

# 14a Business letter memory

## Greeting

Dear Sir or Madam

## Greeting

Dear Ms Jones / Dear Mary

## Reference

With reference to your letter of  
June 1, ...

## Reference

Thank you for your letter of  
June 1.

## Enquiry

I'm writing to enquire about ...

## Enquiry

Could you please tell me ...?

## Request

I would be grateful if you  
could ...

## Request

Could you possibly ...?

## Enclosure

Please find enclosed ...

## Enclosure

I am sending you ...

# 14b Business letter memory

## Expressing regret

I regret that ... has happened.

## Expressing regret

I was sorry to hear about ...

## Giving information

I wish to inform you ...

## Giving information

I'm pleased to tell you ...

## Offering help

Please let me know if I can  
be of assistance.

## Offering help

Let me know if I can help  
in any way.

## Closing remarks

I look forward to your reply.

## Closing remarks

I hope to hear from you soon.

## Farewell

Yours faithfully

## Farewell

Regards