

Business Email Cheat Sheet:

Take one sentence from each column to write your email: Dear Tim,...

first sentence	topic sentence	good or bad news	attachments	requesting action	final sentence
I hope this email finds you well.	I'm writing to...	I'm happy to...	(As discussed) Find attached...	Let's...	Looking forward to...
Thank you for your... ...email	...enquire about...	...tell you that...	... the specifications of...	Please let me know...	/ I look forward to...
...prompt response	...confirm the times for...	...announce	...the zip-files that you wanted	...which days are suitable for you.	/ I'm looking forward to...
...speedy reply	...remind you that...	I'm terribly sorry but we'll have to ... / I'm really sorry we have to...	...a pdf document containing information about/on...	...what you prefer	...hearing from you
...suggestion	...suggest...	...bring forward	...the latest sales figures	...if you'll be able to	...meeting you next week / etc
...interest in our products.	...let you know that...	...move the date of...	See attached.	...if you need any help	...the conference
...interest in working with us.	...ask you to send me some information about...	I'm afraid...	I'm attaching...	...additional information	...our meeting
...enquiry	...complain about...	...we won't be able to conduct...	You'll receive information on ... in a separate email.	...what time is convenient for you	Hope to hear from you soon.
...reminder	..cancel...	...I won't be able to attend...	(=You'll get information on...)	...when you arrive at TXL and I'll pick you up.	Thank you for your help / support / etc.
...request	Here are my suggestions / thoughts / notes for...	We'll be able to / We won't be able to...		If there's anything I can do for you, just let me know.	Have a nice weekend.
...thank you for...	Here's...	...supply...		Just give me a ring when / if...	I'd appreciate a reply asap.
Sorry to keep you waiting (for so long).	...what you need to do:...	...deliver the goods before Apr 4th.		Could you tell me if...	Feel free to get in touch with any questions.
I'm (terribly) sorry about the delay.	...some information on...	Fortunately,...		Just let me know if / when / why / how / who / where / etc...	I'll get back to you soon / next week / etc.
Thank you for your email; sounds like a plan.	Regarding..., I just wanted to let you know that...	Unfortunately,...		Just ping me if/when...	So, basically, what I'd recommend is ...
It was great connecting with you last week at the trade fair.	FYI:...				Hope this helps.
I really like your idea to...	Tuesday is good for me.				
	Just a quick email to say...				
	I'd like to share a few thoughts with you about...				
	I wanted to follow up on our brief discussion on...				

(kind) regards

word list

to announce	bekannt geben
to attend	besuchen, beiwohnen (Konferenz etc)
to bring forward	nach vorne verlegen
to conduct	durchführen
to confirm	bestätigen
to contain	beinhalten
convenient	angenehm
to enquire about	anfragen (wegen)
enquiry	Anfrage
FYI	=for your information
to postpone	nach hinten verschieben
prompt response	schnelle Antwort
regarding	bezüglich, wegen
reminder	Erinnerung
request	Bitte, Wunsch
speedy reply	schnelle Antwort
suitable	passend
to suggest	vorschlagen
suggestion	Vorschlag
thoughts	Gedanken

writing time expressions

- weekday: on Wednesday / on Saturday / etc
(but: at the weekend)
- month+year: in February 2017
- the date:
 1. 23 Feb 2020
 2. 23rd Feb 2020
 3. Feb 23rd, 2020
 4. the twenty-third of February, 2020
- month only: in February
- year only: in 2017

e.g.: Let's meet on Monday.
Let's meet in February.
Let's meet on Feb 23rd, 2020.

adverbial time expressions

- recently = kürzlich, vor Kurzem
- the week before last = vorletzte Woche
- after that; afterwards = danach
- before that; previously = davor

sample-email

Dear Tim, Alan, and Sarah,
I hope this e-mail finds you all very well!
I'm writing to you to remind you that we will have a
"refresher workshop" in February/March.
Here are my suggestions for this one-day workshop:

- 25 Feb
- 13 March
- 26 March

Can you let me know what day you prefer by 10 Feb,
please? And please let me know if there's anything
in particular you want to deal with during the work-
shop.

Looking forward to hearing from you.

Kind regards

Karin

more functional language**recommendations**

Why don't you...?
I don't think you should...
Oh, you must...
You might want to...
(If I were you) I would...
What I would do is, I'd...
It's just that I think...
You could (possibly / perhaps)...

Complaining

I'm writing to complain about...

We're not happy with (how...)

Apologies

Please accept my apologies.

I'm sorry I cannot be of any more assistance.

I'm really sorry about this.

Sorry for the delay in...

(if it's serious:) We deeply regret that...

I/We apologize for...

...the inconvenience

...the delay

request, enquire, or require?

to request = ask for sth / ask somebody to do sth:
I'm attaching the information you requested.

to enquire (or: inquire) about sth = to ask sb for
information

At the trade fair, lots of people enquired about our
robot.

N.B.: to enquire = to inquire

to require = to need sth

This software requires a version of GNU/Linux.

to look forward to

The phrasal verb **to look forward to** is either fol-
lowed by a *noun* or a *gerund* (never by an infinitive:
~~I look forward to hear from you.~~):

- I look forward to *the meeting*. (noun)
- I look forward to *hearing* from you. (gerund)