Useful formal email phrases

**A) Useful phrases for opening emails**

**1. Opening greeting to one person**

Dear Mr./ Ms./ Dr./ Professor + family name

Dear Sir or Madam

**2. Opening greeting to more than one person**

Dear all

To: All faculty members/ To: New recruits/ To: All members/ To:…

**3.****Useful email opening lines**

**3a. Opening line mentioning the last contact between you**

Thank you for your email (yesterday/ of 12 May) about…

It was a pleasure to meet you last week.

**3b. Opening line with the subject of the email**

I am writing to you in connection with/ with regards to/ regarding/ concerning…

**B) Useful phrases for the main body of the email**

**1. Mentioning attachments**

Please find the information/ the document/ some data/… attached.

Please see (the information/ the website/ the diagram/ the…) below (for more details/ for…).

**2. Requests**

Could you (possibly)…?

Would you mind sending me/ …ing…?

I was wondering if you could/ if you would be able to…

**3. Enquiries/ Asking for information**

Could you (possibly) tell me…?

**4. Making complaints**

Unfortunately, … was not (really) what I expected.

I am afraid I was not (completely/ fully) satisfied with…

**5. Apologising/Replying to complaints**

I was sorry to hear about…

(First of all) I would like to apologise for…

Please accept our (sincerest) apologies for the inconvenience caused/ for any inconvenience caused/ for…

**6. Giving bad news**

We regret to inform you that…

We are sorry to announce that…

**7. Making announcements**

I/ We would like to inform you that…

**C) Useful phrases for closing emails**

**1.** **Closing line when you need a reply**

I look forward to hearing from you (soon).

Please let me know if that is acceptable with you.

**2. Closing line offering more communication if needed**

If you require any further information, please do not hesitate to contact me.

**3. Closing lines for requests**

Thank you (in advance).

Any feedback you can give me (on this) would be highly appreciated.

**4. Closing lines with apologies**

Once again, please accept our apologies for any inconvenience caused/ for the inconvenience caused/ for the delay/ for…

**5. Useful closing greetings for emails**

Best regards

Sincerely (yours)

Best wishes

*Source: https://www.usingenglish.com/articles/100-most-useful-emailing-phrases.html*