

Typical phrases in formal, informal and semi-formal letters

	Formal	Semi-formal	Informal
Opening	Dear Sir or Madam, Dear Mr./Ms. <last name>,	Dear <first name>, Dear Mr./Ms. <last name>,	Hello <first name>, Dear <first name>,
First Contact	I am writing to · enquire about... · make a reservation... · apply for the position of... · confirm my booking... · ask for further information about inform you about... · complain about I am writing regarding the sale of	I am writing to · ask... · confirm about... · let you know... This is to invite you to join us for...	I would like to · find about... · share with... · tell you... I was wondering if you could... Would you mind...? Do you think you could ...?
Referring to previous contact	With reference to our... Following our telephone... We acknowledge receipt of... As arranged ...	Thank you for your letter (dated) I was given your name by... We have received... As mentioned in my letter... Mr. X suggested to contact you.	Received your message (dated)
Giving good news	We are delighted / pleased to inform you that... It may have come to your attention that ... We are glad to hear that... You will be pleased to learn that ...	I have some great news about... You may be interested to know... I was incredibly happy to learn that... I was thrilled to find out that...	Great news!
Giving bad news	We regret to have to inform you that... ...	I regret to inform you that... I am sorry about... Unfortunately, we are unable to... I am afraid it would not be possible to ...	Sorry, but... I am afraid I have some sad news.
Making an offer	If you wish, I would be happy to... Our company would be pleased to grant ... To mark the occasion, we are making a special offer to you	We are offering... We are able to offer you.. Would you like me to...? Would you like us to...? We would be happy to ... We are quite willing to ...	Shall I...
Making a request	We would be grateful if you... We would appreciate it if you would ... In addition, I would like to receive ... It would be helpful if you...	Would you please send me...? I would appreciate your immediate attention...	I am interested in (obtaining / receiving) ... Could you...? Please, can you...?

Refusing an invitation	<p>After careful consideration we have decided (not) to ...</p> <p>We are not in the position to accept...</p> <p>Much to our regret..</p>	I will not be able to come...	I cannot attend because...
Apologizing	<p>I would like to apologize for...</p> <p>Please accept my apologies.</p> <p>Please accept my sincere apologies.</p> <p>I apologize for the inconveniencen that...</p>	<p>I am sorry for/about...</p> <p>Please forgive me for...</p> <p>I'm afraid I can't..</p>	<p>Sorry, but...</p> <p>Apologies, but I am sure you will understand...</p>
Complaining	<p>We regret to inform you that our order is overdue...</p> <p>I would like to query the transport charges which seem unusually high...</p>	<p>I am writing to express my dissatisfaction with...</p> <p>I am writing to express my annoyance with...</p>	<p>I am not happy about...</p> <p>...was very disappointing.</p>
Closing Remarks	<p>If you have any further questions, please do not hesitate to contact me...</p> <p>If I can be of any further assistance,</p>	<p>If you have any questions, contact...</p> <p>Please do not hesitate to contact us if you require further information.</p> <p>For further details ...</p>	<p>Call/Mail me in case needed...</p>
Referring to future contact	<p>I look forward to hearing from you...</p> <p>I would appreciate a reply...</p> <p>An early reply would be appreciated.</p>	<p>Looking forward to hearing from you</p> <p>Thanking you once again for your help.</p>	<p>See you soon...</p>
Thanking	<p>Please accept our warmest thanks for ...</p> <p>It was most kind of you to offer us...</p> <p>We would like to express our gratitude for...</p>	<p>Thanking you in advance.</p> <p>I cannot thank you enough.</p> <p>I am extremely grateful for...</p> <p>I very much appreciate your</p>	<p>Thanks.</p> <p>Thank you.</p> <p>Thanking you in advance</p> <p>Thank you very much.</p>
Attachments	<p>Please find attached/enclosed...</p> <p>Enclosed is ...</p>	I am attaching...	Attached is...
Sign off	<p>Yours faithfully,</p> <p>Yours sincerely,</p> <p>Yours truly,</p> <p>Cordially,</p>	<p>Kind regards,</p> <p>Best regards,</p>	<p>Best wishes,</p> <p>Take care,</p> <p>Your friend,</p> <p>Yours,</p> <p>See you soon,</p>