



OFFERING HELP

APOLOGISING

Would you like me to ...?

Please accept our apologies for the inconvenience caused

Let me know whether you would like me to ...

I would like to apologise for ...

Do you need any help with ...?

I was very concerned to learn about ...

If you wish, I would be happy to ...

It was not our intention to ...

ASKING FOR A SUGGESTION

EXPRESSING THANKS

How do you think we should deal with this?

I really appreciate everything you have done

What do you think is the best way forward?

We would like to thank you for ...

I was wondering if you had any ideas about ...?

It was very kind of you to ...

Just a note to say how much we appreciate ...

MAKING A SUGGESTION

Perhaps we should ...

FINAL COMMENTS

Why don't we ...?

Thank you for your help

What about if we ...?

I look forward to hearing from you soon

We hope you find our quotation satisfactory

ASKING FOR CLARIFICATION

I hope this clarifies the situation

I am not sure what you mean by ...? Could you clarify?

I look forward to receiving ...

Could you explain in a little more detail?

Thank you for bringing this matter to my attention

What do you mean by ...?

I hope that you can deal with this matter promptly

Please accept my assurance that it will not happen again

GIVING CLARIFICATION

I look forward to an early reply

What I meant was ..., not ...

An early reply would be greatly appreciated

To clarify, ...

Please feel free to contact us if you have any questions

In other words, ...

If you need any further information, do not hesitate to contact us