

Instructions: 1. Make a copy or download the document. 2. Add more useful phrases. 3. Next time you write an email, copy and paste them directly from the document.

	Less formal	More formal
Salutation	Hi / Hey [First name]	Dear [Name of group or department]
	Good morning	To whom it may concern
Opening	I'm writing about	With reference to
	After our conversation last week,	Further to our conversation last week,
Body	It would be great if you could	We would appreciate it if you could
	Can you please	Please could you
Closing	If you need anything else, just let me know.	If you need any further information, please do not hesitate to contact us.
	Kind/Best regards	Yours faithfully (when you don't know the name of the person)
		Yours sincerely (when you know the name of the person)
Other phrases	Please find attached	In attachement, you will find
	l can't wait to	I am looking forward to