THE BUSINESS EMAIL PHRASE BANK

50 Professional Phrases for Every Situation

Your quick-reference guide to confident communication



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HOW TO USE THIS GUIDE

Keep this phrase bank handy whenever you write emails. Simply:

1. Identify your situation
2. Choose the appropriate phrase
3. Adapt it to your specific context

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These phrases work in British, American, and international business English.

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OPENING YOUR EMAIL

Use these phrases to start your email clearly and professionally



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→ Phrase	🎯 When to use	💬 Example
→ **I'm writing to ...**	Stating your purpose directly	I'm writing to request the Q3 sales report.
→**Thank you for your email about ...**	Responding to someone's message	Thank you for your email about the project timeline.
→ **Following up on ...**	Continuing a previous conversation	Following up on our meeting yesterday, I've prepared the proposal.
→**I wanted to update you on ...**	Sharing progress or news	I wanted to update you on the Miller account status.
→ **I'm reaching out to ...**	Making first contact or introducing a topic	I'm reaching out to discuss potential collaboration opportunities.
→ **Further to our conversation about ...**	Referencing a recent discussion (more formal)	Further to our conversation about the budget, I've reviewed the figures.
→I **hope this email finds you well.**	Very formal situations or first contact (use sparingly - it's overused)	I hope this email finds you well. I'm writing to inquire about your services.
→ **Just a quick note to ...**	Brief, informal updates to colleagues	Just a quick note to let you know the report is ready.

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MAKING REQUESTS

Use these phrases to ask something professionally



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→ Phrase	🎯 When to use	💬 Example
→ **Could you please...**	Polite requests to anyone	Could you please send me the updated spreadsheet by Friday?
→ **I would appreciate it if you could...**	More formal requests	I would appreciate it if you could review the proposal before our meeting.
→ **Would it be possible to ...**	Asking for something that might be inconvenient	Would it be possible to reschedule our meeting for next Tuesday?
→ **I was wondering if you could ...**	Softer, less direct requests	I was wondering if you could share your thoughts on the design.
→ **When you have a moment, could you ..**	Non-urgent requests	When you have a moment, could you check the client database?
→ **I 'd like to request ...**	Direct, formal requests	I'd like to request time off from 10-14 June.
→ **Would you mind ...**	Very polite requests	Would you mind forwarding the email to the team?
→ **If possible, I'd like to ...**	Flexible requests	If possible, I'd like to attend the conference remotely.

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GIVING INFORMATION & UPDATES

Use these phrases to share news or provide details



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→ Phrase	🎯 When to use	💬 Example
→ **I'm pleased to inform you that ...**	Sharing positive news	I'm pleased to inform you that we've secured the contract.
→ **I wanted to let you know that ...**	General updates	I wanted to let you know that the shipment has been delayed.
→ **This is to confirm that ...**	Verifying information or arrangements	This is to confirm that our meeting is scheduled for 2 pm tomorrow.
→ **Just to keep you in the loop ...**	Informal updates to colleagues	Just to keep you in the loop, we've received the client's feedback.
→ **I thought you should know that ...**	Sharing relevant information	I thought you should know that the deadline has been moved forward.
→ **According to ...**	Citing sources or data	According to the latest report, sales have increased by 15%.
→ **As discussed ...**	Referencing previous agreements	As discussed, I've attached the revised timeline.
→ **For your information ...**	Sharing reference material (can be abbreviated to FYI)	For your information, I've included the meeting minutes below.

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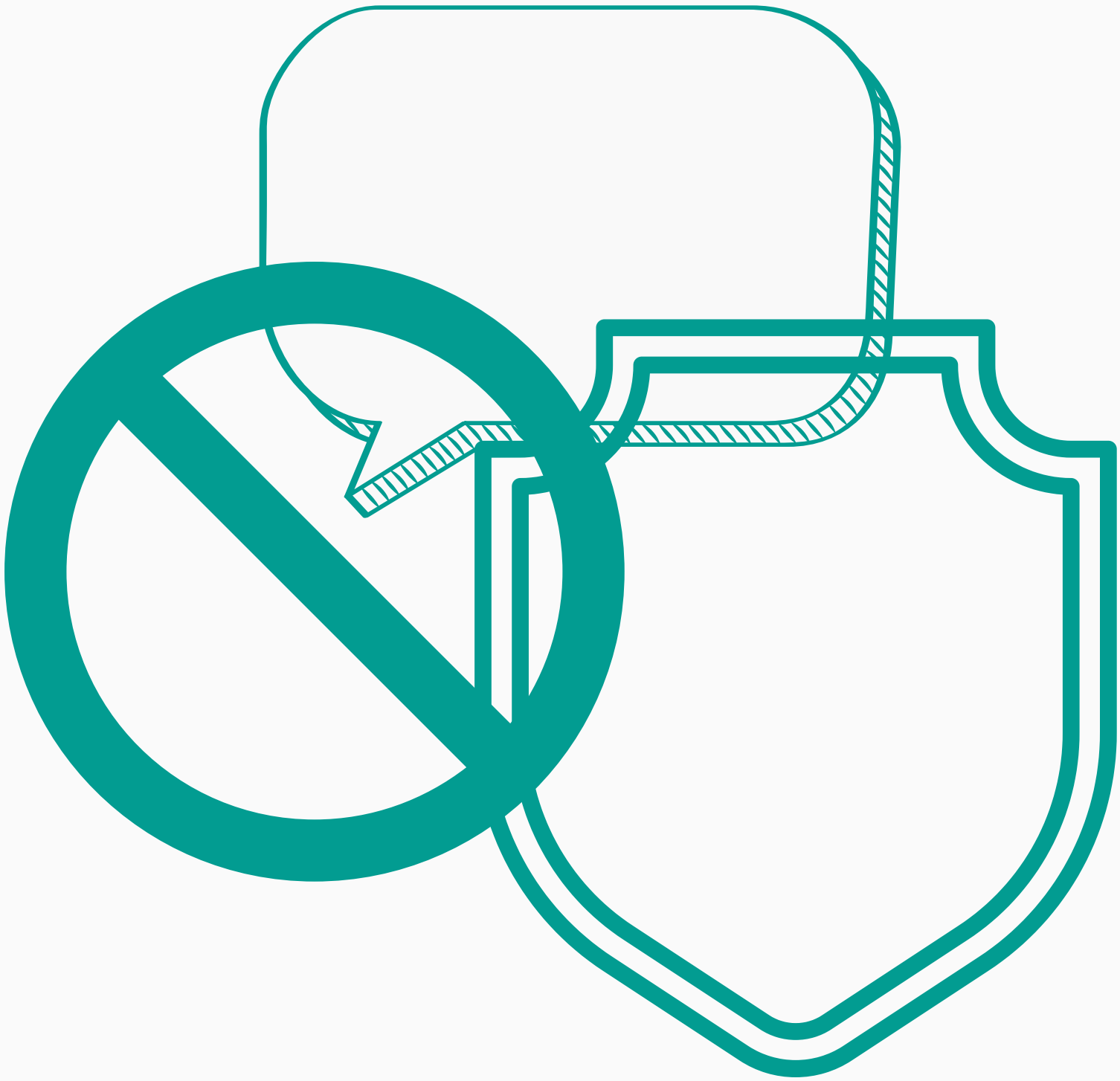
SAYING NO POLITELY

Use these phrases to decline professionally



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→ Phrase	🎯 When to use	💬 Example
→ **Unfortunately, I won't be able to ...**	Direct but polite refusals	Unfortunately, I won't be able to attend the meeting on Friday.
→ **I'm afraid that won't be possible because ...**	Explaining why you're declining	I'm afraid that won't be possible because I'm already committed to another project.
→ **Thank you for thinking of me, but ...**	Declining opportunities or invitations	Thank you for thinking of me, but I don't have the capacity to take on new projects right now.
→ **I appreciate the offer, however ...**	Politely refusing proposals	I appreciate the offer, however, our budget is already allocated for this quarter.
→ **While I'd like to help, I'm unable to ...**	Showing willingness but explaining limitations	While I'd like to help, I'm unable to commit to this deadline.
→ **I don't think that will work for us because ...**	Declining with explanation	I don't think that will work for us because it doesn't align with our current strategy.
→ **That's outside my area of expertise**	Declining tasks you're not qualified for	That's outside my area of expertise. I'd recommend speaking with the IT department.
→ **I'm at capacity at the moment**	Declining due to workload	I'm at capacity at the moment, but I could help after the 15th.

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APOLOGISING PROFESSIONALLY

Use these phrases to address mistakes or delays



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→ Phrase	🎯 When to use	💬 Example
→ **I apologise for ...**	Formal apologies	I apologise for the delay in responding to your email.
→ **I'm sorry about ...**	Standard apologies to colleagues	I'm sorry about the confusion regarding the meeting time.
→ **Thank you for your patience**	After delays or when resolving issues	Thank you for your patience while we investigated this matter.
→ **I understand this has caused inconvenience**	Acknowledging impact of problems	I understand this has caused inconvenience, and we're working to resolve it quickly.
→ **Please accept my apologies for ...**	Very formal, serious apologies	Please accept my apologies for missing the deadline.
→ **I take full responsibility for ...**	Owning mistakes	I take full responsibility for the error in the report.

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EXPRESSING THANKS

Use these phrases to show appreciation



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→ Phrase	🎯 When to use	💬 Example
→ **Thank you for ...**	General appreciation	Thank you for sending the documents so quickly.
→ **I appreciate your help with ...**	Acknowledging assistance	I appreciate your help with the presentation yesterday.
→ **Thanks for getting back to me so quickly**	Acknowledging prompt responses	Thanks for getting back to me so quickly. This really helps.
→ **I'm grateful for ...**	Deeper appreciation (more formal)	I'm grateful for your guidance on this project.
→ **Many thanks for ...**	British English style, formal	Many thanks for taking the time to review my proposal.
→ **I wanted to thank you for ...**	Emphasizing your appreciation	I wanted to thank you for your support during the client meeting.

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CLOSING YOUR EMAIL

Use these phrases to end professionally



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Formal Closing	Example
→ **Please let me know if you have any questions**	Please let me know if you have any questions. I'm happy to provide additional details.
→ **I look forward to hearing from you**	I look forward to hearing from you soon.
→ **Please don’t hesitate to contact me if you need further information**	Please don't hesitate to contact me if you need further information.
→ **I look forward to your response**	I look forward to your response by the end of the week.
→ **Thank you for your time and consideration**	Thank you for your time and consideration. I appreciate your help with this matter.
Standard Closing	
→ **Let me know if you need anything else**	Let me know if you need anything else from my side.
→ **Feel free to reach out with any questions**	Feel free to reach out with any questions. I'm here to help.
→ **Happy to discuss this further if needed**	Happy to discuss this further if needed. Just let me know.
→ **I’ll follow up with you next week**	I'll follow up with you next week to check on progress.

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Informal Closing (for colleagues)	Example
→ **Let me know what you think**	Let me know what you think when you get a chance.
→ **Catch you later**	Thanks for your help. Catch you later! (very casual - use only with close colleagues)
→ **Thanks again**	Thanks again for your quick response. Much appreciated.

SIGN-OFF PHRASES

Choose the appropriate sign-off based on formality

Formal:

- Kind regards,
- Best regards,
- Sincerely,
- Respectfully,

Informal (colleagues only):

- Cheers,
- Thanks,
- Best,
- Talk soon,

Standard:

- Best,
- Thanks,
- Regards,
- Warm regards,

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QUICK TIPS FOR BETTER EMAILS

- **Keep it concise.** Aim for 80-120 words for most business emails.
- **State your purpose first.** Don't make people read three paragraphs to understand why you're writing.
- **One email, one topic.** If you have multiple unrelated topics, send separate emails.
- **Proofread before sending.** Check the recipient's name, attachments, and key details.
- **Match the tone.** If someone writes informally to you, you can respond informally. If they're formal, stay formal.
- **Use clear subject lines.** Write: 'Meeting request: Budget review - Tuesday 2 pm'. Not 'Question'.



TAKE YOUR SKILLS TO THE NEXT LEVEL

This phrase bank gives you the building blocks for professional emails.

But confident email writing requires more than phrases - you need structure, tone awareness, and practice.

Our Business Email Communication Course includes:

- Interactive exercises with business scenarios
- The complete email writing system
- Additional phrases organised by situation
- Lifetime PDF reference materials
- 30 days of access to guided training

SPECIAL INTRODUCTORY PRICE: €85
(1 year access + lifetime PDF materials)

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