

Referring to previous correspondence

- In reply to your email of 10 November, we **wish to inform** you that ...
- Thank you **for getting in touch** regarding...
- **Regarding your question** about / concerning ...
- **In response to your questions**, ...
- With **reference to our meeting** last week,...
- **Further to our meeting**,
- Here is the **information you requested**: ...
- **As requested**, I am sending you ...
- **Below you will find** my / our responses to your points regarding ...
- Here are **the answers to your questions** point by point:
- **As agreed**, please find attached ...

Copying someone on your email

Aim for transparency and let the recipient know if you have copied someone else on the email. This can be done in two ways:

Either signal in the salutation that someone has been copied on the email:

- Dear X (**cc Y**),
- Dear students (**cc teachers**),

Or state it in the running text:

- I **have copied** Dr X, our Director of Studies, on this email.
- I **have cc'd** my colleague X, who will get in touch with you shortly.
- I've **cc'd** Barbara on this email.

Forwarding an email

When you forward an email to someone else, inform the original writer that their email has been forwarded and to whom you have sent it:

- I **have passed on** your **enquiry** to X who is in charge of...
- I **have sent** your email to our **administrator** who will be able to help you. If you **have any further questions**, please **contact him at** [email address]

Forwarding the email, add a message informing the new recipient about the context of the forwarded email:

- I am forwarding the email below to you, **hoping you will be able to reply to the student's questions.**
- I have received some questions about XX (see below). As I am **no longer on the committee for X**, **could I ask you to please respond to the email below?**
- I received the following email and **hope you will be able to get in touch with XX.**

Attaching a document to your email

Whereas the verb *enclosed* is common in traditional communication, *attached* is preferred in email communication:

- I **have attached** the report **to** this email.
- Please **find the report attached to** this email.
- **In the attached document**, you **will find** my comments on your text.
- You **will find the minutes** from the staff meeting **in the attached file.**

Saying thank you

- Thank you **for sending** me ...
- Thank you **for your interest in** ...
- Many thanks **for your email informing us** that ...
- I **would like to express my thanks** for...
- I **would like to convey my gratitude** for the work ...

Asking for help / further information

- **Could you please provide more details concerning...?**
- **Could you please send me the ...?**
- **I am afraid I do not understand...**
- **Any additional information would be greatly appreciated.**
- **I would be grateful if you could...**
- **It would be very helpful if you could send us...**
- I am **interested in receiving...**

Offering further help

If you wish to invite your correspondent to ask for further help, sentences like these can be used:

- Please **do not hesitate to contact me/us** should you need **any further assistance.**
- If you **need any further help on this matter**, do not hesitate **to get in touch.**
- Please **let us know if you need** any help.

- Please **get in touch** if you have any questions.

Indicating that you need an answer

Depending on the level of formality and the situation, there are various ways of politely indicating that you need an answer to your email.

If you have not received a reply by a previously stated deadline:

- This is **a gentle reminder** to **please notify** me when...
- **I am sorry if my previous email was unclear**. In order to XXX, we would need X by now. Please get in touch so that we know if / to confirm ...

If you have already asked for a response but not heard back from the recipient and you now need a response:

- **As this is a matter of some urgency, I would appreciate a reply as soon as possible.**

Note that ***at your earliest convenience*** is a polite way of telling the recipient that you wish them to respond without delay:

- We **look forward to hearing from you at your earliest convenience**.

Some more examples (**informal**):

- **Sorry to bother you**, but could you please ...
- I am sorry if I have missed your reply; could you please let me know...

Stressing something

The first phrase (***Please note that...***) is more neutral than the last two which both signal that what you write is not negotiable:

- Please **note that further information is available** on our homepage / in the attached compendium.
- **Let me stress that** the deadline was last week and that we late submissions will not be assessed.
- **I would like to clarify** that ...

If you cannot attend a meeting

After having apologized for not being able to attend a meeting, writers often add a sentence offering some compensation, such as submitting information or rescheduling.

- Thank you for inviting me to your meeting next week, but **regrettably** I **will not be able to attend**. **However**, if there is **any information you would like me to send** you before your meeting, please let me know.
- I am **sorry to inconvenience you with regard to our upcoming meeting**, but I am afraid I cannot make it on 15 March. I will be available later the same week, if rescheduling the meeting is an option.

Writers who wish to give a reason for not being able to attend, often use phrases like these:

- ...**due to** time constraints...
- ...**due to** a prior engagement...

Apologizing

When apologies are offered, they need to be clear and to-the-point:

- We **regret to inform you** that due to covid restrictions, we are unable to...
- As a result of [recent cutbacks / unforeseen circumstances], I **regret that**...
- Thank you for telling us about ... **We apologize on behalf** of....
- I **apologize for any inconvenience** caused by...

If you have not responded to an email, etc., the following sample sentences might be useful:

- My **sincere apologies** for responding late; we receive large numbers of emails in early September.
- I **only just realized** that I have not responded to your query. I **sincerely apologize**.
- I **apologize for** not answering sooner.