

The sample e-mails on page 16 of *Spotlight* 5/11 serve as a guide in just two situations. Here are some further expressions and phrases to cover other common types of e-mail.

Job applications

I am writing with regard to your advertisement in the *Daily News* / on your website.
I would like to apply for the post of...
I am interested in this position because...
I have attached my CV / résumé (US) for your attention.
I am available for an interview on / from...

Problems and complaints

I am writing to complain about... / draw your attention to...
This is causing me considerable inconvenience.
I believe I am entitled to a refund.
Did you receive the e-mail I sent yesterday / last week / on... ?

We're doing everything we can to...
We can assure you that...
Please accept my apologies.

Giving / Taking / Rejecting advice

Have you considered... ?
What / How about...?
I think you should...
I'd like your advice about... / What would you advise regarding ... /
I was wondering if you had any suggestions / ideas / comments about...
If you like, I would be happy to...
Why don't we...?
That sounds like a good idea. / I understand what you're saying, but...

Promising action

I'll deal with / look into this and get back to you as soon as possible.
I will call you later / this afternoon / tomorrow. What time would be convenient for you?

Attachments

Please find attached...
I am attaching a document that contains / shows...

Good news / Bad news

I was delighted / so sorry to hear about...
You will be pleased to hear that... / We regret to inform you that...
If there's anything I can do, please let me know.

Watch out for these common mistakes!

I am looking forward to ~~hear~~ hearing from you.
It was great to see ~~us~~ each other last week.
Please call me back ~~until~~ by Thursday at the latest.
If you need any more ~~informations~~ information, please give me a call.

Exercise

Fill in the gaps, using the verbs below.

arrange • confirm • get • make • place

- a) I'd like to _____ a complaint.
- b) Could you please _____ the receipt of my order?
- c) I'll _____ back to you about that this afternoon.
- d) Perhaps we can _____ a meeting for next week?

Answers: a) make; b) confirm; c) get; d) arrange