again.
We look forward to doing business with you.
Do not hesitate to contact us again if you require further information.

Payment and apologies

I apologize for the inconvenience.
I am interested in ...
We need to ... as soon as possible.
I understand there's a problem with ...
As per to the conditions specified in our agreement,
As per invoice
Regarding your request
Please accept with our compliments

Kindly transfer the sum of to account numberwith the .(bank name, address).
The account is in the name of

One possible solution is to

We are prepared to allow you an extension of one month, but must insist on payment in full at that time.

We appreciate your position, but must ask you for part-payment of the outstanding amount within the next fortnight.

We apologise for the inconvenience this may have caused you.

Due to insufficient packing several documents were damaged.

We apologise for the delay in

We realise that this is very inconvenient for you, and hope you will accept our apologies.

The mistake is due to a mistake in case registration numbers.

We are sorry about the delay in

You appear to be in arrears with payments.

We are sorry to inform you

Legal

We are acting on behalf of

We are instructed by

As agreed, we

The agreement is as follows:

We are not authorized to

Our client

I am afraid I am unable to give you that information.

Unfortunately, I am not authorized to give you any information.

You may be held responsible for

We are prepared to

We hope that the parties can reach an agreement

We have come to the decision that

Due to an oversight

Following your instructions

Further to our conversation/letter of

In compliance with

Accordingly,

In the absence of