

## INTERMEDIATE **Business Mail**

May 23, 1999  
Ms. Melanie Brown,  
Director  
Used Books Online  
Seattle, WA 98795

Dear Ms. Brown:  
Would you please send me the used books listed below via  
COD. According to your Web site, orders need to include the  
title, author, and publisher.

Title: "Driving Home"  
Author: Mikael Sommers  
Publisher: Jackson and Co.

Title: "Landscaping for Fun"  
Author: Carol Rose  
Publisher: Nature Ltd.

Title: "Christmas Myth"  
Author: Samantha Louise Hill  
Publisher: Smoothers

Thank you very much,

John Smith  
Otto Steinberg,  
Professor, OUS

## INTERMEDIATE **Business Mail**

### **The Salutation**

Dear Personnel Director:

Dear Sir or Madam: (use if you don't know who you are writing to)

Dear Dr., Mr., Mrs., Miss or Ms. Smith:

(use if you know who you are writing to, and have a formal relationship with -

**VERY IMPORTANT** use Ms. for women unless asked to use Mrs. or Miss)

Dear Frank: (use if the person is a close business contact or friend)

### **The Reference**

In reference to your advertisement in the Times, your letter of 23 rd March,

Your phone call today...

Thank you for your letter of March 5 th ...

### **The Reason for Writing**

I am writing to inquire about...

I sincerely apologize for...

I confirm your request for...

I hereby acknowledge...

Be advised that...

### **Requesting**

Could you possibly...

I would be grateful if you could...

It would be highly appreciated if...

Would you be so kind as to...

### **Agreeing to Requests**

I would be delighted to...

I certainly can...

I'll be happy to...

I'll be able to...

## INTERMEDIATE **Business Mail**

### **Giving Bad News**

Unfortunately...

I am afraid that...

I regret to inform you that...

### **Enclosing Documents**

I am enclosing...

Please find enclosed...

Enclosed you will find...

Attached herewith...

### **Closing Remarks**

Your consideration upon this (matter, request, incident) will be highly appreciated.

Thank you for your help.

Please contact us again if we can help in any way.

If there are any problems...

If you have any questions...

### **Reference to Future Contact**

I look forward to ...

hearing from you soon.

meeting you next Tuesday.

seeing you next Thursday.

### **The Complimentary close**

Respectfully yours (very formal)

Sincerely (typical, less formal)

Yours truly (polite, neutral)

Cordially yours (friendly, informal)

Best wishes,

Best/Kind/Warm regards, (If the person is a close business contact or friend)