

Email topics

Your language	Business / office issues	Text module
	Enquiries	
	Offers	
	(cost) estimate / quote	
	Thanking	
	Placing orders	
	Accepting an offer	
	Rejecting an offer	
	Arranging shipment	
	Arranging payment	
	Sending an invoice	
	Arranging a contract	
	Sending an attachment	
	Arranging a meeting	
	Arranging a conference	
	Attaching the agenda	
	Arranging an open day	
	Arranging a visit	
	Cancelling / postponing a meeting	
	An invitation	

	Accepting an invitation	
	Turning down an invitation	
	Apologizing	
	Arranging an audit	
	Tax / VAT issues	
	Customs issues	
	EU regulations	
	Quality / standards / ISO issues	
	Giving directions	
	Giving instructions	
	Giving product information	
	Arranging to exhibit at a trade fair	
	Explaining that a product / service is not available at the moment	
	New information about a product	
	New information about a project	
	New information about the budget	
	Describing business trends / development	
	Personal news	
	Asking for help	

	Offering help / action	
	Asking for clarification	
	Booking a business trip – flight, hotel etc.	
	Explaining hotel guest's requirements	
	Booking a rental car	
	Applying for a job, attaching CV / Resumé	
	Replying to a job application – invitation to an interview / rejection	
	A report	
	Giving advice / suggestions	
	Minutes of a meeting	
	Setting tasks	
	Setting a deadline	
	Explaining why task not completed yet	
	Asking for extension of deadline	
	Not (/no longer) my task / responsibility	
	Delay in delivery	
	Asking for a translation	

	Confirming an appointment	
	Confirming a booking	
	Confirming a delivery	
	Confirming receipt	
	Sales / marketing / advertising	
	Reminder	
	Final reminder	
	Price info	
	Batch info	
	Attaching terms and conditions	
	Out of office	
	Dealing with a complaint	
	Complaints	
	invoiced for wrong amount	
	late payment	
	the wrong information	
	no reply to email or answerphone message	
	problems with computer system	
	lost order / documents	

	documents unclear / illegible	
	documents not arrived	
	delays	
	goods arrived damaged	
	inadequately packaged	
	goods wrongly labelled	
	delivered wrong items	
	delivered wrong amount	
	attachment not sent	
	something missing	
	price increases	
	technical problems	
	equipment breaking down	
	unreliability	
	substandard quality	
	changes since last batch	
	passing on complaints from someone else	
	release of personal information	
	breach of data protection	

	breach of contract	
	bad publicity	
	lack of information	
	short notice	
	lack of improvements	
	not first time	
	incomplete documents – problems at customs	
	fraud / deceit – product unlike description	