

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

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講師のスカイプチャットにテキスト名を送って下さい

Your teacher can send you the complete material.

Please ask them to send the complete version of this material before the lesson.

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

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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...

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Your teacher can send you the complete material.

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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)