

english@connection

- making communication easier

ENGLISH FOR EMAILING

Greeting / Closing [formal]

- Dear Sir or Madam Yours faithfully [UK]
 Sincerely yours [US]
- Dear Mr Brown Yours sincerely [UK]
Dear Ms Brown Sincerely (yours) [US]

Greeting / Closing [informal]

- Dear Sarah Best regards
- Hello/Hi Andrew Best wishes
- Dear All Take care
- Andrew See you soon

Opening

- We are writing to enquire about .../confirm .../ request ...
- I'm just writing to inform you .../ask if .../ clarify ...
- Thank you for your letter of 10 May, enquiring about .../enclosing ...
- How are you? I hope you're well.

Ending

- I look forward to receiving your reply/order/ catalogue.
- Looking forward to hearing from you.
- I hope this information will help you.
- Don't hesitate to contact us again if you require further assistance.
- Please feel free to contact me should you need any further information.
- Thank you in advance for your help.

Referring

- With reference to your letter of 15 September, ...
- Further to our discussion yesterday, ...
- I'm writing in connection with ...

Giving good news

- I'm pleased to inform you that ...
- We're delighted to confirm that ...
- I'm happy to tell you that ...

Giving bad news

- We regret to inform you that ...
- I'm afraid that ...
- I'm sorry to advise you that ...

Giving reasons

- This is due to .../owing to ...
- This is because of .../as a result of ...
- We're able/unable to ...
- We have been forced to ...

Complaining

- Unfortunately, we have not received ...
- I'm writing to complain about ...
- Unless ..., we will be forced to ...

Apologising

- We must apologise for (not) ...
- Please accept our apologies for (not) ...
- We apologise for any inconvenience this has caused you.

Requesting action

- Please could you send us your latest catalogue?
- We would appreciate it if you could ...
- We'd be grateful if you could ...

Orders

- We're able to quote you a price of € 29.99 per item.
- We can offer you a discount of 5% on bulk orders.
- We'd like to place an order for 300 units.

Attaching files

- Please find attached ... ['enclosed' for letters]
- I've attached our terms and conditions.
- As you'll see from the attached product list, we offer ...

Making emails more personal

- It was a pleasure to meet you at ...
- It was nice to hear from you again.
- It was good to talk to you on the phone yesterday.
- I'm sorry that I missed you at the exhibition.
- I thought you might be interested to hear about ...
- I was wondering if you could help me.
- I'm afraid I have some bad news.
- I'm afraid there's a small problem.
- If you're ever in Salzburg, do give me a ring.
- I look forward to seeing you again when I'm next in ...
- Give my regards to Sarah.

A Different Class.

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ENGLISH FOR TELEPHONING

Making a call

Introducing yourself

- This is Mr Schmidt from ABC GmbH. [f]
- My name's Johann Schmidt. I'm calling from ABC GmbH in Austria. [f]
- It's Johann here. [i]

Asking for someone or a department

- Could I speak to Ms Brown, please? [f]
- Is Sarah there? [i]
- Is that Sarah? [i]
- Can I speak to someone in Accounts, please?

Clarifying who you are

- It's Mr Schmidt, from the Salzburg office.
- We spoke on the phone last week.
- We met at a trade fair last month.

Saying why you are calling

- I'm calling/phoning/ringing about (the meeting).
- I'm calling/phoning/ringing to (arrange a meeting)
- I'm returning your/his/her call.

Person not available

- Can I hold?
- What time could I reach him/her?
- Right, I'll phone again tomorrow.

Leaving a message

- Can you ask him to call me back? My name's ...
- Could you tell her Johann Schmidt returned her call? [f]
- Can you ask/tell her ...? [i]

Receiving a Call

Checking who is calling

- Sorry, who's calling, please?
- Sorry, what did you say your name was?

Asking the caller to wait / connecting the caller

- Just a moment, please.
- Could you hold, please?

- Putting you through.
- Herr Schmidt can take your call now.

Saying someone is not available

- His/her line's busy, I'm afraid.
- I'm afraid there's no answer.
- Would you like to hold?
- Can she call you back in 5 minutes?
- Would you like to speak to someone else?

Offering to take a message

- Can I take a message?
- Would you like to leave a message?
- Can I get him/her to call you back?

Ending a Call

Signalling the end of the call

- Right!; So!; Well!; OK!
- Is there anything else?
- Well, thanks for calling /getting back to me.
- Thanks for your help.
- Have a nice weekend. [i]

Saying goodbye

- Goodbye! Bye, then!
- Thank you. Goodbye! [f]
- You're welcome. Bye! [f]

Content

Arranging a meeting

- Could I make an appointment to see Ms Brown?
- Can we fix an appointment?
- How about Thursday?
- Does Wednesday suit you?
- I'd prefer the afternoon, if that's okay.
- Let me check my diary.

Changing and cancelling appointments

- I'm afraid I have to cancel/postpone our appointment.
- Would you like to make another appointment?

- Could we meet an hour later?
- Could we make it a different day?

Making a complaint

- I'm afraid there's a (serious) problem.
- I'm afraid I have to make a complaint.

Asking for details

- What seems to be the trouble?
- What's the problem?
- Do you have an invoice/order number for me?

Making requests

- Could you call me back as soon as you know?
- Could you put that in an email?

Taking responsibility / Promising action

- I see the problem.
- I'll look into what happened and get right back to you.
- Yes, I'll do that, Mr Smith.
- We'll send you a replacement as soon as we can.
- I'll email/call you later in the week.

Apologising

- I'm sorry to hear about this, Ms Brown.
- I'm very sorry for the inconvenience.
- There must have been a misunderstanding.
- I understand how you must feel. I'm very sorry.

Comprehension

Asking them to repeat something

- Could you repeat/spell that, please?
- Sorry, I didn't catch that.
- I'm sorry. You're going to have to repeat that again.

Comprehension/Tempo

- I'm sorry, but I don't understand.
- Sorry, I still don't know what you mean.
- Can you speak up, please? I can't hear you very well.
- No, sorry, you're breaking up.
- Could you speak a little more slowly, please?
- I'm sorry, but that's still too fast for me.

A Different Class.