

## 8.2 USEFUL LANGUAGE FOR FORMAL EMAILS AND LETTERS

Thank you for your email of ...

With regard / reference to ...

Further to your email ...

I am writing with regard to ...

I am writing in connection with ...

With regard / reference to ...

In reply to your email, we would like to ...

We regret to inform you ...

Please accept our apologies ...

We would like to remind you ...

I am delighted to tell you ...

Could you give us some information about ...

We are interested in knowing more about ...

I was wondering if you could ...

I'd be grateful if you could ...

Please find attached ...

I am attaching ...

I'm sending you ... as a pdf file.

We will look into the matter.

I will contact you again soon.

Thank you in advance for your help in this matter.

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

Please feel free to contact us if you have any further questions.

I am looking forward to ... (+ -ing)

Best wishes

Regards

### *First contacts by email*

*Complete the emails below using the correct word or expressions from the box. Decide whether they are formal or informal – or perhaps neutral.*

I am writing to confirm	I would be grateful	Please send my regards to
Best regards	I look forward to seeing	
Could you possibly	Further to	

#### 1.

*Dear Ms Hill,*

\_\_\_\_\_ our telephone conversation this morning, \_\_\_\_\_ that Mr Brown will be arriving in London on 21<sup>st</sup> June at 11 a.m. \_\_\_\_\_ arrange for someone to pick him up from Heathrow Airport? \_\_\_\_\_ if you could book him into a hotel for two nights.

\_\_\_\_\_ Mary and tell her that \_\_\_\_\_ her soon.

\_\_\_\_\_  
*Susan Penn*

2.

confirm attend regards I look forward with reference

\_\_\_\_\_ to our phone call yesterday morning, I'm writing to \_\_\_\_\_  
that I will be able to \_\_\_\_\_ the meeting next Tuesday. \_\_\_\_\_ to  
seeing you then.

Peter Ashley

3.

download signed on advice email records enclosed

Hi, Peter,  
Please see the \_\_\_\_\_ attachments. Hope you can \_\_\_\_\_ them.  
Please open the two letters in Word and send a copy of the \_\_\_\_\_ Starlight  
Terms back to me as soon as possible and keep one copy for your \_\_\_\_\_. You  
can either \_\_\_\_\_ the form back to me or fax it or send to our address at the top  
of the letter.  
Sorry to do this, but \_\_\_\_\_ of our solicitors we have been asked to do this.  
Many thanks for your help and cooperation.

Warm regards,  
Marcus

4.

facilities (2x) double board single annual discounts accommodation

Dear Sir / Madam,

We are holding our \_\_\_\_\_ conference this month in Rome and are looking for a hotel  
which can offer us \_\_\_\_\_ and conference \_\_\_\_\_ from Tuesday 12<sup>th</sup>  
November to Friday 15<sup>th</sup> November.

We require accommodation and full \_\_\_\_\_ for 30 delegates, 10 of whom will be  
accompanied by their spouses. Therefore, we will need 20 \_\_\_\_\_ and 10  
\_\_\_\_\_ rooms.

We will also need a room with full conference \_\_\_\_\_ (including Power Point), that  
can accommodate up to 40 people.

Please would you send us a list of your tariffs and let us know what \_\_\_\_\_ you can  
give us?

Yours faithfully,  
Mary Brown  
*Mary Brown*

5.

attached of further in case contact inform

*Dear Mr Brown,*

*We would just like to \_\_\_\_\_ you that we are moving offices. Please find \_\_\_\_\_ our new address with the map. Note that our phone and fax numbers will remain the same.*

*\_\_\_\_\_ to your email \_\_\_\_\_ 21<sup>st</sup> May we would also like to inform you that Bill Jones is no longer our export manager as he has moved to a new position. Your new \_\_\_\_\_ person is Carol Lang and she will get in touch with you as soon as possible. \_\_\_\_\_ you have any questions regarding this change, please feel free to contact Carl Peterson, our managing director, whenever you wish.*

*Yours sincerely,  
Peter Mendes*