

# BUSINESS ENGLISH VOCABULARY

## Writing Business Letters

### Useful phrases and vocabulary for writing business letters.

<b>Salutation</b>	<ul style="list-style-type: none"><li>• Dear Mr. Brown</li><li>• Dear Ms. White</li><li>• Dear Sir</li><li>• Dear Madam</li><li>• Dear Sir or Madam</li><li>• Gentlemen</li></ul>
<b>Starting</b>	<ul style="list-style-type: none"><li>• We are writing</li><li>—to inform you that ...</li><li>—to confirm ...</li><li>—to request ...</li><li>—to enquire about ...</li><li>• I am contacting you for the following reason...</li><li>• I recently read/heard about ... and would like to know ...</li><li>• Having seen your advertisement in ..., I would like to ...</li><li>• I would be interested in (obtaining / receiving) ...</li><li>• I received your address from ... and would like to ...</li></ul>
<b>Referring to previous contact</b>	<ul style="list-style-type: none"><li>• Thank you for your letter of March 15.</li><li>• Thank you for contacting us.</li><li>• In reply to your request, ...</li><li>• Thank you for your letter regarding ...</li><li>• With reference to our telephone conversation yesterday...</li><li>• Further to our meeting last week ...</li><li>• It was a pleasure meeting you in London last month.</li><li>• I enjoyed having lunch with you last week in Tokyo.</li><li>• I would just like to confirm the main points we discussed on Tuesday.</li></ul>
<b>Making a request</b>	<ul style="list-style-type: none"><li>• We would appreciate it if you would ...</li><li>• I would be grateful if you could ...</li><li>• Could you please send me ...</li><li>• Could you possibly tell us / let us have ...</li><li>• In addition, I would like to receive ...</li><li>• It would be helpful if you could send us ...</li><li>• I am interested in (obtaining / receiving) ...</li><li>• I would appreciate your immediate attention to this matter.</li><li>• Please let me know what action you propose to take.</li></ul>
<b>Offering help</b>	<ul style="list-style-type: none"><li>• Would you like us to ...?</li><li>• We would be happy to ...</li><li>• We are quite willing to ...</li><li>• Our company would be pleased to ...</li></ul>
<b>Giving good news</b>	<ul style="list-style-type: none"><li>• We are pleased to announce that ...</li><li>• I am delighted to inform you that ...</li><li>• You will be pleased to learn that ...</li></ul>
<b>Giving bad news</b>	<ul style="list-style-type: none"><li>• We regret to inform you that ...</li><li>• I'm afraid it would not be possible to ...</li><li>• Unfortunately we cannot / we are unable to ...</li><li>• After careful consideration we have decided (not) to ...</li></ul>
<b>Complaining</b>	<ul style="list-style-type: none"><li>• I am writing to express my dissatisfaction with ...</li><li>• I am writing to complain about ...</li><li>• Please note that the goods we ordered on ( date ) have not yet arrived.</li><li>• We regret to inform you that our order n° ... is now considerably overdue.</li><li>• I would like to query the transport charges which seem unusually high.</li></ul>

<b>Apologizing</b>	<ul style="list-style-type: none"> <li>▪ We are sorry for the delay in replying to ...</li> <li>▪ I regret any inconvenience caused (by) ...</li> <li>▪ I would like to apologize for the (delay, inconvenience)...</li> <li>▪ Once again, please accept my apologies for ...</li> </ul>
<b>Orders</b>	<ul style="list-style-type: none"> <li>▪ Thank you for your quotation of ...</li> <li>▪ We are pleased to place an order with your company for...</li> <li>▪ We would like to cancel our order n° ...</li> <li>▪ Please confirm receipt of our order.</li> <li>▪ I am pleased to acknowledge receipt of your order n° ...</li> <li>▪ Your order will be processed as quickly as possible.</li> <li>▪ It will take about (two/three) weeks to process your order.</li> <li>▪ We can guarantee you delivery before ...(date)</li> <li>▪ Unfortunately these articles are no longer available / are out of stock.</li> </ul>
<b>Prices</b>	<ul style="list-style-type: none"> <li>▪ Please send us your price list.</li> <li>▪ You will find enclosed our most recent catalogue and price list.</li> <li>▪ Please note that our prices are subject to change without notice.</li> <li>▪ We have pleasure in enclosing a detailed quotation.</li> <li>▪ We can make you a firm offer of ...</li> </ul>
<b>Referring to payment</b>	<ul style="list-style-type: none"> <li>▪ Our terms of payment are as follows ...</li> <li>▪ Our records show that we have not yet received payment of ...</li> <li>▪ According to our records ...</li> <li>▪ Please send payment as soon as possible.</li> <li>▪ You will receive a credit note for the sum of ...</li> </ul>
<b>Enclosing documents</b>	<ul style="list-style-type: none"> <li>▪ I am enclosing ...</li> <li>▪ Please find enclosed ...</li> <li>▪ You will find enclosed ...</li> </ul>
<b>Closing remarks</b>	<ul style="list-style-type: none"> <li>▪ If we can be of any further assistance, please let us know.</li> <li>▪ If I can help in any way, please do not hesitate to contact me.</li> <li>▪ If you require more information ...</li> <li>▪ For further details ...</li> <li>▪ Thank you for taking this into consideration.</li> <li>▪ Thank you for your help.</li> <li>▪ We hope you are happy with this arrangement.</li> <li>▪ We hope you can settle this matter to our satisfaction.</li> </ul>
<b>Referring to future business</b>	<ul style="list-style-type: none"> <li>▪ We look forward to a successful working relationship in the future.</li> <li>▪ We would be (very) pleased to do business with your company.</li> <li>▪ I would be happy to have an opportunity to work with your firm.</li> </ul>
<b>Referring to future contact</b>	<ul style="list-style-type: none"> <li>▪ I look forward to seeing you next week.</li> <li>▪ Looking forward to hearing from you, ...</li> <li>▪ Looking forward to receiving your comments,</li> <li>▪ I look forward to meeting you on the (date).</li> <li>▪ I would appreciate a reply at your earliest convenience.</li> <li>▪ An early reply would be appreciated.</li> </ul>
<b>Ending business letters</b>	<ul style="list-style-type: none"> <li>◇ Sincerely, }</li> <li>◇ Yours sincerely,} for all customers / clients</li> <li>◇ Sincerely yours,}</li>   <li>◇ Yours faithfully, in more formal letters</li>   <li>◇ Regards, for those you already know and/or with whom you have a working relationship</li> </ul>