

BUSINESS ENGLISH VOCABULARY

Writing Business Letters

Useful phrases and vocabulary for writing business letters.

Salutation	• Dear Mr. Brown • Dear Ms. White • Dear Sir • Dear Madam • Dear Sir or Madam • Gentlemen
Starting	• We are writing —to inform you that ... —to confirm ... —to request ... —to enquire about ... • I am contacting you for the following reason... • I recently read/heard about ... and would like to know ... • Having seen your advertisement in ..., I would like to ... • I would be interested in (obtaining / receiving) ... • I received your address from ... and would like to ...
Referring to previous contact	• Thank you for your letter of March 15. • Thank you for contacting us. • In reply to your request, ... • Thank you for your letter regarding ... • With reference to our telephone conversation yesterday... • Further to our meeting last week ... • It was a pleasure meeting you in London last month. • I enjoyed having lunch with you last week in Tokyo. • I would just like to confirm the main points we discussed on Tuesday.
Making a request	• We would appreciate it if you would ... • I would be grateful if you could ... • Could you please send me ... • Could you possibly tell us / let us have ... • In addition, I would like to receive ... • It would be helpful if you could send us ... • I am interested in (obtaining / receiving) ... • I would appreciate your immediate attention to this matter. • Please let me know what action you propose to take.
Offering help	• Would you like us to ...? • We would be happy to ... • We are quite willing to ... • Our company would be pleased to ...
Giving good news	• We are pleased to announce that ... • I am delighted to inform you that ... • You will be pleased to learn that ...
Giving bad news	• We regret to inform you that ... • I'm afraid it would not be possible to ... • Unfortunately we cannot / we are unable to ... • After careful consideration we have decided (not) to ...
Complaining	• I am writing to express my dissatisfaction with ... • I am writing to complain about ... • Please note that the goods we ordered on (date) have not yet arrived. • We regret to inform you that our order n° ... is now considerably overdue. • I would like to query the transport charges which seem unusually high.

Apologizing	▪ We are sorry for the delay in replying to ... ▪ I regret any inconvenience caused (by) ... ▪ I would like to apologize for the (delay, inconvenience)... ▪ Once again, please accept my apologies for ...
Orders	▪ Thank you for your quotation of ... ▪ We are pleased to place an order with your company for... ▪ We would like to cancel our order n° ... ▪ Please confirm receipt of our order. ▪ I am pleased to acknowledge receipt of your order n° ... ▪ Your order will be processed as quickly as possible. ▪ It will take about (two/three) weeks to process your order. ▪ We can guarantee you delivery before ...(date) ▪ Unfortunately these articles are no longer available / are out of stock.
Prices	▪ Please send us your price list. ▪ You will find enclosed our most recent catalogue and price list. ▪ Please note that our prices are subject to change without notice. ▪ We have pleasure in enclosing a detailed quotation. ▪ We can make you a firm offer of ...
Referring to payment	▪ Our terms of payment are as follows ... ▪ Our records show that we have not yet received payment of ... ▪ According to our records ... ▪ Please send payment as soon as possible. ▪ You will receive a credit note for the sum of ...
Enclosing documents	▪ I am enclosing ... ▪ Please find enclosed ... ▪ You will find enclosed ...
Closing remarks	▪ If we can be of any further assistance, please let us know. ▪ If I can help in any way, please do not hesitate to contact me. ▪ If you require more information ... ▪ For further details ... ▪ Thank you for taking this into consideration. ▪ Thank you for your help. ▪ We hope you are happy with this arrangement. ▪ We hope you can settle this matter to our satisfaction.
Referring to future business	▪ We look forward to a successful working relationship in the future. ▪ We would be (very) pleased to do business with your company. ▪ I would be happy to have an opportunity to work with your firm.
Referring to future contact	▪ I look forward to seeing you next week. ▪ Looking forward to hearing from you, ... ▪ Looking forward to receiving your comments, ▪ I look forward to meeting you on the (date). ▪ I would appreciate a reply at your earliest convenience. ▪ An early reply would be appreciated.
Ending business letters	◇ Sincerely, } ◇ Yours sincerely,} for all customers / clients ◇ Sincerely yours,} ◇ Yours faithfully, in more formal letters ◇ Regards, for those you already know and/or with whom you have a working relationship