

## Letter Language

Certain situations may be dealt with by using standard phrases and expressions. Knowledge of these is useful not only in terms of saving time, but also when diplomacy and tact are required. These formulae may also be used in oral situations. Below are a few of the stock phrases that can be adopted where appropriate.

### 1. Openings where correspondence is ongoing...

Thank you for your letter of 14 March.....  
With reference to your letter ref... and dated...  
I have received your letter ref...and dated...  
I am writing this in reply to your letter of...  
This letter is to confirm the telephone conversation we had on...in which...

### 2. Requests

I would be grateful if...  
I would appreciate it if...  
Could you please let me know if...  
I wonder whether it would be possible to...  
I'm writing to request...

### 3. Saying "yes" to a request

I am glad to tell you that...  
I am happy to inform you that...  
It will be quite in order for you...  
I take great pleasure in informing you that...

### 4. Saying "No" to a request

I appreciate your difficulties but...  
I am afraid that...  
I am sorry that...  
I am sorry to say that...  
I am sorry to have to tell you that...

### 5. Making promises

I will certainly...  
I am quite prepared to...  
I would be happy to...

### 6. Assurance

I assure you that  
I should like to assure you that...

### 7. Making suggestions

I feel that at present...  
It seems essential /urgent /vital /important /necessary/to me that....

### 8. Disagreeing

I am not sure that...  
I am rather doubtful...

Might it not be better to...  
Personally, I think it might be better to...

#### 9.Reminders

I have not received a reply to my letter of...  
No action appears to have been taken regarding...  
I wonder whether anything has been done regarding...  
We are concerned that we have not yet...

#### 10.Regrets

I regret that...  
I very much regret that...  
We beg your pardon for the delay...  
I am very sorry that...

#### 11.Apologies

I must apologize for...  
Please accept my sincere apologies for...  
We beg your pardon for the delay...  
I am very sorry that...

#### 12.Endings

I look forward to receiving your reply.  
I would be grateful if you would reply as soon as possible.  
I would appreciate it if you would reply as soon as possible...  
Hoping to hear from you at your earliest convenience/ opportunity.  
Your reply by return would be appreciated.