Sentences, words and phrases for professional emails in English
Business correspondence language

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Numerals vs. words
Starting and ending a business email

There are no fixed rules for starting and finishing an email – these examples are meant purely as recommendations based on experience and personal usage.

When we know the recipient’s name

<table>
<thead>
<tr>
<th>salutation</th>
<th>complimentary close</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dear Mr Smith</td>
<td>Regards</td>
</tr>
<tr>
<td>Dear Mrs Coles</td>
<td>Regards</td>
</tr>
<tr>
<td>Dear Miss Jones</td>
<td>Regards</td>
</tr>
</tbody>
</table>

Writing to a colleague or close business partner

<table>
<thead>
<tr>
<th>salutation</th>
<th>complimentary close</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dear Andrew</td>
<td>Best regards/Best wishes</td>
</tr>
<tr>
<td>Dear Annemarie</td>
<td>Best regards/Best wishes</td>
</tr>
</tbody>
</table>
Starting and ending a business email cont.

**Addressing more than one person**

<table>
<thead>
<tr>
<th>salutation</th>
<th>complimentary close</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gentlemen [formal, to several male colleagues]</td>
<td>Regards</td>
</tr>
<tr>
<td>Ladies [formal, to several female colleagues]</td>
<td>Regards</td>
</tr>
<tr>
<td>Dear All [formal, to several colleagues]</td>
<td>Regards</td>
</tr>
<tr>
<td>Hello, everyone [informal, to several colleagues]</td>
<td>Use an informal close relevant to the content of the email.</td>
</tr>
<tr>
<td>Hi, everyone [informal and friendly, to several colleagues]</td>
<td>Use an informal close relevant to the content of the email.</td>
</tr>
<tr>
<td>Hi, Team [informal and friendly, to several colleagues]</td>
<td>Use an informal close relevant to the content of the email.</td>
</tr>
<tr>
<td>Dear Anna, Tom, Mike and Steve [quite formal, to a small number of colleagues]</td>
<td>Regards, Kind regards</td>
</tr>
</tbody>
</table>
Business correspondence language

Opening and closing lines

First correspondence with someone: opening lines
The left column shows formal phrases, while their less formal equivalents are on the right.

<table>
<thead>
<tr>
<th>more formal</th>
<th>less formal</th>
</tr>
</thead>
<tbody>
<tr>
<td>After having seen your advertisement . . ., I would like . . .</td>
<td>I saw your advertisement . . . and would like . . .</td>
</tr>
<tr>
<td>After having received your address from . . .</td>
<td>I received your address from . . . and would like to . . .</td>
</tr>
<tr>
<td>I am writing to enquire about . . .</td>
<td>I would like to ask you about . . .</td>
</tr>
<tr>
<td>You may be interested to hear . . .</td>
<td>You might be interested to know . . .</td>
</tr>
<tr>
<td>We/I recently wrote to you about . . .</td>
<td>We/I wrote to you on 8 May about . . .</td>
</tr>
</tbody>
</table>

First correspondence with someone: closing lines

<table>
<thead>
<tr>
<th>more formal</th>
<th>less formal</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am enclosing a . . .</td>
<td>I am enclosing a . . .</td>
</tr>
<tr>
<td>Should you require any further/more information, (please) do not hesitate to contact me/us.</td>
<td>Feel free to contact me/us if you need anything</td>
</tr>
<tr>
<td>I/We look forward to your reply.</td>
<td>I look forward to hearing from you.</td>
</tr>
<tr>
<td>Could you please advise as you see necessary?</td>
<td>Please advise as you see necessary.</td>
</tr>
</tbody>
</table>

END OF SAMPLE VERSION OF THIS SECTION
Miscellaneous words in business correspondence

**therefore**

*Therefore* is a more formal version of *so, for that reason* and *consequently*. It links two related ideas and shows that a sentence or statement is connected to a previous sentence or statement.

**Position of therefore in a sentence**

- after a modal verb (can, should, etc.)
  
  I can/may/will therefore . . .

- after the verb ‘be’
  
  I am therefore . . .
  
  He is therefore . . .

- after an auxiliary (helping) verb
  
  I have therefore informed . . .
  
  I am therefore sending . . .

- before main verbs
  
  I therefore informed . . .
  
  We therefore think that . . .

- the start of a sentence
  
  Therefore, I must inform you that . . .

- after ‘and’
  
  . . . and therefore we are . . .
  
  . . . and we are therefore . . .

**Examples of therefore**

*Therefore, we will have to devise an alternative strategy.*

*I will therefore need to cancel our appointment next week.*

*It would mean extra work and we would therefore not be able to meet the deadline.*

The personal pronoun (I, you, we, etc.) in the second clause can be omitted if it corresponds to the personal pronoun in the first clause:

*We’d like to place an order and we would therefore be grateful if you could send more details.*

*We’d like to place an order and would therefore be grateful if you could send more details.*
Business correspondence language

Miscellaneous words cont.

nevertheless, nonetheless

END OF SAMPLE VERSION OF THIS SECTION

END OF THE SAMPLE VERSION

This is the end of the sample version of this e-book. Please visit this web page to get the full version as a PDF file:

speakspeak.com/business-emails

The full version has 18 pages.