

# BASICS

## Writing an email

	Formal/Neutral	Informal
<b>Name</b>	Dear Mr/Mrs/Ms Dupuis Dear Mary	Hi/Hello Mary Mary, ... (or no name at all)
<b>Previous contact</b>	Thank you for your email of ... Further to your last email, ... I apologise for not getting in contact with you before now.	Thanks for your email. Re your email, ... Sorry I haven't written for ages, but I've been really busy.
<b>Reason for writing</b>	I am writing in connection with ... I am writing with regard to ... In reply to your email, here are ... Your name was given to me by ... We would like to point out that ...	Just a short note about ... I'm writing about ... Here's the ... you wanted. I got your name from ... Please note that ...
<b>Giving information</b>	I'm writing to let you know that ... We are able to confirm that ... I am delighted to tell you that ... We regret to inform you that ...	Just a note to say ... We can confirm that ... Good news! Unfortunately, ...
<b>Attachments</b>	Please find attached my report. I'm sending you ... as a pdf file.	I've attached ... Here is the ... you wanted.
<b>Asking for information</b>	Could you give me some information about ... I would like to know ... I'm interested in receiving/finding out ...	Can you tell me a little more about ... I'd like to know ... Please send me ...
<b>Requests</b>	I'd be grateful if you could ... I wonder if you could ... Do you think I could have ...? Thank you in advance for your help in this matter.	Please could you ... Could you ...? Can I have ...? I'd appreciate your help on this.
<b>Promising action</b>	I will ... I'll investigate the matter. I will contact you again shortly.	I'll ... I'll look into it. I'll get back to you soon.
<b>Offering help</b>	Would you like me to ...? If you wish, I would be happy to ... Let me know whether you would like me to ...	Do you want me to ...? Shall I ...? Let me know if you'd like me to ...
<b>Final comments</b>	Thank you for your help. Do not hesitate to contact us again if you require any further information. Please feel free to contact me if you have any questions. My direct line is ...	Thanks again for ... Let me know if you need anything else. Just give me a call if you have any questions. My number is ...
<b>Close</b>	I am looking forward to ... (+ -ing) Give my regards to ... Best wishes Regards	Looking forward to ... (+ -ing) Best wishes to ... Speak to/See you soon. Bye (for now)/All the best

# WRITING STYLES

## Formal/Informal

	Formal/Neutral	Informal
<b>Example phrases</b>	Thank you for your email received 12 Feb. With regard/reference to ... I would be grateful if you could ... We regret to advise you that ... Please accept our apologies for ... I was wondering if you could ... We note that you have not ... We would like to remind you that ... It is necessary for me to ... It is possible that I will ... Would you like me to ...? However, ... / In addition, ... / Therefore, ... If you require any further information, please do not hesitate to contact me. I look forward to meeting you next week.	Thanks for the email. Re ... Please could you ... I'm sorry to tell you that ... I'm sorry for ... Could you ...? You haven't ... Don't forget that ... I need to ... I might ... Shall I ...? But, ... / Also, ... / So, ... If you'd like more details, let me know. See you next week.
<b>Latin / Anglosaxon origin</b>	assistance/due to/enquire/inform/information obtain/occupation/possess/provide/repair request/requirements/verify	help/because of/ask/tell/facts get/job/have/give/fix ask for/needs/check (prove)

## Direct/Indirect

	Direct	Indirect: polite/diplomatic
<b>Requests</b>	Can you ...? Please could you ...	Could you ...? I was wondering if you could ...
<b>Asking for permission</b>	Can I ...? Could I ...?	Is it all right if I ...? I wonder if I could ...?
<b>Offering help</b>	Can I ...? Shall I ...?	Would you like me to ...? Do you need any help with ...?
<b>Making a suggestion</b>	What about ... (+ -ing)? Shall we ...?	Why don't we ...? Perhaps we should ...?
<b>Softening a strong comment</b>	There is a problem.  That will be very expensive.  We can't do that. That gives us very little time. It will be better to ask Heidi. I disagree.	I'm afraid there is a small problem. It seems there is a slight problem. That might be quite expensive. Won't that be a bit expensive? I'm not sure we can do that. Actually, that doesn't give us much time. Wouldn't it be better to ask Heidi? I can see what you're saying, but ... Don't you think that ...? To be honest, I think it might be better to ...