

**1 Being social:**

- *I hope you had a good weekend.*
- *I hope you had a great trip.*
- *Hope you had a nice break.*
- *I hope you are well.*
- *I hope all is well.*
- *Hope you're enjoying your holiday.*
- *I hope this email finds you well.*
- *I hope you enjoyed the event.*
- *I'm glad we had a chance to chat at the convention.*
- *It was great to see you on Thursday.*
- *It was a pleasure to meet you yesterday.*

**2 Emailing first:**

- *I am writing to you about our last meeting/your presentation yesterday/our next event.*
- *I am writing to you with regards to/regarding/concerning/in connection with...*
- *I am writing to ask/enquire/let you know/confirm/check/invite you to/to update you on/ask for a favour...*
- *I am writing you to follow up on...*
- *I am contacting you to inform...*
- *I am reaching out because...*
- *This is just a quick note to...*
- *This is just a quick reminder...*
- *I wanted to let you know that...*
- *May I take a moment of your time to... (very formal)*
- *It's [Your Name] from [Your Company].*
- *This email is just to let you know that...*

**3 Replying:**

- *I just got your request for...*
- *I just read your email about...*
- *As we discussed, I would like to send you...*
- *Thank you for your email about...*
- *Thanks for your email this morning/yesterday/on Wednesday/last month...*
- *Thanks for your feedback on/your invitation/your suggestion*
- *Thanks for sending/asking about/attending*
- *Thanks for your quick reply.*
- *Thanks for getting back to me so quickly.*
- *Thank you for reaching out (to me).*

**4 Apologizing:**

- *Thanks for your patience.*
- *Sorry for my late reply.*
- *Sorry it took me this long.*
- *Sorry it's been so long since my last email.*
- *I was sorry to hear about...*
- *Please accept our apologies for any inconvenience caused.*

**5 Attachments and information:**

Are you the one emailing first? Try these:

- *I've attached...*
- *Please find [file] attached.*
- *I'm enclosing [file].*
- *Please see the information below for more details about...*
- *The parts in bold/red are my comments/are the changes we made.*
- *Here's the document that you asked for,*
- *I've attached [file] for your review.*
- *I'm sending you [file] as a pdf file.*
- *The attached file contains...*
- *Could you please sign the attached form and send it back to us by [date]?*
- *Here's the [document] we discussed.*
- *[file] is attached.*
- *Please take a look at the attached file.*
- *Take a look at the [file] I've attached to this email.*
- *I've attached [file].*
- *More information is available at [www.website.com](http://www.website.com).*
- *Please note that...*

**6 Requests and enquiries:**

- *Could you please...?*
- *Could you possibly tell me...?*
- *Can you please fill out this form?*
- *I'd really appreciate it if you could...*
- *I'd be very grateful if you could...*
- *It would be very helpful if you could send us/me...*
- *I was wondering if you could/if you would be able to...*
- *If possible, I'd like to know (more) about...*
- *Please find my two main questions below.*

**7 Asking for clarifications:**

- *I didn't/don't fully understand [something]. Could you please explain that again?*
- *I didn't quite get your point about [something]. Could you be more specific?*
- *Could you repeat what you said about...?*
- *Could you give us some more details on...?*
- *If you could please shed some light on this topic, I would really appreciate it.*
- *Could you please clarify [something]?*
- *Could you please clarify when you would like us to finish this?*
- *When exactly are you expecting to have this feature?*
- *Here are the details on...*
- *Could you please clarify what you would like us to do about...?*
- *If I understood you correctly, you would like me to...*
- *What exactly do you mean by [something]?*
- *Could you explain what you mean by [something]?*
- *In other words, would you like us to...*

**8 Sharing information:**

- *Thank you for letting me know.*
- *Thank you for the heads up.*
- *Thank you for the notice.*
- *Please note...*
- *Quick reminder...*
- *Just a quick/friendly reminder that...*
- *Thank you for sharing.*
- *I'd like to inform you that...*
- *Just a quick heads up -*
- *Thanks for keeping me in the loop.*
- *Please keep me informed/posted/updated/in the loop.*

**9 Getting and giving approval:**

- *Please let me know if this is OK with you.*
- *What are your thoughts (on this)?*
- *What do you think?*
- *Please let me know what you think.*
- *We just need the thumbs up/the green light. (=we're waiting for approval)*
- *You (totally) have the green light!*
- *He approved of it, so you can go ahead with the project.*

**10 Scheduling:**

- *I'd like to schedule a meeting on [day] if you are available/free then.*
- *I am available on [day], if that's convenient for you.*
- *Would you be available on [day]? If so, I'll send you an invite shortly.*
- *Can you make it on [day]? If so, I'll book accordingly.*
- *I'm afraid I can't make it on [day]. How about...?*
- *(Due to...) I'm afraid we need to reschedule/delay/postpone/put back/cancel/call off/move/rearrange our meeting.*
- *We are sorry to inform you that the interview/meeting scheduled for [day] will have to be rescheduled.*

**11 Giving bad news:**

- *Unfortunately, ...*
- *Unfortunately, we cannot/we are unable to ...*
- *I'm afraid it will not be possible to...*
- *Unfortunately, I have to tell you that...*
- *I'm afraid that we can't...*
- *We regret to inform you that...*
- *I regret to inform you that (due to...) ...*
- *After careful consideration we have decided (not) to ...*
- *Due to [reason], it won't be possible to...*
- *It's against company policy to...*
- *I tried my best, but...*
- *Despite my best efforts, ...*
- *I can't see how...*
- *I'm sorry but it's out of my hands.*
- *I'm afraid I won't be able to...*
- *I'm sorry to tell you that...*

**12 When something is expected:**

Do you need a reply? Are you asking for a favour or you are meeting soon? These sentences are

perfect for those moments!

- *Looking forward to hearing from you soon.*
- *I look forward to hearing from you soon.*
- *Please let me know if this works/if you are available/if that sounds good/if you can/if you can help/if you need to reschedule...*
- *I look forward to seeing/meeting you.*
- *See you on Thursday/next week.*
- *Thanks.*
- *Thank you in advance.*
- *Thank you for everything.*
- *Cheers. [informal; more common in the UK and Australia]*
- *Any feedback you can give me on this would be greatly/highly/much appreciated.*
- *If you could have it ready by tomorrow/the end of next week, I would really appreciate it.*
- *I would appreciate your help in this matter.*

FUNCTIONS FOR GENERAL USE

<p><b>Suggesting – Direct</b></p> <p>I suggest....          We propose that ....          We are convinced that ...</p> <p><b>Suggesting – Indirect</b></p> <p>It might be better to ...          Say you were to ...          Suppose we ...</p> <p><b>Giving Advice - Impersonal</b></p> <p>It might be wise to ...          It might be better to ...          Do be sure to ...          What ever you do, don't ...</p> <p><b>Giving Advice – More personal</b></p> <p>If I were you I'd ...          I think you ought to ...          If you ask me, you'd better ...          I would advise against ... +ing</p> <p><b>Likes</b></p> <p>I'm very keen on ....          I'm very fond of ....          I have a soft spot for ....</p> <p><b>Dislikes</b></p> <p>... is not my idea of fun.          ... is not my cup of tea.          I'm not keen on ...          +ing... isn't really my thing.          I dislike</p> <p><b>Indifference</b></p> <p>It's all the same to me whether or ...          I don't mind at all.          It doesn't matter to me.          It makes no odds (whether)</p> <p><b>Expressing Agreement / Disagreement - Less formal</b></p> <p>Sounds good to me.          I like that sound of that.          Couldn't agree with you more.          Great idea.</p> <p>I'm not too keen on...          I don't think much of...</p>	<p><b>Certainty / Probability / Possibility</b></p> <p>It's bound to ...          It's inevitable that...</p> <p>There is a good chance that ...          The chances are that ...          It's (quite) likely that ...          .... could very well ....          I wouldn't be surprised if ...</p> <p>It's possible that ...          .. could ...          It may be that ...</p> <p><b>Doubt / Improbability / Impossibility</b></p> <p>I doubt if...          I have my doubts about ...+ing          ...is anyone's guess.          It's touch and go whether ....</p> <p>It's unlikely that ...          It's highly improbable that ...</p> <p>... is out of the question.          We couldn't possibly.          ... is unthinkable.</p>
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FUNCTIONS FOR MEETINGS

<p><b>Asking for an opinion</b>          What's your opinion of...?          What are your thoughts on ...?          What do you think of...?          I'd like to hear your views on...?          I wonder if you'd like to comment, Mrs Jung?</p> <p><b>Giving opinions</b>          I'm absolutely convinced...          I'm certain that...          In my opinion...          As I see it,...          As far as I'm concerned....          It seems to me that ...          I would say that...          If you ask me...</p> <p><b>Answering without giving an opinion</b>          It depends on your point of view          It depends on what you mean by...          It's difficult to say whether...</p> <p><b>Commenting</b>          That's interesting.          Good point.          I see what you mean.</p> <p><b>Advising and suggesting</b>          Let's...          We should...          Why don't you / we ...          How about...          I suggest / recommend that...          I think we have to...          There's no alternative but to...          Perhaps we could consider...          We should think about...</p> <p><b>Expressing agreement</b>          I agree entirely with your point of view.          I'm of exactly the same opinion.          I think you're right.          I would tend to agree with you on that.          I agree with you on the whole, but it could be said that...          I really can't agree with you on that.          I agree up to a point, but...          To a certain extent I agree with you, but...          You have a point there, but...</p> <p><b>Expressing disagreement</b>          I totally disagree with you.          I really can't agree with you on that.          I can't say that I share your view.          I really must take issue with you there.          I agree up to a point, but...          You have a point there, but          To a certain extent I agree with you, but...</p>	<p><b>Interrupting</b>          May I interrupt you for a moment?          Excuse me for interrupting.          Sorry to interrupt, but...          If I could just come I here.</p> <p><b>Commenting</b>          I wonder if I could comment on that last point?          Excuse me, but I'd just like to point out that ...          I'd like to add something here, if I may?</p> <p><b>Coming back to a point</b>          As I was saying...          Coming back to what I was saying...          If I could continue...</p> <p><b>Finishing what you want to say</b>          If I might just finish...          With respect, I should like to finish the point I was making...          If you would allow me to continue...</p> <p><b>Asking for confirmation</b>          If I've understood you correctly, you're saying that ...?          When you say ..., do you mean that ...?          Are you saying that ...?</p> <p><b>Asking for repetition</b>          I'm afraid I'm not quite clear what you mean by that.          I'm sorry, I didn't quite follow what you said about ...          I'm afraid I didn't quite get/catch your last point. Could you go over that again, please?</p> <p><b>Correcting misunderstandings</b>          We seem to be talking at cross purposes.          I think you've misunderstood me.          That isn't quite what I meant.</p> <p><b>Re-phrasing</b>          Sorry, I'm probably not making myself clear.          Let me put it another way ...          Perhaps I should make that clearer by saying ...          Allow me to rephrase that.</p>
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FUNCTIONS FOR PRESENTATIONS

Function	Language
Introducing the subject	I'd like to start by... Let's begin by... First of all, I'll... Starting with... I'll begin by...
Finishing one subject...	Well, I've told you about... That's all I have to say about... We've looked at... So much for...
...and starting another	Now we'll move on to... Let me turn now to... Next... Turning to... I'd like now to discuss... Let's look now at...
Analysing a point and giving recommendations	Where does that lead us? Let's consider this in more detail... What does this mean for ABC? Translated into real terms...
Giving an example	For example,... A good example of this is... As an illustration,... To give you an example,... To illustrate this point...
Dealing with questions	We'll be examining this point in more detail later on... I'd like to deal with this question later, if I may... I'll come back to this question later in my talk... Perhaps you'd like to raise this point at the end... I won't comment on this now...
Summarising and concluding	In conclusion,... Right, let's sum up, shall we? I'd like now to recap... Let's summarise briefly what we've looked at... Finally, let me remind you of some of the issues we've covered... If I can just sum up the main points...
Ordering	Firstly...secondly...thirdly...lastly... First of all...then...next...after that...finally... To start with...later...to finish up...

FUNCTIONS FOR NEGOTIATIONS

<p><b>INTRODUCING POSSIBILITIES:</b></p> <p><b>If we</b> accepted your price <b>would you</b> extend our credit period?</p> <p><b>If we were to</b> extend the warranty <b>would you be willing to</b> place a bigger order?</p> <p><b>What would you say if</b> we reduced the price by 2%?</p> <p><b>ASKING THE OTHER SIDE TO CONSIDER OPTIONS:</b></p> <p><b>Would you agree to</b> pay for transportation?</p> <p><b>Would you be willing to</b> discuss alternative materials?</p> <p><b>Would you consider</b> lowering your base price?</p> <p><b>INDICATING AREAS OF AGREEMENT:</b></p> <p><b>We would be willing to</b> accept your proposal concerning the re-scheduling.</p> <p><b>If</b> the price were lower <b>we would agree to</b> this method of payment.</p> <p><b>We wouldn't be against</b> such an idea.</p> <p><b>ASKING FOR A RESPONSE TO A SUGGESTION:</b></p> <p>What do you say?          What do you think?          How about that?          Is that acceptable?</p> <p><b>STATING PREFERENCES:</b></p> <p><b>We'd prefer it if</b> the agreement included maintenance.</p> <p><b>We'd rather</b> have a full guarantee.</p> <p><b>ESTABLISHING POINTS OF VIEW</b></p> <p><b>INTRODUCING YOUR POINT OF VIEW</b></p> <p>I'd like to explain our position.          Let me explain how we see this matter.</p> <p><b>EXPRESSING YOUR POINT OF VIEW</b></p> <p><b>What's important to us</b> is getting the work completed on time.</p> <p><b>Our main concern is</b> keeping our production costs to a minimum.</p> <p><b>What concerns us</b> is the extra time necessary to make these changes.</p>	<p><b>ASKING THE OTHER SIDE TO UNDERSTAND YOUR POSITION</b></p> <p>Please understand our point of view          Please understand our position          I hope you appreciate our point of view</p> <p><b>IDENTIFYING AND COMPARING DIFFERENT ISSUES</b></p> <p>Price is <b>only one factor</b>. Reliability is also important. It's not the cost <b>that really concerns us</b>.</p> <p><b>From our point of view</b>, price is not so important as delivery.</p> <p><b>CONFIRMING THE OTHER SIDE'S POINT OF VIEW</b></p> <p><b>It seems your main concern is</b> recovering your losses</p> <p><b>You are more concerned with</b> quality than price. <b>Am I right?</b></p> <p><b>ASKING ABOUT THE OTHER SIDE'S POINT OF VIEW</b></p> <p>I'd like to know what is important to you.          I'd like to know what benefits you hope to get from this.</p> <p><b>ULTIMATUMS</b></p> <p><b>Either you</b> lower the price, <b>or</b> we'll have to look for another supplier.</p> <p><b>If we can't agree on</b> this, <b>then we have no choice but to</b> cancel our order.</p> <p><b>If you won't agree on</b> this point, <b>there's no point in</b> continuing this discussion.</p> <p><b>We have to insist on this point.</b></p> <p><b>ENDING AN AVENUE OF DISCUSSION</b></p> <p><b>I'm not prepared to</b> offer further discounts</p> <p>I'm sorry, but this point is <b>not subject to negotiation</b></p> <p>I'm sorry, but that is <b>out of the question</b></p> <p>That's <b>not negotiable</b></p> <p><b>REFUSING TO MAKE A COMMITMENT</b></p> <p><b>I'm not making any promises, but</b> I'll consider your proposal</p> <p><b>I can't promise that.</b></p> <p><b>I'm not able to guarantee that.</b></p>
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