

USEFUL VOCABULARY

to apologize sich entschuldigen
to arrange etw. vereinbaren
to attach sth. etw. anhängen
to cancel etw. absagen
to clarify sth. etw. erläutern
to complain sich beschweren
to be delighted erfreut sein
confirm sth. etw. bestätigen
to enclose sth. etw. beifügen
to enquire nachfragen
to invite einladen
to offer anbieten
to postpone verschieben
to request anfragen
to require benötigen
to suggest vorschlagen
to thank bedanken

answer
closing
confirmation
delay
opening
question
recipient
reference
reply
reservation
subject

Antwort
 Abschluss
 Bestätigung
 Verspätung
 Einleitung
 Frage
 Empfänger
 Bezug
 Rückantwort
 Reservierung
 Betreff

annex
attachment
bullet point
comma
copy
enclosure
file
full stop
page
paragraph
sentence

Annex
 Anhang
 Stichpunkt
 Komma
 Kopie
 Beilage
 Datei
 Punkt
 Seite
 Absatz
 Satz

GREETING & CLOSING

| style | greeting | close |
|--|---|---|
| formal you don't know the name | - Dear Sir(s) - Dear Madam - Dear Sir or Madam - Dear [job title] (e.g. Sales Manager) | - Yours faithfully [UK] - faithfully yours, [US] - Yours truly [US] |
| formal you know the name | - Dear Mr Smith - Dear Dr Smith - Dear Ms Smith - Dear Mrs Smith - Dear Miss Smith | - Yours sincerely (UK) - Sincerely yours, [US] |
| | Full stops are not used after titles in British English, but they are in US English - Dear Mr Smith (UK) - Dear Mr. Smith, (US) | |
| | In British and US English, "Ms" is now preferred in business, as it does not specify the marital status - Mrs (married) - Miss (single) - Ms (neutral) | |
| informal you know someone well | - Dear John - Hi Angela - Angela | - Best regards - Regards - Best wishes - Take care |
| informal other | - Dear all - Hi | - Best regards - See you soon |

full stop Punkt
preferred bevorzugt
marital status Familienstand

TYPICAL PHRASES

(f) – formal (i) – informal

| Opening | Offering help |
|---|---|
| (f) - With reference to your email of 12 January, ... - Further to our discussion last week, ... - Thank you for ... (i) - How are you? Hope you are well. | (f) - If you <u>require</u> more information, we would be happy to ... - Would you like me to... / Shall I... (i) - Do you want ... |
| Reason for writing | Saying sorry |
| (f) - We are writing to ... - I am just writing to ... (i) - Just a short email to request confirm inform you ask if clarify ... | (f) - We must <u>apologize</u> for (not) ... / We deeply regret ... - I do apologize for ... (any <u>inconvenience</u> caused) (i) - I'm really sorry for / about ... |
| Good news | Attaching files |
| (f) - We are delighted to confirm that ... - You will be pleased to hear that ... (i) - I'm happy to ... | (f) - We are attaching.. / We <u>attach</u> ... - Please find attached ... (i) - I'm attaching ... / I've attached... |
| Bad news | Ending |
| (f) - We regret to inform you that ... - I am afraid that ... - Unfortunately, ... (i) - I'm sorry, but ... | (f) - Do not <u>hesitate</u> to contact us again if you require further assistance. - If you have any further questions, please contact me. (i) - Let me know if you need any more help. (i) - Thanks for your help. |
| Requesting | Positive final comment (all styles) |
| (f) - We would appreciate it if you could, ... - I would be <u>grateful</u> if you could.. (i) - Could you ... | - I / We look forward to meeting / seeing you next week. - I / We look forward to hearing from you. |

with reference to mit Bezug auf
further to mit Bezug auf
to confirm sth. etw. bestätigen
to clarify sth. etw. erläutern
we would appreciate wir wären Ihnen sehr verbunden
grateful dankbar

to require benötigen
to apologize sich entschuldigen
inconvenience Unannehmlichkeit(en)
to attach sth. etw. anhängen
to hesitate zögern

example em@ils

Here are some example emails that you can reuse. Adapt them to your needs with minor changes of words and facts.

ANNOUNCING ABSENCE (FORMAL)

Thank you for your e-mail. I am currently out of the office and will return on 14 October. If you need assistance during this time, please contact my deputy, John Smith, at jsmith@mustermann.com, or phone him on extension 456.

CONFIRMING A MEETING (FORMAL)

Thank you for the invitation to the meeting. I can confirm that 22 November is convenient for me. Could you please book a room for me at the Hilton, as usual? I look forward to seeing you.

in short

These short forms are often found in *informal* emails:

| | |
|-------|----------------------|
| AOB | any other business |
| ASAP | as soon as possible |
| BR | best regards |
| BTW | by the way |
| CC | copy; send a copy to |
| encl. | enclosed |
| re | reference |
| TBC | to be confirmed |
| TIA | thanks in advance |

INFORMING ABOUT CHANGES / DELAYS (INFORMAL)

Because of our sales meeting next week, I'm afraid I won't be able to make our meeting on Wednesday afternoon. Would it be all right with you if we moved the meeting back one day to Thursday, 22 November? Please let me know as soon as possible whether this will be convenient for you

REQUESTING INFORMATION (FORMAL)

I am writing to request a copy of your latest catalogue of management training products. Please could you also send me information on your language training courses.

ORGANIZING A MEETING (FORMAL)

I am writing to arrange our next sales meeting to discuss the new strategy for southern Europe. I propose 2-6pm on 22 November in Frankfurt. Please let me know as soon as possible if these times and dates are convenient.

the right format

Follow these guidelines to make your emails easy to read:

- maximum of 70-80 characters per line
- maximum of five lines per paragraph
- empty line between paragraphs
- maximum of 25 lines per e-mail
- numbers or bullets to list points

REMINDING (INFORMAL)

Just a quick note to inquire about the documents I asked you for on Tuesday— have you been able to find them? I'd appreciate it if I could have them by Friday at the latest, as I need them to prepare for my presentation.

dates

British English

date/month/year
22 November 2009
22/11/2009

American English

month/date/year
November 22, 2009
11/22/2009