

Beginnings ...

- 1 I am writing with regard to your recent email. We regret to inform you that there are no double rooms available for the nights you require. *C*
- 2 Thanks so much for the wonderful present. It's exactly the book that I wanted – how did you know? I'm really looking forward to reading it.
- 3 Patricia, I've just read your email. I'm so sorry to hear about what happened.
- 4 Sorry, I can't make it to your birthday party at Fishers restaurant, as I'm away on that day.
- 5 I am mailing this via the 'Contact Us' link on your website. I'd like to know a few more details about the anti-virus software that's listed on the site.
- 6 I am writing with reference to our order number GH67. The goods arrived this morning, but you only sent 200 pieces instead of the 300 that we ordered.
- 7 Yes! Great! I'd love to come to the party.
- 8 I've just heard from Antonio about the Paris contract. It's fantastic news – you worked really hard on this and you deserve the success.

... Endings

- a) Anyway, thanks again for inviting me, and I'm really looking forward to it. Do you want me to bring anything?
- b) You know you can count on me if you need any support. I'll call you at the weekend to see how things are.
- c) Should you need any further information about room availability, we will be happy to assist you.
- d) I look forward to receiving this information as soon as possible.
- e) It really is great news, and I'm sure that it's only the beginning of our work in the French market.
- f) Please deal with this matter urgently. I expect a reply from you by tomorrow morning at the latest.
- g) Thanks again for the gift, and give my regards to your family.
- h) Anyway, sorry again that I can't come, but have a great time. I hope we can meet up soon. What about going to see that new Spielberg film?