Writing emails English

Phrases for clear, polite work emails in English: greetings, saying why you are writing, making requests, attaching files, following up and signing off, in formal and neutral styles.

Model dialogue

Email	Dear Ms. Patel,
Email	I hope you're well. I'm writing to confirm our meeting on Thursday at 10 a.m.
Email	Please find attached the agenda and last month's sales report.
Email	Could you please send me the latest figures from your team before the meeting?
Reply	Dear Mr. Novak, thank you for your email.
Reply	Sorry for the late reply. I'll send the figures by Wednesday afternoon.
Reply	Please let me know if you need anything else.
Reply	Kind regards, Priya Patel

Key vocabulary

Word	Meaning	Example
attachment	a file sent with an email	The attachment is too big to open.
subject line	the title of an email	Write a clear subject line.
recipient	the person who receives an email	Check the recipient before you click send.
cc	to send a copy of an email to someone	I'll cc my manager.
reply all	to answer everyone who got the email	Please don't reply all.
forward	to send an email you received to someone else	Could you forward me the invitation?
follow up	to contact someone again about something	I'll follow up next week.
inbox	where you receive emails	My inbox is full.

Useful phrases

Greetings and opening lines

Dear Ms. Patel,	formal greeting with a surname
Hi Tom,	neutral greeting for colleagues
I hope you're well.	friendly opening line
Thank you for your email.	replying

Saying why you are writing

I'm writing to ask about your training courses.	reason for writing
I'm writing to confirm our meeting on Thursday.	confirming
Following our phone call, I'm sending you the details.	referring to earlier contact

Requests and information

Could you please send me the latest figures?	polite request
I would be grateful if you could reply by Friday.	very polite request
Please find attached the report.	attaching a file
I've attached the contract for your review.	attaching, less formal
Please let me know if you have any questions.	offering help

Following up and apologizing

I'm just following up on my email from last week.	reminding someone
Sorry for the late reply.	apologizing for a delay
I apologize for any inconvenience.	formal apology

Closing and signing off

I look forward to hearing from you.	formal closing line
Thanks in advance.	thanking before help
Best regards,	neutral sign-off
Kind regards,	polite sign-off

Practice and role-play

A. Complete the phrases

Write one word in each gap.

1. I'm _____ to ask about your training courses.
2. Please find _____ the report.
3. I would be _____ if you could reply by Friday.
4. I'm just _____ up on my email from last week.
5. Sorry for the late _____.
6. I look forward to _____ from you.
7. Please let me _____ if you have any questions.
8. I _____ for any inconvenience.

B. Correct the mistakes

Each sentence has one mistake. Rewrite it correctly.

1. I write to ask about the price.

2. Please find attach the file.

3. I look forward to hear from you.

4. Dear Mrs. Anna,

C. Role-play

Student A. Write an email to a supplier. Your order of 200 chairs arrived late and 15 are damaged. Ask for new chairs and a discount. Use a formal style.

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Student B. You are the supplier. Reply to the email: apologize, explain what happened, and offer a solution. Use a polite, formal style.

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Answer key

A: 1 writing · 2 attached · 3 grateful · 4 following · 5 reply · 6 hearing · 7 know · 8 apologize

B: 1 I'm writing to ask about the price. · 2 Please find attached the file. · 3 I look forward to hearing from you. · 4 Dear Anna, / Dear Ms. Smith,