



A P T I S

U S E F U L

P H R A S E S

W R I T I N G

Linking words

ADDITION

Also, again, in addition, additionally, furthermore, further, moreover, as well as, what's more, besides this/that.

SEQUENCE

First, second, (etc.), to begin with, initially, at first, then, next, from there, and then, following this, finally, lastly

EXAMPLES

For example, for instance, a good example of this is, such as, to illustrate, in particular, particularly, namely, specifically

CONSEQUENCES

Therefore, as a result, thus, so, consequently, admittedly, so that, depending on

REASON

Because, since, as, so, due to, owing to, the reason why

Informal and formal phrases

What do you need?

Please let us know your requirements.

Thanks for the email of Feb 12th.

Thank you for your email received February 12th.

Sorry, I can't make it.

I'm afraid I will not be able to attend.

I'm sorry to tell you that...

We regret to advise you that...

I promise...

I can assure you that ...

Could you...?

I would be grateful if you could ...

You haven't...

We note from our records that you have not...

Don't forget

We would like to remind you that ...

I need to...

It is necessary for me to...

Shall I...?

Would you like me to...?

But.../Also.../So ...

However.../In addition.../Therefore...

Please could you...

I was wondering if you could...

I'm sorry for...

Please accept our apologies for ...

RE: ...

With regard to ...(or With reference to ...)

See you next week.

I look forward to meeting you next week.

To tell/say

To inform

To be sorry

To regret

To delay/put off

To postpone

To know

To be aware

To get/buy

To acquire

To ask

To enquire

To promise

To assure

To need

To require

To get in touch

To contact

To help

To assist

To give

To provide

To fix

To repair

To ask for

to request

To book

To reserve

To check or prove

To verify

To get

To obtain

To have

To possess

The template and tips for writing the short informal email

YOU SAY HELLO

Hi Jane,

YOU USE ONE OF THE OPENING PHRASES

How are you? / How have the family been? /
I hope you are well.

Thank you / Many thanks for your
(recent/last) letter / postcard

It was good / nice / great to hear from you
again

YOU GIVE NEWS ABOUT WHAT YOU HAVE READ IN THE LETTER

*Listen, did I tell you about ...? You'll never
believe what ...

*Oh, and another thing ... This is just to let
you know that ...

*I thought you might be interested to hear
about / know that ...

*By the way, have you heard about / did
you know that ...?

YOU EXPRESS YOUR FEELINGS ABOUT THE INFORMATION IN THE LETTER

Too bad!

- * That's a pity
- * That's unfortunate
- * It's ridiculous!
- * I was so frustrated when I read it.
- * It's a shame they didn't talk to us first.
- * What a nuisance!
- * I was so furious when I read it!

CLOSING STATEMENT

(It should be written on a new line)

Love, Lots of love, All the best, Take care,
Best wishes

SIGNING OFF

Your first name then follows on another new line.

The template and tips for writing the formal email:

YOU SHOULD GREET A PERSON

Dear Mr Brown/Mrs Smith/Ms Carter,

OPENING

The first paragraph states the reason(s) for writing and, if needed, what you are responding to (an advert, a prospectus...). In addition, an opening paragraph is needed to make reference to previous correspondence.

Useful phrases for the opening

- * I'm writing to you regarding/concerning the email I received
- * I am writing with regard to the...
- * I am writing about the ...
- * I'm reaching out to you because...

YOU SHOULD DESCRIBE THE SITUATION/PROBLEM:

- * I am happy to say that...
- * I am pleased to announce...
- * I am afraid that...
- * I am sorry to say that...
- * Unfortunately, ...
- * I regret to tell you ...

YOU CAN EITHER REQUEST FOR ACTION OR ASK SOME QUESTIONS:

- * Do you think you could check it out for me?
- * Could you please look into this matter?
- * I'd like to hear your thoughts on this one.
- * I look forward to your response.
- * I await your response at the earliest convenience.
- * Could you let me know...?
- * I was wondering if...?
- * I would be grateful if you could ...
- * I would be interested in having more details about...
- * I would like to know if/when/when/..

THE END OF YOUR LETTER IS AS IMPORTANT AS THE BEGINNING. YOU USUALLY STATE WHAT YOU WOULD LIKE THE RECIPIENT TO DO, MAKE A REFERENCE TO A FUTURE EVENT, OFFER TO HELP...

- * I look forward to hearing from you soon / I look forward to receiving your reply
- * I look forward to receiving a full refund (in a complaint letter)
- * I would like to know what you are going to do about this situation (in a complaint letter)
- * I would like to thank you in advance for this information (in a enquiry letter - requesting information)
- * If you require/Should you need further information, please do not hesitate to contact me/feel free to contact me.

CLOSING PARAGRAPH: YOU USE ONE OF THE CLOSING PHRASES AND SIGN THE LETTER WITH YOUR NAME.

- * Do you think you could check it out for me?
- * Could you please look into this matter?
- * I'd like to hear your thoughts on this one.
- * I look forward to your response.
- * I await your response at the earliest convenience.
- * Could you let me know...?
- * I was wondering if...?
- * I would be grateful if you could ...
- * I would be interested in having more details about...
- * I would like to know if/when/when/..