

## Useful phrases

**Emails and letters****Starting**

Dear Sir or Madam

Dear Mr / Mrs / Ms / Miss Brown

Hi

Hello

**Ending**

Yours faithfully (after Dear Sir or Madam)

Yours sincerely (after Dear Mr / Mrs / Ms / Miss)

Best regards / Kind regards

All the best

Bye for now

**Giving reason for writing**

I am writing with regard to / about ...

I'm writing to request / inform / enquire / complain  
about / apply for ...

Just a quick email to ask ...

I'm writing on behalf of ...

**Referring to previous contact**

Further to our previous meeting ...

With reference to your letter dated 15/6/13 ...

Following your letter ...

About your email ...

**Sending an attachment or enclosure**

I am attaching / enclosing ...

Please find attached / enclosed ...

As you will see from the attachment / enclosure ...

Here is ...

**Offering more information or help**

Please feel free to contact me if you would like any  
further information.

Email me / Give me a call if you want any more  
information.

Do not hesitate to contact me if you require any  
further assistance.

**Referring to future contact**

I look forward to hearing from you.

We look forward to working with you in the future.

See you soon.

**Introducing good news**

I am delighted to ...

I'm happy to ... / I'm pleased to ...

Fortunately ... / Luckily ...

**Introducing bad news**

We regret to inform you that ...

Unfortunately ... / Sadly ...

I'm afraid (that) ... / I'm sorry, but ... / I regret that ...

**Requesting**

I'd be grateful if you would send ...

Could you possibly send ...?

Can you send ...?

Please send ...

**Thanking**

I would like to thank you for ...

I appreciate your assistance with this.

I'm grateful for ...

thank you for ... / thanks for ...

**Apologising**

My apologies. / Sorry. / I'm sorry that ...

Please accept my apology / I sincerely regret ...

**Inviting / accepting / declining**

Would you like to ... ? / Do you want to ... ?

That would be great. / I'd love to. / That sounds  
great.

I'm sorry, but I'm busy. / I'm afraid I can't.

**Arranging**

Can you meet at (time) on (day)?

What day suits you?

Tuesday would suit me.

Tuesday is good for me.

Look forward to seeing you there.

See you next week.

**Checking and clarifying**

I'm writing to check / confirm that ...

I don't understand what you mean ...

Do you mean ... ? / Are you saying that ... ?

## Reports and memos

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### Introducing

The purpose of this report is to ...

This report compares ...

Here is a report on ...

### Structure and signposting

The report is divided into three sections.

Here are my findings.

This diagram shows ...

Please refer to table 3.1.

As this chart shows ...

The following points should be noted.

### Comparing

It's similar to ...

It's different to ...

It's better than ...

On the one hand ... but on the other ...

X is ... However, Y is ...

the top / leading / highest / major / most important

### Reporting what was said

Mr X said / asked / claimed / explained / pointed out / reported / suggested / told ...

It was agreed / announced / concluded / decided / proposed / requested that ...

The chairperson summed the meeting up ...

### Linking words

*Addition:* in addition / also / furthermore / as well as / on top of / moreover

*Conditions:* provided that / as long as / so long as / on condition that / in case

*Contrast:* however / in contrast / in spite of / although / even though

*Give reasons:* because / in order to / so that / so as to

*Result and consequence:* as a result / due to / so / owing to / consequently

*Sequencing:* firstly / secondly / next / then / finally

### Reporting figures and trends

approximately / about / nearly / just over / just under

increase / go up / rise / grow / climb / jump / rocket

decrease / go down / fall / slump

level out / remain steady / peak / reach a high

slightly / steadily / sharply / significantly / suddenly

### Reporting and summarising results

every / all / each

many / a lot of / a large amount

several / a reasonable amount

not many / not a lot of / a few / a small amount

none / not any / neither ... nor

### Concluding and recommending

in conclusion ... / to sum up ...

it can be concluded that / it was found that ...

overall ... / in general

it is recommended that ... / it is worth noting that ...

I'd suggest / recommend

we should ...