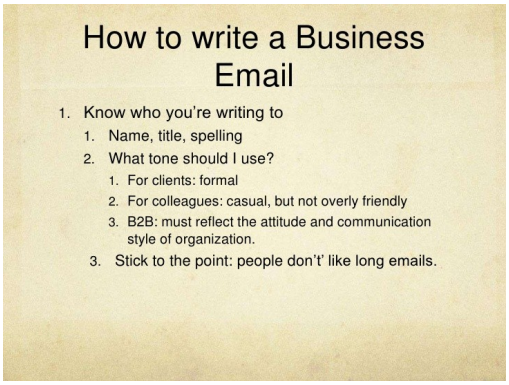
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How to Write a Good Business Email? - Part 1

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In our last blog, you learnt tips to write a good business email with appropriate greetings and how to start, end and close an email. Mostly, business emails deal with two subject matters. First is asking for information and second one is giving the information. Generally, the emails will be revolving around these two subjects but with specific situations. Today, we will learn how to write a good business email with a specific situation.



5 Tips To Follow While Writing A Business Email

1. **Informing someone about something**

It is very common to know that what you want to inform the reader will change from email to email. There are certain phrases that can be commonly used to convey your message clearly.

Some opening sentence phrases:

"I would like to inform you of…"
"Just a note to say…"
"I am writing to tell you about…"
"Just to update you on…"

You can even give a twist to the reader if you have a more informal relationship and know each other well.

You can try using phrases like these:

"Here's the low-down on…"
"FYI: This is to let you know…" (FYI stands for "For Your Information.")

You can also add the below phrase at the end of the email,

"Hope this helps."

You may also offer to give additional information if needed:

“Let me/us know if you need anything else.”
“Let me know if I can help you further.”

2. **Responding to the inquiry**

If you are writing to reply to an inquiry (a request for information) you need to use the first sentence to let your reader know this is what you are doing. At the same time, you also want to create goodwill with the person who may be your client or customer.

You can include:

“Thank you for your interest.”
“Thanks for choosing…”

In this situation, you might probably send some type of attachment to provide information.

“We hope you find this satisfactory.”
“We hope you are happy/satisfied with this.”

3. **Confirming meeting/ scheduling the meetings**

When you are writing to confirm meetings, you can use the following phrases in the opening sentence:

“I would like to confirm…”
“Just writing to confirm…”

You can end the email with:

“Looking forward to seeing/meeting…”

Whereas for scheduling the meetings, you need to be polite and can use the following phrases:

“I’m writing to call off/cancel…”
“I am sorry but I can’t do/make Monday…”
“I am afraid I can’t make/manage Saturday. How about Friday instead?”

4. **Replying to a previous email**

When you get some information via email from someone you don’t know, then you can politely thank them for their time.

For example:

“Thanks/Thank you for your email…”

In the same manner, if someone has requested something then you can use one of these phrases at the beginning:

“In reply to your email, here are …”
“Re: your email, I …”

If you don’t have all of the necessary information available with you, then you might get back to the sender

by writing:

“I’ll get back to you ASAP.” (ASAP stands for “As Soon As Possible.”)

5. **Complaining**

Lastly,we also need to write mails if we are not satisfied with any product/ service and you choose to complain about it. Usually, drafting an email to complain could be tough. But, it’s easier to get what you want if you complain in a polite way without offending the receiver. Be clear and specific.

The following phrases can help you get started:

“I am writing to complain (about…)”
“I was disappointed to find/hear…”
“I am afraid that…”
“Unfortunately …”

Hope the above phrases help you in writing good emails. Use English communication skills to convey your message clear. You can also join a Spoken English Course and make your communication skills strong.

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- By Shailja Varma

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