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How to write business letters and emails.

In a world where first impressions count for so much, don't let your English let you down. Learn to write perfect business letters and emails. Compose your communications in the correct style and tone with the aid of our convenient guide.

Salutation	Dear (try to find a first name) Smith Dear Mr. Smith Dear Ms. Smith Dear Sir Dear Madam Dear Sir or Madam
Opening	<ul style="list-style-type: none">• We are (I am) writing<ul style="list-style-type: none">- to inform you that ...- to confirm ...- to request ...- to enquire about ...• I am contacting you to....• I recently read/heard about and would like to know ...• Having seen your advertisement/vacancy in ..., I would like to ...• I would be interested in (obtaining / receiving/applying for the position) ...• I received your address from ----- and would like to ..
Referring to previous contact	<ul style="list-style-type: none">• Thank you for your letter of November 16.• Thank you for contacting us.• In reply to your request, ...• Thank you for your letter/email/phone call regarding ...• With reference to our telephone conversation on November 16...• Further to our meeting last month ...• It was a pleasure meeting you in Paris last month.• I enjoyed having lunch with you last week in Munich.• I would just like to confirm the main points we discussed at our meeting last week.
Offering assistance	<ul style="list-style-type: none">• Would you like us to ...?• We would be very happy to ...• We are quite willing to ...• Our company would be pleased to ...

Making a request	<ul style="list-style-type: none"> • We would appreciate it if you would ... • I would be grateful if you could ... • Could you please send me/let me know ... • Could you possibly tell us / let us have/ let us know ... • In addition, I would like to receive/ to ask ... • It would be helpful if you could send us/ tell us/ advise us ... • I am interested in (obtaining / receiving) ... • I would appreciate immediate action in this matter. • Please let me know what action you propose to take.
Communicating good news	<ul style="list-style-type: none"> • Having considered your application/proposal/contract, We are pleased to announce that ... • I am delighted to inform you that .. • You will be pleased to learn/ to hear/ to know that ...
Communicating bad news	<ul style="list-style-type: none"> • We regret to inform you that ... • I'm afraid it would not be possible to ... • Unfortunately we cannot / we are unable to ... • After careful consideration we have decided (not) to ...
Orders	<ul style="list-style-type: none"> • Thank you for your quotation for ... • We are pleased to place an order with you/ your company for.. • We would like to cancel our order number: • Please confirm receipt of our order. • I am pleased to acknowledge receipt of your order number: • Your order will be processed/dispatched/completed as quickly as possible. • It will take approximately (two/three) weeks/days/hours to process/dispatch/complete your order. • We can guarantee you delivery before 15 November • Unfortunately these products/services are no longer available / are out of stock.
Prices	<ul style="list-style-type: none"> • Please send us your price list. • You will find enclosed/attached our most recent price list. • Please note that our prices are subject to change without notice/subject to added tax/subject to market fluctuation. • We enclose/attach a detailed quotation. • We can make you a firm offer of ...
Payment	<ul style="list-style-type: none"> • Our terms of payment are as follows ... • Our records show that we have not yet received payment of ... for order number... • According to our records ... • Please send payment as soon as possible. • You will receive a credit note/invoice/refund for the sum of ...

Enclosing/attaching documents	<ul style="list-style-type: none"> • I enclose/attach ... • Please find enclosed/attached ... • You will find enclosed/attached ...
Future business and future contact	<ul style="list-style-type: none"> • We look forward to a successful/productive working relationship in the future. • We would be (very) pleased to do business with you/your company. • I would be happy to have an/the opportunity to work with your company. • I look forward to seeing you next month. • I look forward to hearing from you, ... • I look forward to receiving your comments, • I look forward to meeting you on November 15 • I would appreciate a reply at your earliest convenience. • A quick reply/response would be much appreciated.
The ending	<ul style="list-style-type: none"> • Yours sincerely, • Sincerely, • Yours faithfully, (when you don't know the recipient's name) • Regards, (when you have developed a relationship with the recipient)

If you stick to these basic guidelines, your business communications will impress.

Need more help? Visit us at bridger-jones.com