

HI + WELCOME



Olivia Augustin

Civil Engineer + Certified Business English Tutor

Who am I and why should you listen to me?

Hey, I'm Olivia. Word-nerd + coffee lover. And for the past twelve years, I've been helping businesses + organisations to share their stories in multiple languages. But before that, I've been in engineering for 10+ years.

I believe that busy engineers deserve quick solutions when it comes to Business + Technical English. WITHOUT the struggle that generally goes with language learning. With a little help + guidance (and this eBook), you can relax and focus on what you're best at: engineering.

This 'cheat sheet' has been created to help you save time by giving you ideas that you can simply copy and paste. But feel free to use it as a workbook and add your own thoughts.

CHEAT SHEET



HELPFUL PHRASES + VOCABULARY TO WRITE AN ENGLISH BUSINESS EMAIL

I want to share with you a list of phrases and useful vocabulary that you can simply copy and paste the next time you have to write an email (in a hurry).

I highly recommend that you extend this list. Whenever you receive an email with sentences and phrases you like, write them down for future reference!

USEFUL PHRASES FOR EMAILS AND LETTERS

(FROM FORMAL TO INFORMAL)

Starting

Dear Sir or Madam

Dear Mr / Mrs / Ms / Miss Brown

Hello / Hi

Tip: If you're not sure what to use, you can always say 'Good morning'

Reason for writing

I am writing with regard to / about...

I'm writing to request/inform/complain about...

Just a quick email to ask...

Referring to previous contact

Regarding our previous meeting...

With reference to your letter/email dated 12/11/20...

Following your letter...

About your email...

Introducing bad news

We regret to inform you that...

Unfortunately... / Sadly...

I'm afraid (that)... / I'm sorry, but...

Making a request

I would appreciate it if you sent...

Could you possibly send...?

Can you send...?

Offering information or help

Do not hesitate to contact me if you require any further assistance.

Please feel free to contact me if you need further information.

Give me a call if you want more information.

USEFUL PHRASES FOR EMAILS AND LETTERS

(FROM FORMAL TO INFORMAL)

Introducing good news

I am delighted to...
I'm happy to... / I'm pleased to...
Fortunately... / Luckily...

Sending an attachment

I am attaching...
Please find attached...
Here is...

Conclusion

Yours faithfully (if using Dear Sir or Madam as an introduction)
Yours sincerely (if using Dear Mr / Mrs / Ms / Miss as an introduction)
Best regards / Kind regards
All the best
Bye for now / and my personal favourite: Cheers

Use the space below to 'collect' your own useful phrases

EXTRA

FREE RESOURCES

GRAMMARLY.COM



Grammarly is much more than a simple autocorrect. It is an AI-powered free online writing assistant. And because I'm not a morning person, I use it daily. The free version checks your spelling, grammar and punctuation!

WORDHIPPO.COM



Wordhippo offers word tools for your creative needs: synonyms, antonyms, definition, rhymes (not that an engineer needs that one), pronunciation, and more. It's a great tool if you want to avoid using the same word 100 times over.

MERRIAM-WEBSTER.COM



The dictionary by Merriam-Webster is America's most trusted online dictionary for English word definitions, meanings, and pronunciation. I especially love their word of the day. Because you can always learn something new.

That's it. You've just had about one hour worth of Business English coaching. Remember, while copying phrases is an important part of the journey, it's not something you want to rely on forever. Don't be afraid to try something new and add your own personal style to your emails.



Business English for Busy Engineers

You're an expert in your field, well-known + respected, with 5 different international projects at the same time.

But there's just one {or maybe, a few} problems:

- You haven't found an English course that gives you the personalized advice you need.
- No matter how many online articles you read about Business English, you always end up feeling inefficient.
- You don't even know where to start. Grammar, pronunciation, vocabulary... it's all a blur.
- Or maybe even all of the above?

Are you sitting there and nodding your head or leaning in closer to your screen as you read this, thinking: "Umm, Olivia, have you been reading my diary?"

If so, it's time to have a chat.

[Book a free consultation by clicking this link.](#)

Olivia Augustin

Let's get social on [LinkedIn](#) + [Instagram](#)