



REPLIES TO REQUESTS

Introduction

Replies to email of request are a means of creating goodwill with clients as well as your colleagues. Such email should be responded to as quickly as possible.

It is also important that the replies are written in the correct tone. The personal approach, with plenty of references to I, we, you, me, etc., is ideal for this kind of e-mail. Your reply should be polite and positive, and should give the impression that it is a pleasure for you to be able to respond to the reader and to carry out the request made.

Before you write a reply to a request, read through the text received and take note of all the requests

(Requests for information and requests for action) made by the client. Then, decide on the information that you need to give to the client. If you have complied with the request already, tell the client so. If you have not been able to comply with the request or are unable to respond to the enquiry, tell the client what he or she can do. Be helpful.

Structure and organization

Most replies to requests have a similar organization. They usually consist of 3-4 paragraphs, although the length of these paragraphs may vary a lot.

Here is the recommended structure for such email. We also suggest some useful functional language.

The First Paragraph: Acknowledge Request

All replies to requests start with a paragraph acknowledging the request. Your acknowledgement should mention the date of the request, and should summarise what information has been asked for or what action has been requested. Below are some expressions that may be used:

Thank you for your email of 29 February regarding the above request.

I have received your email of 8 May requesting information about



I refer to your email of 3 June enquiring about

Further to your email of 12 October asking for information on xxxx, I would like to inform you

that.....

I refer to our telephone conversation of last Monday concerning.....

The Second Paragraph: Details of Response to Request

The second paragraph gives details of whether you can grant their request for information or action.

If the request has been granted; the customer will need to know the full details of how the request has been carried out.

If the request is denied, you need to tell the reader why it has been turned down and what the reader can do.

If you receive a request for something, you can either agree to it or refuse it. Below are some expressions that you may use:

Agreeing to a Request

The following expressions can be used to start an email in which you agree to a request:

We would be pleased to carry out your instructions to...

As requested, we have carried out your instructions to ...

We are pleased to inform you that ...

We are pleased to let you know that...

We would like to inform you that....

I am glad/happy to tell you that....

We are able to ...



Refusing a Request

This has to be done tactfully and requires an explanation if you don't want to appear unhelpful or rude. Conventional phrases that can be used are:

We regret that we are unable to ...

We regret to inform you that we cannot ...

Regrettably, we are unable to ...

I'm afraid we are unable to...

I'm sorry to let you know that

I'm sorry but we are unable to....

In the best interests of our customers, we do not normally...

Unfortunately, data is required to ...

In most cases, however, the requests will be straightforward and you can use a range of language depending on the type of request as follows:

Replies to Requests for Services

Would it be convenient for our technician to visit your office on 13 July at 10.00 a.m.?

We can arrange for our service engineer to visit you within two days of receiving your confirmation.

Replies to Requests for Advice

Use conditional statements for explanation of a problem:

In order to avoid this, store your paper in a dry place. Ensure that the paper is dry so as to avoid this problem.

Use modal verbs to speculate on the cause of a problem

Your copier may be jamming because of damp paper.

Damp paper could be causing your copier to jam.



Replies to Requests for Documentation

State that you have attached the requested documentation:

I have attached....

As you requested, you will find attached.....

Attached you will find.....

I am pleased to attach....

Replies to Requests for Quotations

Give full details of the quotation:

The above prices include all packing and shipping costs.

Prices quoted are inclusive of shipping costs.

State terms of the quotation and when goods will be delivered:

This quotation is valid until the end of August 20xx.

Shipment will be within 10 days of receiving your order.

Please allow three weeks for delivery.

Optional Further Paragraphs

Depending on the complexity of the request and how detailed your reply is, you may require further paragraphs. Remember that you should place only one point in each paragraph.

To indicate that you are answering a second or third request, you can use the following expressions:

We would also like to inform you ...

Regarding your other request for...

In answer to your question/enquiry about ...

Concerning your other request to/for....



The Final Paragraph

In this paragraph, we need to express the hope that the arrangements made are satisfactory and we will hear from the reader again (if applicable). The following expressions are useful:

I hope that these arrangements will prove acceptable to you.

I hope that these arrangements meet your approval.

Please contact me on 2234 4533 if you need any further information.

Please contact me if you have any questions on this or any other matters.

Please contact me if I can be of further assistance to you.

If you require any further information, please feel free to contact our Customer Service Hotline on 2830 6685.

If you have any questions, please feel free to contact us.

Please let us know if we can offer you any more help.

We look forward to hearing from you soon.

We look forward to receiving your order.

We look forward to welcoming you as our client.

Model Email

The emails below follow the model structure and organisation that we outlined earlier. When you read through the documents, focus on the language in bold.



From: Jillian Robinson

To: Lionel Chan

Subject: 20xx Catalogue

Dear Mr Chan

Thank you for your email of 12 September requesting the latest edition of our catalogue.

We are pleased to inform you that we have mailed our brochure to the address you provided us with.

We would also like to inform you that it is possible to make purchases online at www.jacksonbros.com. Furthermore, you will receive a discount of 10% for any purchases made online.

We look forward to welcoming you as our customer.

Best regards

Jillian Robinson



From: Miguel Cortez

To: Ken Bates

Subject: Information on our Product Range

Dear Mr Bates

Thank you for your enquiry of 10 January 20xx regarding our range of soft drinks. International Beverages produces a wide range of soft drinks, well-known throughout the world.

Our better-known drinks include Rick's Cola and Sunkist Surprise. In total we produce 11 different soft drink flavors.

I have attached our standard price list for your reference. Our minimum order requirement is 5,000 bottles. We grant a 5% discount on orders of 10,000 bottles or more.

All our orders are dispatched direct from our London Factory. Shipments to Hong Kong transit via Rotterdam.

Please feel free to call me if you need any further information on our range of bottled drinks.

Best wishes



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A large, empty rectangular box with a thin black border, intended for a mailing workshop activity.



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