

### **Closing lines for different kinds of email**

*Write closing typical closing lines like "See you then" for the kinds of emails below. You can use the same sentences in several places, but try to add variety if you can. All of the functions below can have more than one possible ending, especially if you include different levels of formality.*

- 1 Answering questions/ Giving information**
  
- 2 Apologising/ Responding to complaints**
  
- 3 Asking for permission to do something**
  
- 4 Giving advice/ Giving feedback/ Recommending/ Suggesting**
  
- 5 Giving directions**
  
- 6 Instructions/ Commands/ Demanding action (= Telling someone to do something)**
  
- 7 Introducing yourself/ Making contact with someone**
  
- 8 Making arrangements (suggesting and fixing appointments, meetings, etc)**

**9 Making complaints (= Complaining)**

**10 Making enquiries/ Asking for information**

**11 Ordering/ Booking/ Applications**

**12 Sending attachments**

**13 Thanking (e.g. acknowledging receipt of something)**

**14 Requesting (= Asking for something or asking for help)**

### Mixed up suggested answers – More difficult arranged line by line version

*Match these to the functions above. Some can be used in more than one place.*

- Any feedback you can give me on this would be gratefully accepted/ greatly appreciated.
- Cheers
- Cheers/ Thanks/ Thank you (in advance).
- hope that helps.
- I hope that is clear.
- I hope this is acceptable with you.
- I hope we have the chance to meet soon.
- I look forward to doing business with you.
- I look forward to hearing from you soon/ to your quick reply.
- I look/ (I'm) looking forward to hearing from you (soon)/ to your reply.
- I look/ (I'm) looking forward to receiving your comments/ hearing from you (soon).
- I look/ (I'm) looking forward to seeing you then.
- If anything about that isn't clear, please drop me a line.
- If I can ever help you in the same way, just let me know.
- If you have any further/ more questions, please (do not hesitate to) contact me.
- If you have any problems opening the document, please let me know.
- If you need any more feedback, just let me know.
- If you need any more info(rmation), just/ please let me know.
- If you need further details about our requirements, please contact us.
- If you would like further recommendations, please do not hesitate to contact me.
- Once again, please accept our apologies for any inconvenience this may have caused.
- Once again, thank you for making the time to meet me at such short notice.
- Please let me know if that is okay/ if that is acceptable with you.
- Please let me know what time most suits you.
- Please phone us if you get lost.
- See you then.
- Thank you for your cooperation.
- Thanks again./ Once again, thanks for all your help with this matter.

**Mixed up suggested answers – Easier arranged by sections version**

*Match these to the functions above.*

Any feedback you can give me on this would be gratefully accepted/ greatly appreciated.

If you have any problems opening the document, please let me know.

I look/ (I'm) looking forward to receiving your comments/ hearing from you (soon).

Cheers/ Thanks/ Thank you (in advance).

I look/ (I'm) looking forward to hearing from you (soon).

(I) hope that helps.

If you need any more feedback, just let me know.

If you would like further recommendations, please do not hesitate to contact me.

I hope that is clear.

If anything about that isn't clear, please drop me a line.

Please phone us if you get lost.

I hope this is acceptable with you.

Once again, please accept our apologies for any inconvenience this may have caused.

I hope we have the chance to meet soon.

I look forward to doing business with you.

I look forward to hearing from you soon/ to your quick reply.

I look/ (I'm) looking forward to hearing from you (soon)/ to your reply.

If you have any further/ more questions, please (do not hesitate to) contact me.

If you need any more info(rmation), just/ please let me know.

(I) hope that helps.

If you need further details about our requirements, please contact us.

I look/ (I'm) looking forward to hearing from you (soon).

Please let me know if that is okay/ if that is acceptable with you.

I look/ (I'm) looking forward to hearing from you.

See you then.

I look/ (I'm) looking forward to seeing you then.

Once again, thank you for making the time to meet me at such short notice.

Please let me know what time most suits you.

Thank you for your cooperation.

Cheers

Thanks again./ Once again, thanks for all your help with this matter.

If I can ever help you in the same way, just let me know.

## **Suggested answers**

### **1 Answering questions/ Giving information**

If you have any further/ more questions, please (do not hesitate to) contact me.

If you need any more info(rmation), just/ please let me know.

(I) hope that helps.

### **2 Apologising/ Responding to complaints**

I hope this is acceptable with you.

Once again, please accept our apologies for any inconvenience this may have caused.

### **3 Asking for permission to do something**

Please let me know if that is okay/ if that is acceptable with you.

I look/ (I'm) looking forward to hearing from you.

### **4 Giving advice/ Giving feedback/ Recommending/ Suggesting**

(I) hope that helps.

If you need any more feedback, just let me know.

If you would like further recommendations, please do not hesitate to contact me.

### **5 Giving directions**

I hope that is clear.

If anything about that isn't clear, please drop me a line.

Please phone us if you get lost.

### **6 Instructions/ Commands/ Demanding action (= Telling someone to do something)**

Thank you for your cooperation.

Cheers

### **7 Introducing yourself/ Making contact with someone**

I hope we have the chance to meet soon.

I look forward to doing business with you.

### **8 Making arrangements (suggesting and fixing appointments, meetings, etc)**

See you then.

I look/ (I'm) looking forward to seeing you then.

Once again, thank you for making the time to meet me at such short notice.

Please let me know what time most suits you.

### **9 Making complaints (= Complaining)**

I look forward to hearing from you soon/ to your quick reply.

### **10 Making enquiries/ Asking for information**

I look/ (I'm) looking forward to hearing from you (soon)/ to your reply.

### **11 Ordering/ Booking/ Applications**

If you need further details about our requirements, please contact us.

I look/ (I'm) looking forward to hearing from you (soon).

### **12 Sending attachments**

Any feedback you can give me on this would be gratefully accepted/ greatly appreciated.

If you have any problems opening the document, please let me know.

I look/ (I'm) looking forward to receiving your comments/ hearing from you (soon).

### **13 Thanking (e.g. acknowledging receipt of something)**

Thanks again./ Once again, thanks for all your help with this matter.

If I can ever help you in the same way, just let me know.

### **14 Requesting (= Asking for something or asking for help)**

Cheers/ Thanks/ Thank you (in advance).

I look/ (I'm) looking forward to hearing from you (soon).