

Term 1: May 2015 - IB1 Class Contents – Week 5

Agenda

- 1. REVIEW: 10 Business REPLY phrases
 - 2. REVIEW: 3 APOLOGIZING reply phrases
 - 3. REVIEW: 8 REASON for late reply phrases
 - 4. CHECK: Homework Assignment
 - 5. LEARN: 10 General INFORMING Phrases
 - 6. LEARN: 2 INFORMING Phrases (Bad News cases)
 - 7. Homework Assignment
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REVIEW: Business REPLY Email Phrases

- 10 Key phrases
- **Dear Mr. Smith,**
- 1. Thank you for your email regarding...
- 2. Thank you for your email dated....
- 3. With regard to your email on.....
- Note: with regard to means “about”
- 4. I received your email on....
- 5. Thank you for your reply.
- 6. Thank you for your inquiry.
- **Note: inquiry** means “question”

- 7. Thank you for informing us about...
- 8. Thank you for letting us know about...
- **Note: informing us** means “telling us”
- **Note: letting us know** means “telling us”

- 9. Thank you for your information regarding...
- 10. Thank you for your prompt reply.
- Note: **prompt** means “quick”

Now, let's look at some examples!

- Examples:
- Dear Mr. Smith,
- 1. **Thank you for your email regarding** the new specifications.
- 2. **Thank you for your email dated** June 5, 2015.
- 3. **With regard to your email on** June 7th, I will send you the information that you requested as soon as possible.
- 4. **I received your email on** June 10, 2015.
- 5. **Thank you for your reply.**
- 6. **Thank you for your inquiry.**

- Now, let's look at some more examples!
- **Dear Mr. Smith,**
- 7. **Thank you for informing us about** the new schedule.
- 8. **Thank you for letting us know about** the updated specifications.
- 9. **Thank you for your information regarding** our new project.
- 10. **Thank you for your prompt reply.**

REVIEW: 3 Apologizing Reply Email Phrases

- 3 KEY phrases:
- Dear Mr. Smith,
- 11. **I apologize for my late reply.** + REASON
- 12. **Sorry for my late reply.** + REASON
- 13. **I apologize for the delay in replying.** + REASON
- Note: It is good to include your REASON when you apologize.

REVIEW: 8 Example REASONS

- 1. I was **in meetings all day** yesterday.
- 2. I **just got back from my business trip** to China.
- 3. I **took a day off** yesterday.
- 4. My **computer was down** on Monday.
- 5. I was **a little under the weather** last week.
- (Note: **under the weather** = sick)
- 6. I was **out of the office** yesterday.
- 7. I was **on vacation** last week.
- 8. I was **on a business trip** to China.

TECHNIQUE: **Apologize Reply + Reason**

- Examples:
- 11. I apologize for my late reply. **I was in meetings all day yesterday.**
- 12. Sorry for my late reply. **I was out of the office on Monday.**
- 13. I apologize for the delay in replying. **I was a little under the weather last week.**

CHECKED: Homework:

- **Directions:**
- 1. Make **3** original emails using today's **BUSINESS REPLY** email phrases.
- 2. If possible, try to make original emails that are related to your job or work.
- 3. Make **3** original emails using today's **APOLOGIZING** reply email phrases including your reason.
- 4. Good luck!

LEARN: INFORMING Email phrases

- **10 KEY INFORMING phrases:**
- **1. I would like to inform you that....**
- **2. I am very happy to inform you that....**
- **3. This is to inform you that....**
- **4. Please be informed that....**
- **5. I am pleased to announce....**
- **Note: pleased = very happy**

EXAMPLES:

- 1. **I would like to inform you that** we will start our project from September 1st.
- 2. **I am very happy to inform you that** our sales have increased this year.
- 3. **This is to inform you that** we will have a meeting next Monday at 10 am.
- 4. **Please be informed that** our office will be closed from August 11th to 16th.
- 5. **I am pleased to announce that** our company will be launching our new product on August 7th.
- Now, let's look at more "Informing" email phrases!

- 6. Please be advised that....
- Note: **advised** = informed
- 7. Just a quick note to let you know that....
- Note: **quick note** = short **1 - point** email
- 8. Effective from.....
- Note: Effective from = **beginning from**
- 9. As of
- Note: As of = **beginning from**
- 10. I would like to let you know that....
- Note: let you know = **inform you**

EXAMPLES:

- 6. **Please be advised that** our team will visit your company on August 11th.
- 7. **Just a quick note to let you know that** the meeting will start at 10 am tomorrow.
- Note: **quick note** = short **1 - point** email
- 8. **Effective from** August 1st, all employees are required to come to the office at 8:30 am. (Note: required to = **must**)
- 9. **As of** August 5th, I will be transferring to the San Diego office.
- 10. **I would like to let you know that** I will be taking a vacation from August 11th to 15th. I will return to the office on August 18th.

For Bad News Cases

- 11. **We regret to inform you that....**
- Note: **regret** = sorry
- 12. **I regret to inform you that....due to** + reason.

➤ **Examples:**

- 11. **We regret to inform you that** we will discontinue our product as of July 1st.
- 12. **I regret to inform you that** I will not be able to attend tomorrow's meeting due to my business trip to Korea.

➤ **Today's Email Technique:**

➤ **Opening phrase + Informing phrase:**

➤ **Example 1: Opening phrase + Informing phrase**

- Dear Mr. Smith,
- I hope this letter finds you well.
- **I would like to inform you that** our company will launch our new product on August 1st.

➤ **Example 2: Opening phrase + Informing phrase**

- Dear Mr. Smith,
- Greetings from all of us here at D + M.
- **I am pleased to announce that** we are going to have a meeting with our client next week to discuss next year's plan.

➤ **Example 3: Opening phrase + Bad News Informing phrase:**

- Dear Mr. Smith,
- I hope you are enjoying the season.
- **I regret to inform you that** I will not be able to attend tomorrow's meeting due to another meeting I have at 10 am.

Homework:

- 1. Write 3 original **informing** emails using: **Opening** phrase + **Informing** phrase.
- 2. Write 3 original **Bad news** emails using: **Opening** phrase + **Bad news Informing** phrase.
- Total: 6 original emails
- 3. Try to make some examples that are related to your work or job.
- 4. Be sure to **PRINTOUT** your homework.
- 5. Good luck!

----- End of Lesson -----