

THE CORPORATE INSIDER

# STANDARD EMAIL REPLIES



## STANDARD REPLIES FOR FREQUENT EMAIL REQUESTS

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#### EVENT INVITATION RESPONSE

Dear...

I hope you are well.

Thank you for your invitation to (name of event), unfortunately Mr/Ms Executive will not be able to attend due to a prior commitment. I apologise on behalf of Mr Executive and thank you for the invitation.

Kind regards,

### HOLDING EMAIL RESPONSE

Dear...

I hope you are well.

This is to confirm that I have received your email however I will need to look into this further before coming back to you. I will get back to you by the end of this week. Please let me know if there is anything else I can help with in the meantime.

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#### REMOVE FROM MAILING LIST

Dear...

I hope you are well.

Thank you for your email, unfortunately this would not be something of interest for us, please could you kindly go ahead and remove us from your mailing list.

Kind regards,

## HOLDING EMAIL WHILST EXEC IS TRAVELLING

Dear...

I hope you are well.

Unfortunately ... is currently away on a business trip, Mr/Ms Executive will get back to you as soon as they are available to. If there is anything I can do to help you in the meantime then please let me know.

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## MEETING REQUEST

Dear...

I hope you are well.

Thank you for getting in touch. Before I check Mr/Ms Executive's diary for availability could you please let me know a little more information about the meeting? Please could you answer the following?

- What is the reason for the meeting?
- How long do you need?Do you have an agenda?
- Do you have any paperwork that you can send through prior to the meeting?
- Can this be a phone call rather than a face to face meeting in the first instance?
- Is my manager aware of the subject being discussed?
- Who else will be in the meeting?

Once I have the details, I'll come back to you with availability.

Thank you in advance.

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### SPEAKING REQUEST

Dear...

Thank you for asking Mr/Ms Executive to speak at ... Please can you send me more information regarding this event such as:

- The programme and agenda for the event
- A list of speakers
- The objectives and themes of the event
- The format of the presentation and the length
- The size of the audience and the demographics
- The date, time and location of the event
- The speaker budget and travel expenses

Once I have recieved these details I will then speak to Mr/Ms Executive to see if he/she will be interested and has availability. Thank you again for thinking of Mr/Mrs Executive.

If you do need any further assistants please direct your queries to me.

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#### PROJECT SUPPORT REQUEST

Dear...

Thanks so much for getting in touch. Your (name of the project) sounds interesting.

Unfortunately, Mr Executive has a very full schedule this week but I can certainly put you in touch with my colleague who also has experience in this area. If that sounds okay, I will pass your details on to (name of colleague).

Look forward to hearing from you.

### DOCUMENT APPROVAL REQUEST

Dear...

Thank you for getting in touch. I have printed off the (name of document) and I will ensure that Mr/Ms Executive reads and approves the document by (date).

If you have any questions in the meantime please direct them to me.

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## EMAIL INTRODUCTION

Dear...

Thank you so much for putting (name of introduction) in touch with Mr/Ms Executive.

(Name of introduction), I am Mr/Ms Executive's Assistant and I would love to arrange for you to meet Mr/Ms Executive in person. Are you available on the following dates? (list dates)

If you do have an assistant you would like me to work with on scheduling the meeting please do give me their details so that we can get something in the diary for you and Mr/Ms Executive.

Kind regards,

#### EMAIL INTRODUCTION

Dear...

Thank you for your email. Mr/Ms Executive has asked me to follow up with this to gain a better understanding as there seems to be a large amount of information on your previous email. Please could you give me some more information on the context you would like Mr/Ms Executive to action?

I look forward to hearing from you soon.