

# Business English

WRITING EMAILS

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# Surprising statistics



## AVERAGE BUSINESS EMAILS

sent/received per day per person: 131 in 2020.

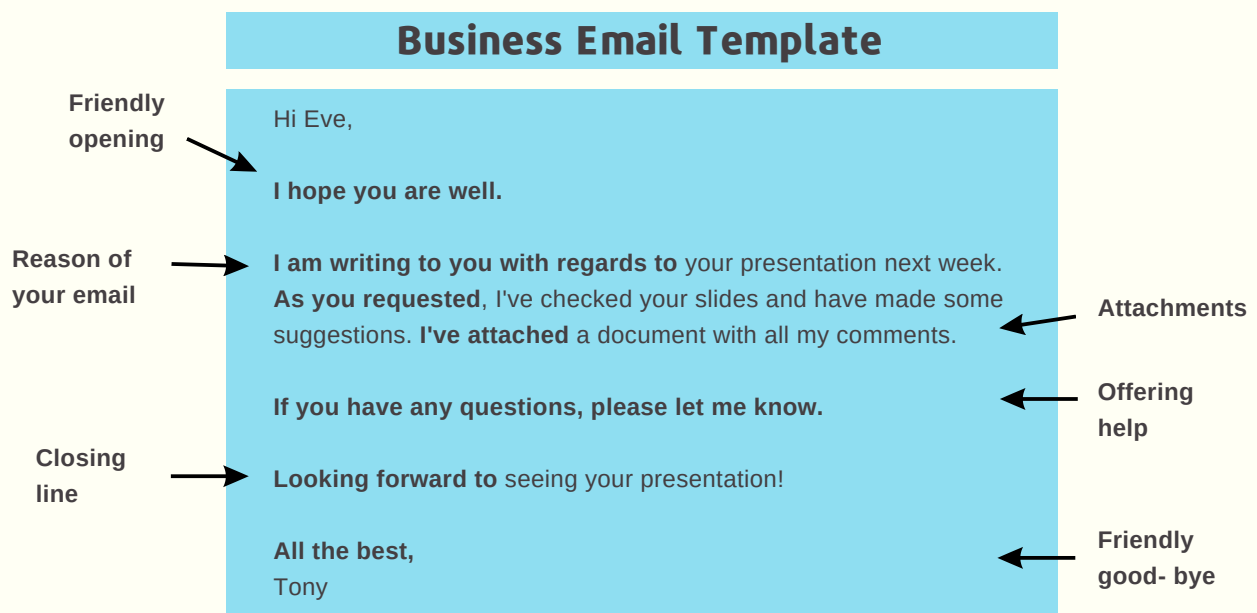
## NUMBER OF BUSINESS EMAILS

sent/received daily: 212 billion

## THE AVERAGE PROFESSIONAL

spends 28% of the workday reading and answering emails. For the average full-time worker in America, that amounts to a staggering 2.6 hours spent per day.

# Email template



# Email template

Most common sentences to use in emails

## GREETINGS

When it comes to greetings, it depends on how formal you need to be or if you know the name of the recipient or your write to company shared mailbox for example.

For very formal emails you can start for example as:

- Dear First name Last name
- Dear Mr. Last name
- Dear Mrs. Last name

When you don't know the recipient name:

- To whom it may concern
- Greetings

When you can be less formal:

- Hi
- Hello

When email is sent to larger group of recipients:

- Dear All

# Email template

Most common sentences to use in emails

## HOW TO START?

"I hope you..." - starting with this sentence you can add to it many different endings, depending on the context or email recipients. For example:

- I hope you are well
- I hope you had a great weekend
- I hope you enjoyed your holidays/ time off
- Hope this email finds you well (quite formal)

Reason of the email - simply explain shortly why you are sending the email.

This usually is the sentence starting with "I'm writing to ...", "I am contacting you...", "I wanted to let you know..." and a few other examples below:

- I'm writing to let you know... (to ask/ to confirm/to update you/to follow up on...)
- I'm contacting you regarding the meeting...
- I wanted to let you know that...
- This is just a friendly reminder ...
- This is just to let you know that....
- As agreed...
- As discussed...
- This email is to confirm that...
- We wish to inform you....
- Further to our call last week....

# Email template

Most common sentences to use in emails

## HOW TO START?

### Replying to email:

- Thank you for your email...
- Thank you for getting back to me...
- As requested in your email, I would like to...
- In reply to your email/request..
- I just received your email about/your request/...
- In regards to your email/your question/...
- Following up on your email...

### Apologizing (for late reply for example or something that happened):

- I apologize for my late reply..
- Sorry for my late reply... (less formal)
- I apologize for any inconvenience caused by...
- Please accept our apologies...
- I'm sorry it took me so long to reply/to get back to you on....

# Email template

Most common sentences to use in emails

## EMAIL BODY

### Information:

- Please see below for more information about
- Please see information below
- You can find more information at the attached document
- You can find more information under below link
- Please note...
- I would like to inform you that...
- Please keep me informed
- Please note...
- Please keep me in the loop (Thanks for keeping me in the loop)
- Here below details on
- Here are the details on...

### Attachments:

- Please find attached
- Attached is the document you asked for
- I've attached the file for your review
- The attached document contains explanation on...
- Attached is the file we discussed
- Please have a look at the attached file

# Email template

Most common sentences to use in emails

## EMAIL BODY

### Requests:

- Could you please...
- I would appreciate if you could...
- I would be grateful if you could....
- I was wondering if you could
- I would be very helpful if you could
- If possible, please...
- Would it be possible to...
- I would appreciate your attention/help...
- I was hoping you could...
- Would you mind....
- Could you give me an update on...
- Could you give me an estimate...

### Clarification:

- Could you provide/give more details about...
- Could you please clarify/explain....
- If I understood correctly, what you need is...
- In other words, would you like me to....



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## EMAIL BODY

### Asking for approval/asking questions:

- Please let me know if this is fine with you...
- What are your thoughts on....
- Waiting for your approval...
- Could you please confirm
- Questions - usually started with "Would" or containing "Would" (Would you?, How would you ...?, How could we...? Would it be...?)

### Giving negative answer:

- Unfortunately, we can't ...(we are unable to..)
- I'm afraid this won't be possible..
- I regret to inform you that...
- Due to XYZ, unfortunately we won't be able to...

### Giving positive answer:

- I'm pleased to let you know
- It's my pleasure to let you know

# Email template

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## EMAIL BODY

Follow up:

- As discussed
- As we discussed
- To follow up on
- Regarding XYZ
- In regards to
- On the topic of...

## CLOSING / ENDING

When expecting reply or action:

- Looking forward to hearing from you (I look forward to hearing from you)
- Please let me know if...
- Thank you in advance for....
- I would appreciate any feedback you can give me on this
- I would appreciate your help on...

# Email template

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## CLOSING / ENDING

### Offering help or additional information:

- Please let me know if you need any help on...
- If you have any additional questions, do not hesitate to contact me
- If you need more information
- Feel free to contact me
- Do not hesitate to contact me
- For more details please contact XYZ

### Apologizing:

- Please accept our apologies for (any inconvenience, for misunderstanding)
- Thank you for your understanding
- I'm sorry I couldn't be of more help

### Saying goodbye:

- Best regards
- Kinds regards
- Cheers
- All the best!
- Sincerely
- Yours sincerely
- Many thanks

# BONUS

## Acronyms at work

### ASAP

As soon as possible - tak szybko jak to możliwe

### FYI

For your information - do twojej wiadomości

### EoB

End of business, lub tez COB – close of business – czyli na koniec dnia biznesowego

### BTW

By the way - przy okazji

### FAQ

Frequently asked questions - najczęściej zadawane pytania

### TBC

To be confirmed - do potwierdzenia

### TBD

To be determined - do zdecydowania

### TBA

To be announced - do ogłoszenia/poinformowania niebawem

# Acronyms at work

## AFAIK

As far as I know - o ile mi wiadomo

## CRM

Customer Relationship Management – system do zarządzania relacjami z klientem

## NP

No problem - nie ma problemu

## IMO

In my opinion - moim zdaniem

## B2B

Business to business - relacje biznesowe pomiędzy dwiema firmami

## CDD

Contract delivery date - termin finalizacji kontraktu

## QA

Quality assurance- kontrola jakości

## KPI

Key performance indicator - kluczowy wskaźnik efektywności.

Używany głównie przy projektach lub jako wyznacznik wykonania zadań pracownika

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## RFP

Request for proposal - zapytanie o ofertę

# BUSINESS CLASS

KOMPLETNY KURS BIZNESOWEGO ANGIELSKIEGO

ETYKIETA I PSYCHOLOGIA W BIZNESIE  
POPARTE 20-LETNIM DOŚWIADCZENIEM

SUGEROWANY OD POZIOMU B1  
KURS PROWADZONY W JĘZYKU ANGIELSKIM

## Justyna

DOKTOR  
FILOLOGII ANGIELSKIEJ,  
TRENERKA KOMUNIKACJI  
W OBCYCH JĘZYKACH



## Konrad

BUSINESS ENGLISH NINJA,  
TWORZY ROZWIĄZANIA  
PRZYSPIESZAJĄCE  
NAUKĘ ANGIELSKIEGO

- NAUCZ SIĘ EFEKTYWNEJ KOMUNIKACJI W MIĘDZYNARODOWYM ŚRODOWISKU
- POZNAJ ZASADY I DOBRE PRAKTYKI BIZNESOWE
- **ZDOBĄDŹ WSKAZÓWKI, KTÓRE ZNACZNIE UŁATWIĄ CI AWANS**
- POCZUJ SIĘ PEWNIÉ PODCZAS SMALL TALKU
- OGLĄDAJ KIEDY CHCESZ – KURS DOSTĘPNY 24/7
- OPANUJ WSZYSTKIE SYTUACJE, Z KTÓRYMI NAJCZĘŚCIEJ SPOTYKASZ SIĘ  
W BIURZE: E-MAILE, SPOTKANIA, PREZENTACJE I NEGOCJACJE

Jedna z najbardziej opłacalnych inwestycji w ostatnim czasie  
Dzięki kursowi świetnie przygotowałam się do rozmowy o pracę,  
która zakończyła się sukcesem.

Bardzo polecam! Marta



### OPINIE UCZESTNIKÓW KURSU

To jest brylant wśród kursów.  
To nie jest kurs tylko językowy. To kurs biznesowy.  
Długo szukałam takiego produktu i mogę szczerze powiedzieć,  
że drugiego tak dobrego i tak szczegółowego kursu na rynku  
nie ma.

Polecam! Daria

