

BUSINESS EMAILS AND LETTERS

BASIC VOCABULARY

attachment	priponka
body	jedro
bullet points, bullets	Okrogle alineje
certified mail	Priporočena pošta
confidential, personal	Zaupno, zasebno
Delivery address	Naslov (dostave)
direct mail, junk mail	Reklamna pošta
enclosure	Priloga k pismu
For office use only	interno
heading	Naslov
Inquiry/enquiry	povpraševanje
justified margins/text	Obojestransko poravnani tekst
Left alignment	Levostranska poravnava
letterhead	Glava pisma – npr. z logotipom podjetja
Paragraph	odstavek
postage	Poštnina
Return address/sender's address	Naslov pošiljatelja
Right alignment	Desnostranska poravnava
Recipient	Naslovník
Sender	Pošiljatelj
Spam	Vsiljena pošta

EMAIL ADDRESS

@ (afna): „at“

. (pika) : „dot“

_ (podčrtaj): „underscore“

- (pomišljaj): „minus“

PRIMERI

rob@beachhotelbern.com – rob AT beach hotel bern DOT com

jeffery.amherst@britishcouncil.org – jeffery DOT amherst AT british council DOT org

teaching_job@english_academy.id – teaching UNDERSCORE job AT english UNDERSCORE academy DOT I D

TIPS FOR WRITING GOOD EMAILS

- **BODITE JASNI/BE CLEAR**
 - kratke povedi
 - prepost jezik
 - pravilna slovnica

- BODITE JEDRNATI/BE BRIEF
 - v emailu se osredotočite samo na pomembne teme/manjše število tem (vedno lahko pošljete še eno sporočilo)
 - pojasnite namen vašega pisanja v prvem odstavku
- NE UPORABLJAJTE OKRAJŠAV/NO CONTRACTIONS
 - I have (I've)
 - I am (I'm)
 - I will not (I won't)
- JASNO NAPIŠITE ZADEVO/WRITE A STRONG SUBJECT LINE
 - the 4 Us:
 - unikaten/unique
 - nujen/urgent
 - uporaben/useful
 - zelo specifičen/ultra specific
- BODITE VLJUDNI/BE POLITE
 - Brez klicajev in VELIKIH ČRK, saj to izpade kot KRIČANJE
- USTVARITE PRAV TON/CREATE THE RIGHT TONE
 - Naslavljanje/salutaton:
 - Opening sentence
 - Ending
 - Closing
- NASLAVLJANJE ali POZDRAV/SALUTATION
 - Dear Sir/Madam
 - Dear Firstname/Lastname
 - To Whom it May Concern

 - Hello, Hi, Hey – informal tone

 - Dear All
 - Gentlemen
- UVODNA POVED/OPENING SENTENCE
 - Dober uvodni stavek pove naslovniku o čem govori sporočilo.
 - Če pišete v zvezi s kakšnim dogovor oz. da nekaj preverite (to follow-up on sth) lahko začnete z:
 - I'm just writing to ...
 - Just a (quick) note to...

Just a short note to follow up ...

Just a short email to ...

V poslovnem svetu ljudje pišejo emaile da

- nekaj razčistijo
- nekaj potrdijo
- nekaj spročijo
- nekaj vprašajo
- odgovorijo na vprašanje
- se zahvalijo

- PRIPONKE/ATTACHEMENTS

I have attached...

Please find attached...

I am attaching...

I'm sending you this week's schedule as an attachment.

- KONEC/ENDING

Če želimo, da nam odgovorijo, lahko napišemo:

I look forward to hearing from you. (formal)

Looking forward to hearing from you. (less formal)

I look forward to your reply. (formal)

Hope to hear from you soon. (informal)

Če želimo, da nas kontaktirajo, če potrebujejo več informacij:

Do not hesitate to contact me if you need any assistance. (formal)

Let me know if you need anything else. (informal)

Če ne želimo ničesar, se samo zahvalimo/jim zaželimo lep dan

Thank you for your help/assistance.

Thank you for your time/and consideration

Have a nice/pleasant day/weekend.

- ZAKLJUČEK/CLOSING

Sincerely (formal)

Kind/Best/Warm regards

Yours respectfully/sincerely/truly

Manj formalni:

All the best

See you (soon)

Take care

Bye (for now)

LANGUAGE GUIDELINES FOR SPECIFIC EMAIL SUBJECTS

UVOD/STARTING

We are writing

- to inform you that ...
- to confirm ...
- to request ...
- to enquire about ...

I am contacting you for the following reason...

I recently read/heard about and would like to know

Having seen your advertisement in ..., I would like to ...

I would be interested in (obtaining / receiving) ...

I received your address from ----- and would like to ...

1. ODGOVOR NA POVPRASEVANJE/RESPONSING TO AN INQUIRY

Thank you for your interest.

Thanks for choosing...

In reply to your inquiry/request, we are sending ...

- Če prilagamo v priponki dodatne informacije oz. ponudbo, lahko vključimo sledeče izraze:

We hope you find this satisfactory.

We hope you are happy/satisfied with this.

→ I'm writing to respond to your inquiry about the cost of installing windows in your house (opening sentence). Please find our price list attached (file attachment). Do not hesitate to contact me if you need any assistance. Thank you for your interest in Acme Enterprises (building goodwill/friendly ending).

2. OBVEŠČANJE/INFORMING SOMEONE ABOUT SOMETHING

I would like to inform you of...

I am writing to tell you about...

I am sending this letter to inform you of ...

Just a note to say...

Just to update you on...

- Če smo že prej vzpostavili bolj prijateljski/neformalni odnos, lahko uporabimo tudi:
Here's the low-down on...
FYI: This is to let you know... (FYI stands for "For Your Information.")
- Na koncu emaila lahko dodamo:
Hope this helps.

- Če želimo bralcu povedati, naj nas kontaktira, v primeru, da potrebuje dodatne informacije
Let me/us know if you need anything else.
Let me know if I can help you further.
If you need anything else, don't hesitate to contact me.
Should you require any further information, please do not hesitate ...
Should you need further information, feel free to contact ...

3. POTRJEVANJE DOGOVORA/CONFIRMING ARRANGEMENTS

Please confirm/reply ...

Please inform me ...

Would you kindly confirm ...

I would be grateful if you would confirm ...

Let me know if/whether ...

I would like to confirm...

Just writing to confirm...

Bolj neformalno:

Tuesday is good for me. (Posebno če so že predlagali določen dan)

A nice way to end is to write:

Looking forward to seeing/meeting...

4. SPREMINJANJE DOGOVORA/CHANGING ARRANGEMENTS

I am sorry but I can't do/make Tuesday...

This is to let you know that I've had to put off/postpone...

I am writing to call off/cancel...

I am afraid I can't make/manage Wednesday. How about Friday instead?

5. ODGOVOR NA MAIL/REPLYING TO A PREVIOUS EMAIL

Thanks/Thank you for your email...

Thank you for your letter of/dated March 15.

Thank you for contacting us.

Thank you for your letter regarding ...

Če nekomu odgovarjamo na mail lahko začnemo z:

In reply to your email, here are ...

In reply to your request, ...

Kadar osebi še ne moremo odgovoriti ker nimamo dovolj informacij ali časa lahko napišemo:

I will get back to you ASAP.

6. NAVEZOVANJE NA PREJŠNJI KONAKT/ REFERRING TO PREVIOUS CONTACT

With reference to our telephone conversation yesterday...

Referring to our telephone conversation ...

Following our conversation over the telephone...

Further to our meeting last week ...

It was a pleasure meeting you in London last month.

I enjoyed having lunch with you last week in Tokyo.

I would just like to confirm the main points we discussed on Tuesday.

7. SPOROČANJE DOBRIH NOVIC/GIVING GOOD NEWS

Naslovniku takoj damo vedeti, da mu sporočamo dobre novice – to označujejo besede »please«, »happy«, »delighted«.

I am/We are pleased/delighted to inform you...

I am happy to tell you...

You will be happy/delighted to hear that...

8. SPOROČANJE SLABIH NOVIC/GIVING BAD NEWS

Enako bralcu takoj damo vedeti, da sledi slaba novica, kar izrazimo z "regret," "sorry," "afraid" and "unfortunately." Lepi načini, kako sporočimo slabo novico so:

We regret to tell/inform you...

We are sorry to note that ...

We are sorry to learn that, despite ...

Unfortunately, due to force majeure, we could not ...

I am sorry, but...

I am afraid that...

Unfortunately...

9. OPRAVIČEVANJE/APOLOGISING

Please accept my apologies for not replying earlier...

Please accept my apologies for this delayed reply to your letter of ...

Allow me to apologise for not replying to you sooner...

10. PRITOŽEVANJE/COMPLAINING

I am writing to complain (about...)

I was disappointed to find/hear...

I am afraid that...

Unfortunately ...

11. POIZVEDOVANJE/MAKING INQUIRIES

I am interested in receiving/finding out...

I would like to receive...

I would be grateful if...

Could/Can you please send me...?

Would you be able to (help)...?

Can you help?

I would appreciate a reply ASAP.

12. ŽELIMO ODZIV/REQUESTING ACTION

Can you send ___ to me by Friday, please?

Please get/keep in touch.

Keep me posted.

Vključitev besede »please« in ostalih vlnjdnostih struktur z modalnimi glagoli kot

»could you please/would you please, if you could« zagotovijo, da prošnja ne zveni kot ukaz.

FORMAL VS. INFORMAL

	FORMAL	INFORMAL
STARTING PHRASES	Dear Mr Piper, Dear Sir or Madam Good morning, Mr. Piper Good day, Mr. Piper	Hi Tim, Hi there Tim, Morning/Afternoon/Evening Tim, Hello again Tim,
ENDING PHRASES	Best regards, Sincerely Yours sincerely	Rgds, Cheers, Bye for now, See you soon
	Thank you for your email dated 15th February	Thanks for emailing me on 15th February
	I am afraid I will not be able to attend	Sorry, I can't make it.
	I was wondering if you could....?	Can you...?
	I trust this proposal is acceptable to you.	I hope my idea is okay with you.
	I trust you will give this matter your urgent attention.	Please do this asap.

	INDIRECT AND POLITE	DIRECT AND IMPOLITE
	Would it be possible to have this in half an hour?	I need this in half an hour.
	I'm afraid there may be a slight delay	There will be a delay.

KRATICE/ABBREVIATIONS

ASAP	As soon as possible	čimprej
Attn.	(for the) attention (of)	za
a/c, acct.	account	Račun
BTW	By the way	mimogrede
Cf	compare	primerjati
C/N	Credit note	Dobropis
c/o	Care of	
Cod	Cash on delivery	Plačilo ob prevzemu
Corp.	corporation	
Cpt	Carriage paid to	
Cwo	Cash with order	Plačilo ob naročilu
DDP	Delivery duty paid	
DN	Debit note	Bremepis/Račun
Enc(s)	Enclosure(s)	Priloge
FYI	For your information	V vednost
Inc	Incorporated (US)	
L/C	Letter of credit	Pismo o dobropisu
Ltd	Limited	D.o.o.
P&p	Postage and packing	Poštnina in pakiranje
p.p.	On behalf of	V imenu
Pto	Please turn over	Obrnite
Re	With reference to, regarding	Glede
RRP	Recommended retail price	Priporočena maloprodajna cena
VAT	Value added tax	DDV

PRIMERI/SAMPLE LETTERS

1

Dear Mary Black,

I was inquiring on the contracts that were sent to you by courier on Jan 15. As you know, the deadline is fast approaching to have these contracts signed and returned for processing. In order for this deal to go through without any problems, we need to ensure that the contracts and signed and returned to my office no later than Feb 5.

Here at Sunny Financing, we are also considering a new deal on the Elm Park Plaza building that would involve the need for a new construction team. Since we have used your company in numerous jobs, we would like to give you the opportunity to bid on this job. We appreciate your work over the years and look forward to conducting more work with your company in the future.

Can you please respond to me immediately regarding the pending contracts? I will alert the department who is expecting them. I await your quick response. If you have any questions, please feel free to call me at the office at 555-980-0988 or on my cell phone at 555-569-0983.

Thanks,
Robert Eskridge

2

Dear Mr. Kinkar,

Find attached the email marketing course you requested. As I said on my website, I'll keep sending updated versions of the course from time to time. Ensure you carefully study the first chapter of the course. It will provide a solid base on which every other information in the course anchors.

I hope your email campaigns are already bringing good results. Let me know if I can be of assistance in any way possible.

Best regards,
James Blunt

3

Dear Mr Flintstone:

With reference to our telephone conversation today, I am writing to confirm your order for:
120 x Cheddar Deluxe Ref. No. 856

The order will be shipped within three days via UPS and should arrive at your store in about 10 days.

Please contact us again if we can help in any way.

Yours sincerely,
Kenneth Beare
Director of Ken's Cheese House

4a

Dreamtime Movies Ltd
54 Oxford Road, Skagnes SK3 4RG
Tel: 0223 123 4567
Email: info@dtmovies.co.uk

4 November 2017
Lingua Services Galactic Ltd
69 Milk Street
LONDON SW7 6AW

Dear Sirs

Translation Brochure

I should be grateful if you would send us your brochure and price list about your translation services.

We are currently developing our sales literature and web sites and are interested in translating these into five languages apart from English.

I look forward to hearing from you.

Yours faithfully
Andrea Philips
Marketing Manager

4b

Lingua Services Galactic Ltd
69 Milk Street, LONDON SW7 6AW
Tel: +44 20 123 4567
Fax: +44 20 765 4321
Email: jb@linguaservices.ga
6 November 2017

Ms Andrea Philips
Dreamtime Movies Ltd
54 Oxford Road
Skagnes
SK3 4RG

Dear Ms Philips

Translation Services & Fees

Thank you for your letter of 4 November enquiring about our translation services. Lingua Services Galactic offer a full range of translation services to help you in the development of sales literature and web sites. I have pleasure in enclosing our latest brochures and price list from which you can see that our prices are highly competitive.

I look forward to calling you in a few days.

Yours sincerely
James T Brown
Sales Manager
Enc: 3

5

Sampson's Stationary
30 Silverstone Ave
Kamloops, BC
V2A 8B1
[Tel:250-429-0002](tel:250-429-0002)
February 21st, 2017

Mr. Ken Davis
Hanson's Montessori School
15 Main St.
Kamloops, BC
V2A 7B5

Our ref: #223

Dear Mr. Davis:

Outstanding Invoice

Our records show that you have an outstanding balance dating back to January, 20--. Your January invoice was for £445.00 and we have yet to receive this payment. Please find a copy of the invoice enclosed.

If this amount has already been paid, please disregard this notice. Otherwise, please forward us the amount owed in full by March 1st, 20--. As our contract indicates, we begin charging 5% interest for any outstanding balances after 30 days.

Thank you in advance for your cooperation. We hope to continue doing business with you in the future.

Sincerely,
Maria McPhee
Accountant

Enclosure: Invoice #223