

## **Business letter phrases**

### **1) Inquiries:**

#### *Opening lines:*

We are writing to inquire about...

I am writing in connection with...

We are interested in... and we would like to know...

We were advised by...

Your products were on display at the Frankfurt Trade Fair... (to be on display = olla esillä)

You were recommended to us by... (to recommend = suositella)

#### *How to introduce your firm and clientele: (clientele = asiakaskunta)*

We are the leading importer of.... in Finland.

We are among the leading importers in...

We supply ....

We are a ....

Our company is long-established in the field of...

Our sales to our exclusive clientele are expected to double... (exclusive = valikoiva, hieno)

We will place substantial orders if the prices are competitive... (substantial = huomattava, suuri)

We are a company which specializes in...

#### *Asking for information or action:*

Would you please send us your catalogue.

Please let me have your latest price list.

We would appreciate a sample of your products... (to appreciate = arvostaa)

Do you supply foreign customers?

Please quote for the price of printers.

Can you supply 10 printers in 5 days?

#### *Closing:*

We are looking forward to receiving your quotation by 14th of November.  
(quotation = hinta-arvio)

Can you please let us have an estimate by return? (estimate = arvio)

We look forward to hearing from you soon.

May I please have your response by 2 May? Thank you.

### **2) Quotation**

#### *Opening lines:*

Thank you for your letter of 11th January '10.

We have received your letter of 8th Feb 2009 asking if/ inquiring about/ enclosing/ concerning... (enclose = liittää oheen)

As a reply to your inquiry... (inquiry = tiedustelu)

Many thanks for your inquiry...

We were pleased to hear you were impressed with... (to be impressed with = olla vaikuttunut jostakin)

You will be interested in hearing that...  
Further to our phone call this morning... (very British)

*Supplying information:*

The samples you requested are enclosed... (to enclose = liittää mukaan)  
We have enclosed the following booklet...  
The details for shipping are on the page 22.  
You can try out our products at the Trade Fair in Hamburg. We have enclosed two tickets to the Fair.

*Stating the terms:*

Our terms are cash against documents.  
This is a special offer...  
Prices are subject to variation without notice.  
6 months' guarantee is included in the price. (guarantee = takuu)  
The prices are subject to 1.5 % discount for cash.

*Closing:*

You may rely on us giving your order immediate attention.  
We are sure the goods will meet your standards.  
Your early reply would be appreciated.  
Kindly confirm your order at the price quoted. (to confirm = varmistaa)

### **3) Complaints**

*Opening lines:*

I'm writing to you with reference to order number 123 which we received this morning.  
Thank you for your prompt delivery of order No 123. While examining the goods, we discovered... (prompt = pikainen, ripeä)  
The packing inside the case was insufficient and as a result several items of our order were seriously damaged. (insufficient = riittämätön)  
ORDER NO 123 OF 5 JULY 2009. The goods ordered under this number arrived today, 5 months late.  
Unfortunately, one of the machines you sent us was damaged.  
Unfortunately, we have not yet received your payment.

*Suggesting some action:*

An explanation for this delay would be appreciated. (explanation = selitys, selvitys)  
Please send us the right goods immediately. (immediately = heti, välittömästi)  
Please arrange for replacements to be dispatched at once. (to dispatch = lähettää)  
Unless we receive the rest of the order within the next seven days we will take our business elsewhere.  
You will find a list of the damaged articles attached. (attached = liitteenä)  
Will you please come and inspect the damage and arrange for repairs within next week? (to inspect = tutkia)  
We would be grateful if you sent us a replacement.

*Rejecting complaints:*

We have inspected the goods and found them to be of high quality.  
Our technicians have inspected the printer you returned, and inform that the wrong kind of ink was used. We can repair the machine for you, but will have to charge you for repairs as misuse of the equipment is not covered in the guarantee. (misuse = väärinkäyttö)

#### **4) Ordering**

*Opening lines:*

We thank you for the samples...  
We thank you for the catalogue you sent us...  
Kindly send us as soon as possible:  
We have the pleasure of ordering...  
We enclose a trial order.

*Referring to quality:*

The quality must be up to the sample.  
We want the material to match the enclosed sample.  
Please supply in assorted colors. (assorted = valikoima)  
We are satisfied with the quality of the samples.

*Terms of payment, discounts, delivery dates and alternatives:*

We would like to confirm the method of payment... (to confirm = varmistaa)  
As agreed, you will draw on us within 30 days... (to draw = tässä:nostaa tiliä)  
Payments will be made against quarterly statements... (quarterly statement = neljännesvuosittainen tiliote)  
We will pay once we have received your advice of dispatch.  
We would like to know if you are prepared to grant us a discount of 5 % for a quantity of 2000 licences.  
We would like to thank you for the 20% discount you allowed us.  
It is essential that the goods are delivered as soon as possible.  
Delivery must be before 3 March.  
Our order is enclosed, but we must ask you to cancel any items which you cannot deliver by October 31st.  
If model 1243 is unavailable, please send us 122, 123 or 124 instead.  
Please supply the nearest possible replacement.

*Closing sentences:*

We will submit further orders if this one is completed to our satisfaction.  
We look forward to receiving your advice about shipment.

#### **5) Greetings**

Sirs/Mesdames (Br)  
Dear Sir / Madam (Br)  
Dear Export Manager (Br)  
Ladies and Gentlemen (Am)  
Dear Ms Smith (Br)  
Dear Ms. Smith (Am)

Dear Robin Smith  
Dear R. Smith  
Dear Mr/Ms Smith  
Dear Robin,  
Robin,

**6) Complimentary close**

Yours faithfully  
Truly yours (very formal)  
Yours truly  
Yours sincerely  
Sincerely (yours)  
With kind/best regards  
Regards,  
Yours,  
Cheers, (very informal)  
Love, (very informal)