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1. Following up a contact

To Teruko Kato
From David Wilson
Subject Request from London office

Dear Ms Kato

I am emailing you after I met Masuru Yamagawa at our office in London last week. Mr Yamagawa told me that you were in charge of food exports to Europe for JN International and he asked me to contact you.

My name is David Wilson and I am responsible for food imports to the UK. I deal with local offices in China and Vietnam and I oversee the movement of food products to the UK.

Would it be possible for us to meet in Japan to discuss importing Japanese food products to the UK? If you would like to meet, please suggest some possible dates when I could come to Osaka and visit your office.

Yours sincerely

David Wilson
David Wilson
Import Manager
South East Asia

2. Updating / delegating tasks

To James Ritchie
From C Tuvi
Subject Re: plan for new Istanbul Gallery

Dear James

I'm emailing to update you on the plan for our new art gallery and to let you know what we need you to do. At the moment everything is on track. We've finished the decorating, and all the artwork and lighting is in place.

We now need to start organizing the opening night. Could you organize the food and wine for the evening? I'd also like you to contact journalists to invite them to the opening night on 4 March. The deadline for sending out invitations is next Friday, so you need to start organizing this straight away.

Please get back to me if you need more information.

Regards

Cemil
Cemil Tuvi
Tuvi Gallery

3. Placing an order / making a booking

To Olivia Stewart
From Anna Trainito
Subject Booking Friday 21 August

Dear Olivia

I'd like to book a table for four at the rooftop executive restaurant at 1.00 p.m. on Friday. We have an important client visiting from Argentina, and he's very interested in architecture, so would it be possible to have a table with views of the city? Could you confirm this booking as soon as possible? You can email me, or contact me on extension 4236.

Many thanks
Ana Trainito

4. Cover email with document attached

To Claude Guillaud
From Marcus Robinson
Subject Website presentation

Hi Claude

Please find attached a copy of my presentation for the meeting next week. I've also attached a copy of the handout that I'm going to give to everyone. Could you check both documents for me and let me know what you think? I'd be really grateful for any suggestions.

Thanks
Marcus

5. Confirming arrangements

To P Schott
From Melanie Gilbert
Subject Booking confirmation GWS0012Y

Dear Customer

I am writing to confirm your two days at Limewood Spa. The Spa expects you on the evening of Thursday 12th. Your personal trainer is meeting you at 9.00 a.m. on the Friday morning. He will assess your needs and provide you with a plan to ensure that you make the most of your stay with us. If you are interested in booking any of our other facilities, please check our website and online booking system.

We look forward to seeing you and I hope you have a pleasant stay.

Best wishes

Melanie Gilbert
Limewood Spa

6. Inviting

To Saskia Vanknaap
From Clarissa Jones
Subject Your visit on Wednesday 5 May

Dear Saskia

We would like to invite you to the product launch party on 5 March. The party will start at 6.00 p.m. and will take place in the Roebuck Hotel. Dinner and drinks will be provided. We would be delighted if you could come. Please let me know if you will be able to attend by 14 February.

With best wishes
Clarissa

7. Cover email with images attached

To STAFF
From Han Yoo Jin
Subject Security upgrade

Dear All

As you are aware, we have recently had a number of security breaches in our offices. This has meant that we have had to introduce a series of new security measures.

Because of the recent changes I am attaching a diagram that shows how to use the new security pass system. It also includes a map displaying all the new security equipment on site.

If you have any questions, please do not hesitate to contact us at security on extension +4000.

Yoo-Jin Han
Head of Security

8. Summary of a meeting / giving good news

To WORLDWIDE SALES
From Ramos Nelson
Subject Annual sales meeting

Dear All

I am just emailing to pass on the results of our annual sales meeting and I am very happy to announce that Holmes Plastic worldwide sales team has made record sales over the last twelve months.

To summarize, this year we expect to see a rise in sales of 150% and the chances are that this rapid rise will continue next year. This is great news and this achievement is a result of your hard work in a very demanding market.

The board have announced that bonuses will be awarded to everyone on the team for your work this year. I also plan to visit each regional office by the end of the month to congratulate everybody personally.

It's been a fantastic year: well done everyone!

9. Responding to, apologizing about, and confirming an order

To Pekka Halonen
From Jason Fleet
Subject Your order (WDIYA120006)

Dear Pekka Halonen

Thank you for your email, which I received this morning (28 January). I am very sorry that you have not yet received your order of 100 steel doors (code: 11100876), which you placed with us last week.

According to my information, the order was dispatched on 26 January. It was delayed because there was a problem with the ship transporting the goods. I am extremely sorry that you were not informed about this earlier. I received the news by email, but I have been away from the office over the last week. I am very pleased to say that your order is now on its way and it will be with you very soon.

Please accept my apologies once again.

Yours sincerely

Jason Fleet

10. Suggesting and Recommending

To Tobias Treichler
From Marco Pedrazzini
Subject Summer conference

Dear Tobias

Thank you for your email about having the summer conference in September rather than June.

You mentioned that it was not possible to hold the conference in Zurich, but how about holding it here in Lugano? I think it's a good idea to have it here, as many people are coming from Milan.

If you are happy with my suggestion, it's probably worth booking hotels now as Lugano can be very busy in the summer.

What do you think?

Best regards
Marco

11. Confirming decisions

To Anthony Sapp
From Bakhoum Omar
Subject Re: new hotel in Luxor

Hi Anthony

Thanks for your email about opening a new hotel in Egypt. We had a meeting about this yesterday, and we made some important decisions.

This is to confirm that we think that opening a hotel in Luxor is an excellent idea. According to Ibrahim, many of our guests spend part of their holiday in our Cairo hotel and then continue to Luxor, where they change hotels. He maintains that if we opened a hotel there, we would already have enough customers to make a profit. I completely agree with him.

As far as I'm concerned, the most important thing now is to discuss the financial plan. Perhaps we could arrange a meeting to discuss the proposal in more detail?

Yours
Omar
Omar Bakhoum
Egypt Manager
Roses Hotels

12. Giving information / responding to questions

To Jaime Sanchez
From Jeremy Miles
Subject Executive toy

Dear Mr Sanchez

Thank you for your email requesting further information about our new executive desk toy. It was invented by an innovative Norwegian designer and is made out of titanium. I have attached a document with more product details, including a photo and the price. If you would like to place an order, please call our customer order line on 0151 496 0994, or if you have any further questions, please do not hesitate to contact me either by email or telephone.

Yours sincerely

Jeremy Miles

13. Asking for help

To Robert Terry
From Janice Wei
Subject URGENT machine registration number RDV0027288

Dear Bob

I am writing to you because we have a problem at our factory with one of your machines. The machine has the registration number RDV0027288.

The machine broke down yesterday and our engineers have been looking at the problem. They think that the G13 and the G19 are faulty and need to be replaced.

We do need this machine to be fixed as our production seriously decreases when it is out of order. Could you please send one of your engineers to us as soon as possible? Please call me when you receive this email – I realize that it is very early in the morning in the USA at the moment.

Thanks in advance for your help.

Yours sincerely

Janice
Janice Wei
Ro Silk
Suzhou
China

14. Accepting and declining invitations

To Macgill C
From Valentina Rastelli
Subject Meeting in Rome

Dear Christina

Thank you for your email last week inviting me to visit your production facility in Ireland. Due to unforeseen circumstances, I am afraid I am unable to come next week after all. Something has come up with one of our shops in Rome and as a result I have to be there all next week.

I apologize for the inconvenience, but I am still very keen to meet you and talk about possibility of stocking your product range in our department stores in Italy. I was wondering if you would like to visit us here in Italy instead? I would be delighted to meet the week after next and discuss our business ideas.

I do apologize once again and I look forward to your reply.

With very best wishes
Valentina

15. Confirming future action

To Patrick Tailor
From Vasily Nekrich
Subject New console line

Hi Patrick

Thank you very much for coming to Seattle and presenting your new games consoles to us. I would like to summarize what we've agreed.

Something that your design team intends to work on is new packaging to show that these are luxury items. We would like to see plans for the design by the beginning of next month – is this OK with you?

You also suggested that we consider reducing the price as a way of promoting the product. We need to think about the cost implications, so I'm going to find out and I'll get back to you on this by the end of this week.

Those are all the plans for now. If you would like to talk about this further, please call any time this week and we can run through everything in more detail.

Regards
Vasily

16. Thanking after a business trip

To Alan Marks
From Rafael Cupul
Subject New drink

Dear Alan

Thank you very much for your hospitality in Brighton. I really enjoyed the trip and you made me feel very welcome. It was great to finally meet everybody. I was really impressed by your ideas and I am sure that together we will succeed in selling our chocolate drink in the UK.

As you suggested, Andrés Carreño will come to Brighton next week. He will share his expertise with your team and we can look for ways of adapting the recipe for British tastes.

I am sure it is going to be a fantastic project and I am very much looking forward to working with you.

With very best wishes

Rafael
Rafael Rossi
Sales Manager