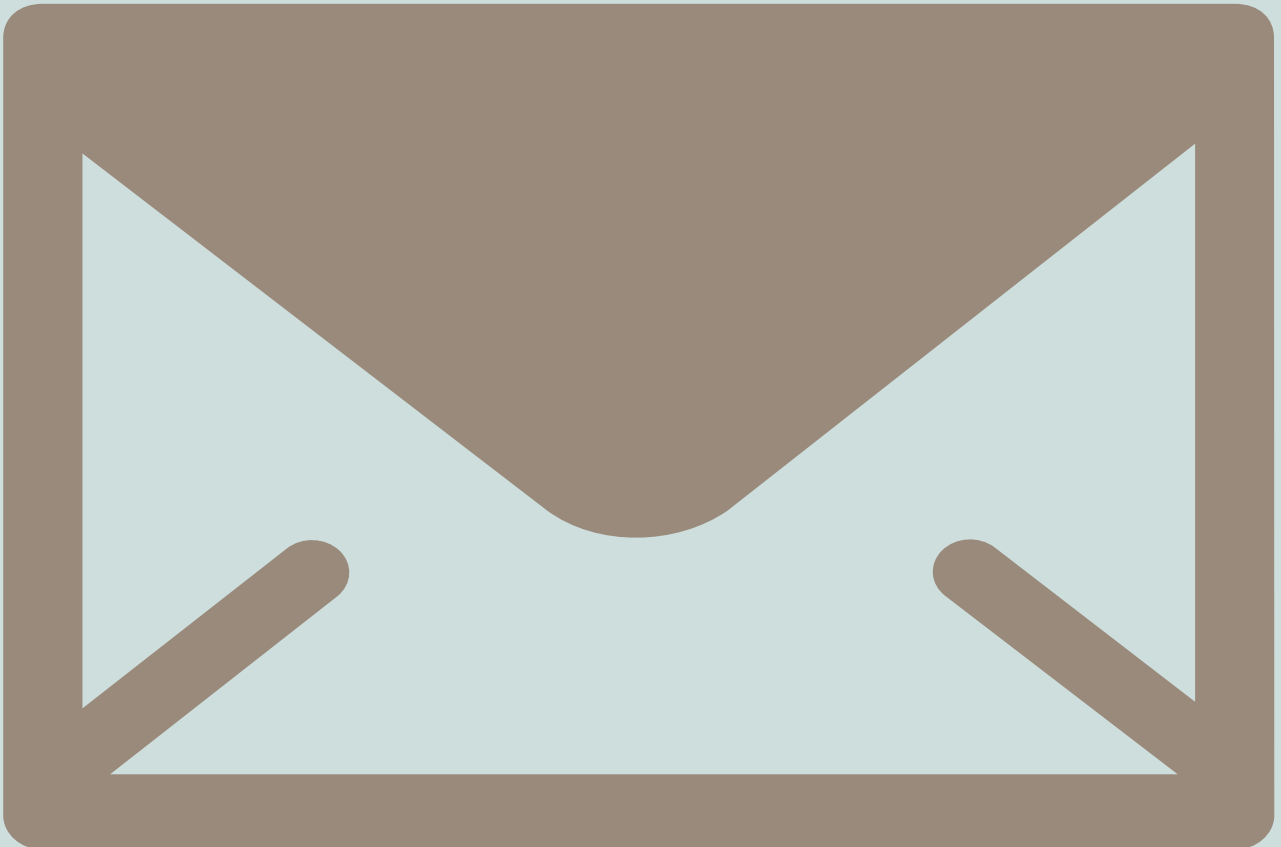




BM ENGLISH RADIO

10 Business English Phrases for Impressive Emails



1 Opening an Email

Let me introduce myself...

Thank you for taking the time to [write to us/give us some feedback etc — something the customer has done for us]

2 Explaining Why You're Writing

This email is to confirm that...

(e.g. This email is to confirm that we've received your payment.)

I'm writing to remind you about...

3 Making a Request

We would appreciate it if you would ...

Would it be possible to...? (e.g. Would it be possible to have a quick chat on Monday?)

4 Talking about Problems and Solutions

What would you like us to do about

[problem]? Here's how we would like to take care of this issue.

5 Asking for Clarifications

Could you please clarify

what you would like us to do about [problem]? If I understood you correctly, you would like us to...?

6 Asking Questions

When would it be convenient for you to ...? Would you prefer to...?

7 Call to Action

Request you to please meet/call.

If you're interested, drop me a line and we can[action]

8 Giving Good News

It is my pleasure to let you know that [news].

I'm glad to tell you that...

9 Giving Bad News

After careful consideration, we have decided (not) to ...

Despite my best efforts, it has proved to be impossible to...

10 Apologizing

I regret any inconvenience caused by... Please accept my apologies.

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