

LETTERS : Key sentences



RE: your order # 345

Dear Sir/Madam/Mr Brown/Mrs Brown

Dear John

In reply to your letter of January 3rd...

Further to our telephone conversation...

I am writing to confirm .../ to enquire = have information about.....

Thank you for your letter/your message.

I am pleased to inform you that.....

Please note that...

We regret to let you know that....

I am sorry to hear that....

We apologise for the inconvenience.

I would appreciate if you could send us.../ arrange....

Could you please confirm that everything is alright?

Could you please inform us of .../ notify the shipping department?

Thank you in advance for your help in this matter/ for what you can do.

As requested, you will find enclosed a brochure presenting....

Please find attached the Word file of my CV.

As you will see from the enclosed brochure.....

If you need further information concerning do not hesitate to contact us.

If you have any queries, please let me know.

I am looking forward to hearing from you.

Encl : literature on our range of products

Yours sincerely

Best regards