

Starting and finishing emails and letters

You know the person well

	emails	letters
start with	Dear/Hello/Hi + name: <i>Hi Magda, Hello Francesco</i>	Dear Barbara,
finish with	Best wishes, / All the best,	Best wishes, / Love, / With love,

You don't know the person well

	emails	letters
start with	Dear + first name: <i>Dear Barbara</i> Dear + surname: <i>Dear Mr Hatton</i> (if you don't feel comfortable using their first name)	Dear Mr Hatton, (if you know the person's name) Dear Sir or Madam, (if you don't know the person's name)
finish with	Best wishes, / Kind regards, <i>SEE YOU SOON / ALL THE BEST</i>	Yours sincerely, Yours, (if you know the person's name) Yours faithfully, (if you don't know the person's name)

Starting the first paragraph of a letter or email

- Thanks for your email ... */ HOW ARE THINGS?*
- Thank you for your letter about ... *IT WAS LOVELY TO HEAR FROM YOU*
- I am writing to request information about / complain about / apologise for / explain, etc. */ IN RESPONSE TO...*

Referring to something in a letter or email which you're replying to

- Your project on the history of Italy sounds good. *YOU WERE INTERESTED IN...*
- As for the books you need, ...
- With reference to the book you asked about, ...
- You mentioned/asked about visiting ...

Making suggestions

- How about + verb + -ing:
How about going to the cinema on Friday evening?
- What about + verb + -ing:
What about having a meal in a restaurant afterwards?
- It might also be a good idea to ...:
It might also be a good idea to visit the museum.
- Can I suggest that ...?:
Can I suggest that you give your talk on 5th November?
- I suggest + verb + -ing:
I suggest going to the museum at the end of the week.

Asking for information

- Could you tell me ...
- I would / I'd like to know if ...
- I would / I'd like information on ...
- Do you know if/whether/when/what, etc.

Complaining

- I'm not very happy about + noun/verb + -ing:
I'm not very happy about the price. I'm not very happy about paying so much.
- I would like to complain about + noun/verb + -ing:
I would like to complain about the books you sent me. I would like to complain about teachers giving students too much homework.
- I am writing to complain about + noun/verb + -ing:
I am writing to complain about the meal I had at your restaurant last week.

Apologising

- Sorry about + noun / verb + -ing
(informal): Sorry about being late for the concert.
- I would like to apologise for + noun / verb + -ing:
I would like to apologise for arriving late for the concert.

Inviting

- How about ...?:
How about coming windsurfing with me next weekend?
- Would you like to ...?:
Would you like to come to my party?
- I would like to invite you to ... + noun/infinite:
I would like to invite you to visit our town next summer. I would like to invite you to my house next weekend.

Giving advice

- You should ...
- If I were you, I would / I'd ...
- It would be a good idea to ... + infinitive