

## Phrases to use in business letters and emails

### Request for information

I am writing to inquire about . . .

I am writing in reference to . . .

I read/heard . . . and would like to know . . .

Could you please send me . . .

at the address below/above

Thank you for your assistance.

I look forward to hearing from you.

### Response to request

Thank you for your interest/inquiry

Enclosed is the information you requested.

You can learn more about this at . . .

If you have further questions,

If you require assistance, please contact:

If I can be of more help, please feel free to contact me at . . .

### Sample Sentences: Requests

Could you please send me your most recent brochure?

Could you fax me the results of the market survey?

I would like to order ten copies of the book, *Touchy Situations*.

I would be very grateful if you could send me this information.

Please return the enclosed envelope with your payment.

### Sample Sentences: Goodwill

Thank you for your hospitality.

I enjoyed having lunch with you last week while I was in New York.

Congratulations on your promotion to General Manager.

I want(ed) to congratulate you on your new position.

I was happy to hear that contract negotiations went well.

### Sample Sentences: Introduction of Product/Service

I am writing to tell you about . . .

(Our new product) is coming out next month.

This product/service is designed to (help you) . . .

### Sample Sentences: Reference

I am writing in regard to . . .

I am writing in reference to . . .

Please refer to the enclosed invoice/brochure.

I hope you have had a chance to look over the materials we sent.

### Sample Sentences: Confirmation

I am writing to confirm . . .

I would like to confirm what we discussed last Friday.

I would just like to confirm the main points we discussed . . .

### Sample Sentences: Notification

I am writing to let you know that . . .

Please be aware / informed that . . .

I would like to inform you of a recent policy change. I am happy to inform you that . . .

Your request for funding has been approved.

### Sample Sentences: Offering Assistance

We would be happy to . . .

If we can be of assistance, please don't hesitate to ask.

### Sample Sentences: Collection

According to our records . . .

Our records show that . . .

Your monthly installment is past due.

Please send payment as soon as possible.