

BUSINESS CORRESPONDENCE LANGUAGE

**Sentences, words and phrases
for
professional emails
in English**

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for [SpeakSpeak.com](https://speakSpeak.com)

Business correspondence language

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Business correspondence language

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

salutation	complimentary close
Dear Mr Smith	Regards
Dear Mrs Coles	Regards
Dear Miss Jones	Regards

Writing to a colleague or close business partner

salutation	complimentary close
Dear Andrew	Best regards/Best wishes
Dear Annemarie	Best regards/Best wishes

Business correspondence language

Starting and ending a business email cont.

Addressing more than one person

salutation	complimentary close
Gentlemen [formal, to several male colleagues]	Regards
Ladies [formal, to several female colleagues]	Regards
Dear All [formal, to several colleagues]	Regards
Hello, everyone [informal, to several colleagues]	Use an informal close relevant to the content of the email.
Hi, everyone [informal and friendly, to several colleagues]	Use an informal close relevant to the content of the email.
Hi, Team [informal and friendly, to several colleagues]	Use an informal close relevant to the content of the email.
Dear Anna, Tom, Mike and Steve [quite formal, to a small number of colleagues]	Regards, Kind regards

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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.

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

First correspondence with someone: closing lines

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

END OF SAMPLE VERSION OF THIS SECTION

Business correspondence language

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

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speakspeak.com/business-emails

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