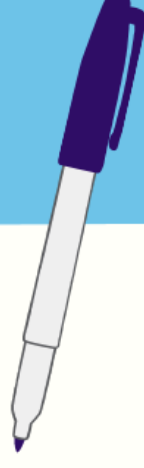


EMAILS PART 1



You can start like this:

Dear Mr Williams,
Dear Sir, (never Dear Mr!!)
Dear Madam,
Hello...../ Good Morning(Close contact)



Opening:

- **Thanks/Thank you for you:**

Message/letter of 10th April/ order reference
125/email/call

- **I am writing to:**

Enquire about your price/enquire about delivery// To
apologise for / confirm/
ask for information about / remind you about / reply to your
question/
check the following details

- **With reference to your:**

E-mail dated 15th May, 2010 / Fax dated 14/06/2010

Requesting:

Could you please:

Send us the data/ send us the price list/ send us the
details

Agreeing:

I would be very happy to
We would be delighted to

Disagreeing:

I'm afraid that we cannot
I'm sorry to say that it is impossible to.....
Unfortunately we are unable to.....

