

Writing Letters

Phrases

Starting a letter

- Thank you for your letter of 12 August, in which you ...
- I am writing to you about your offer for ...
- With reference to our meeting, I would like to ...
- Further to our meeting, we would like to ...

Good news

- We are pleased to inform you that ...
- We are pleased to announce ...
- It is our pleasure to ...

Bad news

- We regret to inform you that ...
- I am sorry to inform you that ...
- I am afraid that ...

Confirmation

- We would like to confirm ...
- I wish to confirm ...
- We are pleased to confirm that ...

Requests

- Could you please ...
- We would be grateful if you could ...
- We would appreciate it if you could ...

Orders

- We are able to quote you a price of ...

- We can offer you a discount of ...

Complaints

- I am writing to complain about ...
- Please ensure that this does not happen again.

Apologies

- Please accept our apologies for ...
- We apologize for any inconvenience this has caused you.

Enclosures

- Please find enclosed/attached ...
- I am enclosing ... for your information.
- As you will see from the enclosed brochure, ...

Arrangements

- Please let me know if ... suits you.
- Please let me know if ... would be convenient.

Final comments

- We look forward to hearing from you.
- We are looking forward to meeting you.
- Thank you in advance for your help.
- If you have any further questions, please do not hesitate to contact us.

Linking words and phrases

Regarding: This word is often used at the beginning of letters, as is the word „concerning“. The „-ing“form enables you to link your thanks with the contents of the letter, phone call, etc., to which you are referring.

Although: Used to contrast two ideas within one sentence. Other (less simple) possibilities are „even though“ and „despite the fact that“ (obwohl).

However: Normally used to contrast an idea with one in the sentence before. The word can also be placed in the middle of the sentence. (aber, jedoch)

So: Used to introduce the result of a previous action or statement. (deshalb, also)

Specifically: An adverb that offers more details about something just mentioned (konkret)

Also: A way of introducing more information. Alternatives: „in addition“, „furthermore“ (des Weiteren)

In spite of: Again, used to contrast two ideas in one sentence. An alternative ist „despite“. (trotz)

Which: A relative pronoun referring back to things or ideas mentioned just before.

Nevertheless: Used like „however“ to contrast two sentences. Normally found at the beginning of sentences. (nichtsdestoweniger)