

E-Mail : Opening

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| Dear Mr. President, | Dear Mr. President, | Very formal, recipient has a special title that must be used in place of their name | Dear Sir, | Dear Sir, | Formal, male recipient, name unknown |
| Dear Madam, | Dear Madam, | Formal, female recipient, name unknown | Dear Sir / Madam, | Dear Sir / Madam, | Formal, recipient name and gender unknown |
| Dear Sirs, | Dear Sirs, | Formal, when addressing several unknown people or a whole department | To whom it may concern, | To whom it may concern, | Formal, recipient/s name and gender completely unknown |
| Dear Mr. Smith, | Dear Mr. Smith, | Formal, male recipient, name known | Dear Mrs. Smith, | Dear Mrs. Smith, | Formal, female recipient, married, name known |
| Dear Miss Smith, | Dear Miss Smith, | Formal, female recipient, single, name known | Dear Ms. Smith, | Dear Ms. Smith, | Formal, female recipient, name known, marital status unknown |
| Dear John Smith, | Dear John Smith, | Less formal, one has done business with the recipient before | Dear John, | Dear John, | Informal, one is personal friends with the recipient, relatively uncommon |
| We are writing to you regarding... | We are writing to you regarding... | Formal, to open on behalf of the whole company | We are writing in connection with ... | We are writing in connection with ... | Formal, to open on behalf of the whole company |
| Further to... | Further to... | Formal, to open regarding something you have seen from the company you are contacting | With reference to... | With reference to... | Formal, to open regarding something you have seen from the company you are contacting |
| I am writing to enquire about... | I am writing to enquire about... | Less formal, to open on behalf of yourself for your company | I am writing to you on behalf of... | I am writing to you on behalf of... | Formal, when writing for someone else |
| Your company was highly recommended by... | Your company was highly recommended by... | Formal, polite way of opening | | | |

E-Mail : Main Body

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| Would you mind if... | Would you mind if... | Formal request, tentative | Would you be so kind as to... | Would you be so kind as to... | Formal request, tentative |
| I would be most obliged if... | I would be most obliged if... | Formal request, tentative | We would appreciate it if you could send us more detailed | We would appreciate it if you could send us more detailed | Formal request, very polite |

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| | | | information about... | information about... | |
| I would be grateful if you could... | I would be grateful if you could... | Formal request, very polite | Would you please send me... | Would you please send me... | Formal request, polite |
| We are interested in obtaining/receiving... | We are interested in obtaining/receiving... | Formal request, polite | I must ask you whether... | I must ask you whether... | Formal request, polite |
| Could you recommend... | Could you recommend... | Formal request, direct | Would you please send me... | Would you please send me... | Formal request, direct |
| You are urgently requested to... | You are urgently requested to... | Formal request, very direct | We would be grateful if... | We would be grateful if... | Formal request, polite, on behalf of the company |
| What is your current list price for... | What is your current list price for... | Formal specific request, direct | We are interested in ... and we would like to know ... | We are interested in ... and we would like to know ... | Formal enquiry, direct |
| We understand from your advertisement that you produce... | We understand from your advertisement that you produce... | Formal enquiry, direct | It is our intention to... | It is our intention to... | Formal statement of intent, direct |
| We carefully considered your proposal and... | We carefully considered your proposal and... | Formal, leading to a decision regarding a business deal | We are sorry to inform you that... | We are sorry to inform you that... | Formal, rejection of a business deal or showing no interest in an offer |
| The attachment is in... | The attachment is in... | English: Formal, detailing with what program the recipient should open the attachment | I could not open your attachment this morning. My virus-checker program detected a virus. | I could not open your attachment this morning. My virus-checker program detected a virus. | Formal, direct, detailing a problem with an attachment |
| I apologise for not forwarding the message sooner, but due to a typing error your mail was returned marked "user unknown". | I apologise for not forwarding the message sooner, but due to a typing error your mail was returned marked "user unknown". | Formal, polite | For further information please consult our website at... | For further information please consult our website at... | Formal, when advertising your website |

E-Mail : Closing

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| If you need any additional assistance, please contact me. | If you need any additional assistance, please contact me. | Formal, very polite | If we can be of any further assistance, please let us know. | If we can be of any further assistance, please let us know. | Formal, very polite |
| Thanking you in advance... | Thanking you in advance... | Formal, very polite | Should you need any further information, please do not hesitate to contact me. | Should you need any further information, please do not hesitate to contact me. | Formal, very polite |

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| I would be most grateful if you would look into this matter as soon as possible. | I would be most grateful if you would look into this matter as soon as possible. | Formal, very polite | Please reply as soon as possible because... | Please reply as soon as possible because... | Formal, polite |
| If you require any further information, feel free to contact me. | If you require any further information, feel free to contact me. | Formal, polite | I look forward to the possibility of working together. | I look forward to the possibility of working together. | Formal, polite |
| Thank you for your help in this matter. | Thank you for your help in this matter. | Formal, polite | I look forward to discussing this with you. | I look forward to discussing this with you. | Formal, direct |
| If you require more information ... | If you require more information ... | Formal, direct | We appreciate your business. | We appreciate your business. | Formal, direct |
| Please contact me - my direct telephone number is... | Please contact me - my direct telephone number is... | Formal, very direct | I look forward to hearing from you soon. | I look forward to hearing from you soon. | Less formal, polite |
| Yours faithfully, | Yours faithfully, | Formal, recipient name unknown | Yours sincerely, | Yours sincerely, | Formal, widely used, recipient known |
| Respectfully yours, | Respectfully yours, | Formal, not widely used, recipient name known | Kind/Best regards, | Kind/Best regards, | Informal, between business partners who are on first-name terms |
| Regards, | Regards, | Informal, between business partners who work together often | | | |