

# Writing emails

## Example greetings:

- Dear + name; Hi + name; Hi; Hello + name; Hello; To whom this may concern

## Example opening sentences:

- Following our recent telephone conversation, I'm attaching.....
- Please find attached the documents you requested .....
- In regard to .....
- Further to .....
- As we agreed at our meeting .....
- In response/reply to .....

## Example closing sentences:

- I look forward to hearing from you
- Please don't hesitate to contact me
- Thanking you in advance
- I await receipt of ...

## Finish with:

- Sincerely,
- Best Regards/Regards
- Best wishes

## Don't forget:

**Your name, title and company name/web address, your email address and your telephone & fax number**

## Can you find the missing words in this email?

Dear Mr. Brown,

In \_\_\_\_\_ to your email received this morning, please \_\_\_\_\_ attached our latest catalogue showing \_\_\_\_\_ of our ornamental plants for \_\_\_\_\_ lobbies and company reception areas.

We have been in \_\_\_\_\_ for more than 30 \_\_\_\_\_ and have some of the town's biggest hotels among our \_\_\_\_\_.

As we \_\_\_\_\_ on the phone last week, we can offer you a 10% \_\_\_\_\_ for a minimum order of 20 plants.

I look \_\_\_\_\_ to hearing from you and please don't hesitate to \_\_\_\_\_ me if you need any further information.

Sincerely,

James Clark  
Sales Manager  
HYPERLINK "http://www.hotelplants.com" [www.hotelplants.com](http://www.hotelplants.com)

+44 20 8546 9674 fax: +44 20 8546 9666



KEY

Dear Mr. Brown,

In reply to your email received this morning, please find attached our latest catalogue showing details of our ornamental plants for hotel lobbies and company reception areas.

We have been in business for more than 30 years and have some of the town's biggest hotels among our clients.

As we agreed on the phone last week, we can offer you a 10% discount for a minimum order of 20 plants.

I look forward to hearing from you and please don't hesitate to contact me if you need any further information.

Sincerely,

James Clark

Sales Manager

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