

Useful Business Email Phrases

Apologising	We would like to offer our sincere apologies for our mistake
Attachments	Please find the document attached
Clarifications	There are several points we do not quite understand; we feel there may have been a misunderstanding between us
Closing	We look forward to receiving your reply; Regards, Joe Blunt
Complaints	We were very surprised and disappointed by this
Congratulations	We would like to congratulate you on your recent good news
Meetings	Would Tuesday 26 October be convenient for you? ; Would it be possible to postpone the meeting until next week?
Openings	We are writing to enquire about ...; I am writing on behalf of ...
Orders	Re order no. XJ 8103; goods shipped today
Payments	We have not yet received payment for order no. XJ 8103. Could you please attend to this matter as soon as possible?
Requests	We would be very grateful if you could send us your catalogue and current price list
Suggestions	Another option would be to ...
Thanks	We would just like to express our gratitude for all your help in this matter

