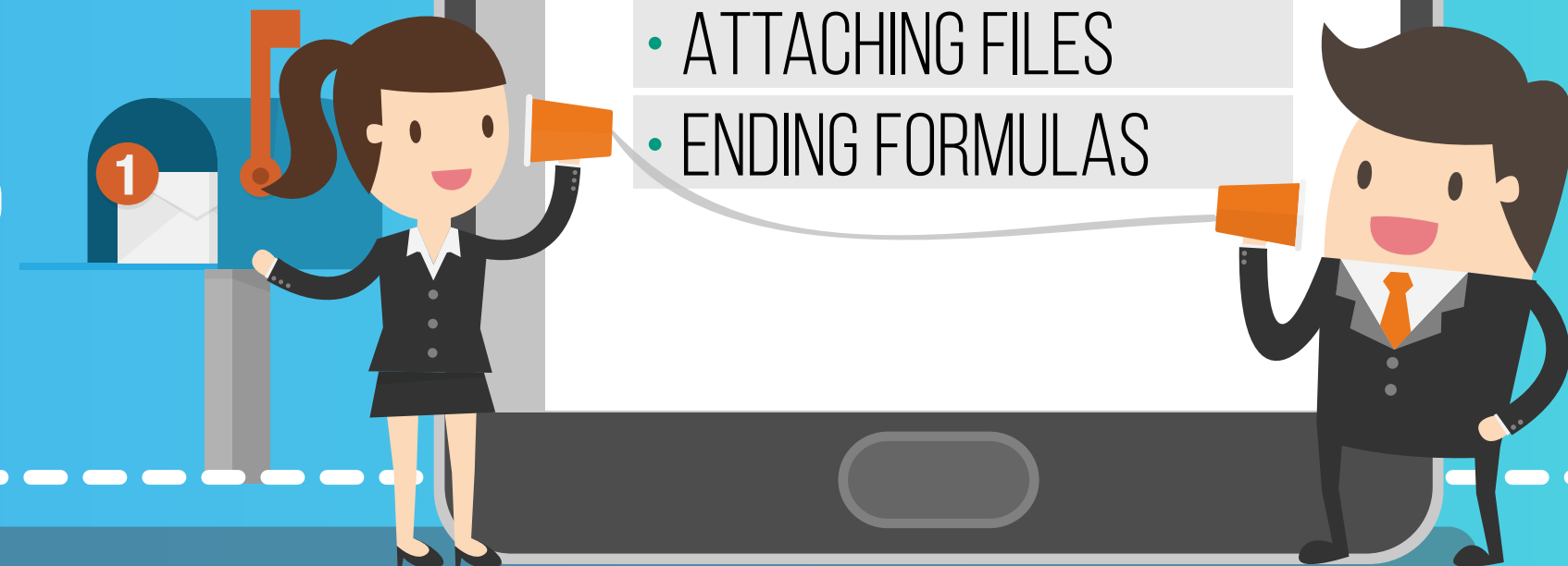


# FORMAL & INFORMAL EMAIL PHRASES

## YOUR GUIDE TO WRITING EFFECTIVE EMAILS

La corrispondenza email sottrae molto tempo alla nostra routine lavorativa. Ne riceviamo e ne inviamo in media 130 al giorno. Di seguito qualche consiglio utile per la perfetta email in inglese.



### GREETINGS

#### Formal

- Dear Sir or Madam,
- To whom it may concern
- Dear Mr or Ms Jones,
- Dear Dr Smith,

#### Informal

- Hi John,
- Hello Cynthia,
- Helen,

### REASON FOR WRITING

#### Formal

- I am writing
  - to make a reservation
  - to apply for the position of...
  - to confirm my booking
  - to ask for further information about...
- With reference to our telephone conversation on Friday, I would like to let you know that...

#### Informal

- I am writing
  - Just a quick note to tell you that...
  - Just touching base to remind you that...
  - This is to invite you to...

### GIVING INFORMATION

#### Formal

- I am glad to inform you that we will be holding our annual conference in Brussels on 20th June 2018.
- We regret to inform you that the conference has been postponed due to bad weather conditions
- Should you need any further information, please do not hesitate to contact us.

#### Informal

- We are happy to let you know that your article has been selected for publication.
- Unfortunately, we'll have to put off the meeting.
- If you need anything else, feel free to ask.

### ASKING QUESTIONS POLITELY

#### Formal

- Could you possibly arrange a meeting with the Logistics Manager?
- Do you mind me asking if there are any swimming pools in your area?
- I was wondering if you could attend a meeting on 12th October.

#### Informal

- Do you think you could call Sarah for me?
- Can you get back to me asap? (asap = as soon as possible)
- Is it OK if I ask you to do me a little favor?

### COMPLAINING

#### Formal

- I'm writing to complain about...
- I regret to say that I was not completely satisfied with the room you provided us.
- I would like to receive a full refund and compensation for the damages.

#### Informal

- I'm sorry to say that I'm not happy with your service.
- Unfortunately, the room was not as we had expected it.
- I can't say we are satisfied with your product.

### APOLOGIZING

#### Formal

- We would like to apologize for any inconvenience caused.
- Please accept our apologies for the delay.
- I apologize for the inconvenience.

#### Informal

- We're sorry if we caused you any trouble.
- I'm very sorry. I didn't mean to...
- Sorry for the inconvenience.

### ATTACHING FILES

#### Formal

- I have attached my resume for your consideration.
- Please, see the attached statement.
- Please, find attached the file you requested.

#### Informal

- I am sending you the brochure as an attachment.
- Attached is the report you asked for.
- PFA (Please Find Attached) the spreadsheet you asked for.

### CLOSING FORMULAS

#### Formal

- I look forward to hearing from you. Sincerely,
- I look forward to your reply. Warm regards,
- I look forward to meeting you. Best regards,

#### Informal

- I look forward to hearing from you. Best,
- I look forward to your reply. Regards,
- Looking forward,

