

E.mail in English

Informing *Informer*



I'd like to inform you of...
 Just to update you on...
 FYI: This is to let you know..
 Let me know if you need anything else.

Requesting action *Requête*



Can you send... to me by Friday, please?
 I need... by Thursday

Making arrangements *Prendre RDV*

I'm writing to arrange a meeting
 How about/ What about Tuesday?
 Where should we meet?

Confirming arrangements *Confirmer un RDV*



I'd like to confirm...
 Just writing to confirm...
 Please send me an email by 5 pm today to confirm this.
 Looking forward to seeing/ meeting

Changing arrangements *Modifier un RDV*

I'm afraid I can't make/manage Friday ?
 How about... instead?

Giving good or bad news *Nouvelles*



We are pleased to inform you...
 We regret to inform you...
 I'm afraid that.../ unfortunately

Complaining *Se plaindre*



I'm writing to complain (about...)
 I was disappointed to find/hear...



Apologizing *S'excuser*

We apologize for any inconvenience caused.
 Please accept our apologies.

Ending *Phrases de conclusion*



Looking forward to hearing from you.
 Do not hesitate to contact us if you need any assistance.
 Thanks for your help/cooperation.

Close *Formules de politesse*

Yours sincerely
 Kind/Best regards
 Regards
 Best wishes

WRITING AN E.MAIL



Salutations

Dear Sir or Madam
 Hello
 Dear Mr, Mrs, Ms...



Opening sentence *Phrase d'introduction*

I'm (just) writing to/ Just a (quick) note to...
 confirm/ inform you/ follow up on/ thank you/ request...



Attaching files *Pièces jointes*



Please find attached...
 I'm sending you the ... as an attachment.
 I'm afraid you forgot to attach the file.
 I'm afraid I can't open the file/ document.
 Can/could you send it again in... format, please?

Making an enquiry *Demande de renseignements*

Could/ can you please send me...
 Please send me...
 We would be grateful if you could...
 I'd appreciate a reply asap.

Replying to an enquiry *Renseigner*

Please find the requested information attached.
 Your request is being processed.
 We are working on your request.



Replying *Répondre à un email*

Thank you for your email...
 In reply to your email, here are...
 I'll follow up the points mentioned in your email...

