

THE FIRST 30 DAYS · NEW SECRETARY TOOLKIT

BONUS

Admin Email Library

57 ready-to-send emails for scheduling, chasing, declining, travel, problems and more.

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FOR PERSONAL USE · PLEASE DO NOT SHARE OR RESELL

Copy, personalize, send

- 1 Find the situation in the contents below.
- 2 Copy the email into your email program, and replace everything in [square brackets].
- 3 Read it once out loud. Change any words that do not sound like you.
- 4 Check names, dates and attachments, then send.

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Scheduling

1 • REQUESTING A MEETING

Subject: Meeting request: [topic]

Dear [Name],

[Boss's name] would like to meet with you to discuss [topic]. Would any of these times suit you?

- [Option 1]
- [Option 2]
- [Option 3]

The meeting will take about [duration], [in person at place / by video].

Kind regards,
[Name]

2 • OFFERING TIMES

Subject: Times for your meeting with [boss's name]

Dear [Name],

Thank you for your request. [Boss's name] can meet on:

- [Option 1]
- [Option 2]

Please let me know which suits you best, and I'll send an invitation.

Kind regards,
[Name]

3 • CONFIRMING A MEETING

Subject: Confirmed: [topic], [date] at [time]

Dear [Name],

This is to confirm your meeting with [boss's name] on [date] at [time], [place or link].

If anything changes, please let me know.

Kind regards,
[Name]

4 · RESCHEDULING (OUR SIDE)

Subject: Rescheduling: [topic], [date]

Dear [Name],

I'm sorry, but [boss's name] needs to move your meeting on [date]. Could either of these times work instead?

- [Option 1]
- [Option 2]

Thank you for your understanding.

Kind regards,
[Name]

5 · ACCEPTING THEIR RESCHEDULE

Subject: Re: new time for [topic]

Dear [Name],

Of course. I've moved the meeting to [new date and time] and sent an updated invitation.

Kind regards,
[Name]

6 · CANCELLING A MEETING

Subject: Cancelled: [topic], [date]

Dear [Name],

I'm writing to let you know that the meeting on [date] at [time] has been cancelled. [Boss's name] apologizes for any inconvenience. I'll be in touch if a new date is needed.

Kind regards,
[Name]

7 · REMINDER THE DAY BEFORE

Subject: Reminder: [topic], tomorrow at [time]

Dear [Name],

A quick reminder of your meeting with [boss's name] tomorrow, [date], at [time], [place or link].

We look forward to seeing you.

Kind regards,
[Name]

8 · TIME ZONE CHECK

Subject: Time check for our call on [date]

Dear [Name],

To make sure we have the same time: the call is at [time] [your time zone], which is [time] [their time zone]. Could you confirm that works for you?

Kind regards,
[Name]

9 · SENDING THE INVITATION

Subject: Invitation: [topic], [date]

Dear all,

Please find the invitation for [topic] on [date] at [time]. The video link is in the invitation, and the agenda is attached.

Kind regards,
[Name]

10 · BOOKING A ROOM

Subject: Room booking request: [date]

Hello,

Could I book [room] on [date] from [time] to [time] for [number] people? We will need [screen / video equipment / catering].

Thank you,
[Name]

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Saying no, politely

11 · DECLINING FOR YOUR BOSS

Subject: Re: [request]

Dear [Name],

Thank you for thinking of [boss's name]. Unfortunately [his/her/their] schedule does not allow it at the moment. [He/She/They] sends best wishes for [event].

Kind regards,
[Name]

12 · NOT AVAILABLE, SUGGESTING A COLLEAGUE

Subject: Re: [request]

Dear [Name],

[Boss's name] isn't available for this, but [colleague's name], who leads [area], would be well placed to help. I've copied [him/her/them] here.

Kind regards,
[Name]

13 · NOT NOW, BUT LATER

Subject: Re: [request]

Dear [Name],

Thank you for your message. [Boss's name] is fully committed until [month], but would be glad to look at this again then. May I contact you in [month]?

Kind regards,
[Name]

14 · WHEN YOU CAN'T SHARE INFORMATION

Subject: Re: [request]

Dear [Name],

Thank you for your message. I'm not able to share that information, but I'll pass your request to [boss's name / the right team], who will be in touch if they can help.

Kind regards,
[Name]

15 · REDIRECTING TO THE RIGHT PERSON

Subject: Re: [request]

Dear [Name],

The best person for this is [name] in [team], at [email]. I've forwarded your message so you don't need to write again.

Kind regards,
[Name]

Chasing and reminders

16 · A GENTLE FIRST REMINDER

Subject: Gentle reminder: [item]

Hi [Name],

Just a gentle reminder about [item], which we were expecting by [date]. Could you let me know when we can expect it?

Thank you,
[Name]

17 · A SECOND REMINDER

Subject: Following up: [item]

Hi [Name],

I'm following up on my message of [date] about [item]. [Boss's name] needs it for [reason / meeting] on [date]. Is there anything you need from us?

Thank you,
[Name]

18 · A FINAL REMINDER

Subject: Action needed by [date]: [item]

Hi [Name],

I wanted to make sure this didn't get lost. We need [item] by [date] at the latest, for [reason]. If that isn't possible, please let me know today so I can tell [boss's name].

Thank you,
[Name]

19 · CHASING AN APPROVAL OR SIGNATURE

Subject: Signature needed: [document]

Hi [Name],

The attached [document] is waiting for your [approval / signature]. It is needed by [date] so that [reason]. It should take about [time].

Thank you,
[Name]

20 · CHASING AN RSVP

Subject: Please reply: [event] on [date]

Dear [Name],

We would be delighted to see you at [event] on [date]. Could you let me know by [date] whether you'll be able to attend?

Kind regards,
[Name]

21 · CHASING PAPERS FOR A MEETING

Subject: Papers for [meeting] on [date]

Hi [Name],

Could you send me your papers for [meeting] by [date]? I'll be sending the pack to attendees on [date].

Thank you,
[Name]

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Information

22 · ASKING FOR INFORMATION

Subject: Information request: [topic]

Hi [Name],

[Boss's name] has asked me to collect [information] for [purpose]. Could you send it to me by [date]?

Thank you,
[Name]

23 · SENDING INFORMATION

Subject: [Topic]: the information you asked for

Dear [Name],

As requested, please find [information] attached. Please let me know if you need anything else.

Kind regards,
[Name]

24 · ACKNOWLEDGING RECEIPT

Subject: Received: [topic]

Dear [Name],

Thank you, I've received [item] and passed it to [boss's name].

Kind regards,
[Name]

25 · FORWARDING TO YOUR BOSS WITH CONTEXT

Subject: FW: [topic] (decision needed by [date])

Hi [Boss's name],

In short: [one-line summary]. They are asking for [what], by [date]. My suggestion: [option], if you agree.

Full message below.

[Name]

26 · A HOLDING REPLY

Subject: Re: [topic]

Dear [Name],

Thank you for your message. I'm looking into this and will come back to you by [date].

Kind regards,
[Name]

27 · CLARIFYING A REQUEST

Subject: Re: [topic], a quick question

Hi [Name],

To make sure I get this right: do you need [option A] or [option B]? And is [date] the deadline?

Thank you,
[Name]

Travel and logistics

28 · TRAVEL BOOKING REQUEST

Subject: Booking request: [traveler], [destination], [dates]

Hello,

Could you please book the following for [traveler]:

- Flights: [route], [dates], [preferred times], [seat preference]
- Hotel: [area], [dates]
- Transfers: [details]

Approval reference: [code]. Please send options before booking.

Thank you,
[Name]

29 · SENDING THE ITINERARY

Subject: Your itinerary: [destination], [dates]

Hi [Boss's name],

Your itinerary is attached: flights, hotel, transfers and meetings, all in one page. Your documents and confirmation numbers are on page 2.

Have a good trip,
[Name]

30 · A HOTEL REQUEST

Subject: Reservation [number]: a request

Dear Reservations team,

For reservation [number] in the name of [guest], arriving [date], could you please arrange [request: quiet room, early check-in, desk]?

Thank you,
[Name]

31 · DIRECTIONS FOR A VISITOR

Subject: Your visit on [date]: how to find us

Dear [Name],

We look forward to welcoming you on [date] at [time]. Our address is [address]. Please go to reception on [floor] and ask for me; I'll meet you there. [Parking or transport details.]

Kind regards,
[Name]

32 · VISITOR NOTICE TO RECEPTION

Subject: Visitor today: [name] at [time]

Hello,

[Name] from [organization] is visiting [boss's name] today at [time]. Could you please prepare a badge and call me on [extension] when they arrive?

Thank you,
[Name]

33 · ORDERING CATERING

Subject: Catering for [meeting], [date]

Hello,

Could I order [items] for [number] people for [meeting] in [room] on [date], to arrive at [time]? Dietary needs: [details]. Cost center: [code].

Thank you,
[Name]

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Meetings

34 · ASKING FOR AGENDA ITEMS

Subject: Agenda items for [meeting] on [date]

Dear all,

If you have items for the agenda of [meeting] on [date], please send them to me by [date], with a short note on whether the item is for information, discussion or decision.

Kind regards,
[Name]

35 · SENDING PAPERS SEPARATELY

Subject: Papers for [meeting], [date]

Dear all,

Please find attached the papers for [meeting] on [date]. Item [number] will be presented by [name].

Kind regards,
[Name]

36 · POSTPONING A MEETING

Subject: Postponed: [meeting] on [date]

Dear all,

[Meeting] on [date] has been postponed. I'll send a new date as soon as it is confirmed. Papers already sent remain valid.

Kind regards,
[Name]

37 · NOTES FROM A CALL, FOR YOUR BOSS

Subject: Notes: call with [name], [date]

Hi [Boss's name],

Key points from your call with [name]:

- [Point]
- [Point]

Next steps: [action, owner, date].

[Name]

38 · CONFIRMING ATTENDANCE TO THE CHAIR

Subject: Attendance for [meeting], [date]

Dear [Chair's name],

For [meeting] on [date]: [number] attending, [names] sending apologies. [Name] will join by video.

Kind regards,
[Name]

Introductions and courtesy

39 · INTRODUCING TWO PEOPLE

Subject: Introduction: [Name] and [Name]

Dear [Name] and [Name],

[Boss's name] asked me to introduce you. [Name] leads [area] at [organization], and [Name] is [role]. You share an interest in [topic].

I'll leave you to find a time.

Kind regards,
[Name]

40 · WELCOMING A NEW COLLEAGUE

Subject: Welcome to the team, [Name]

Dear [Name],

Welcome! I support [boss's name], so we'll be working together on [area]. If you need anything in your first weeks, please ask.

Kind regards,
[Name]

41 · THANKING A COLLEAGUE

Subject: Thank you

Hi [Name],

Thank you for your help with [task]. It made a real difference.

Best wishes,
[Name]

42 · THANKING A VISITOR

Subject: Thank you for your visit

Dear [Name],

Thank you for visiting us on [date]. [Boss's name] enjoyed the meeting. As promised, please find [document] attached.

Kind regards,
[Name]

43 · CONGRATULATIONS

Subject: Congratulations, [Name]

Dear [Name],

Congratulations on [achievement]. Very well deserved.

Warm regards,
[Name]

44 · FAREWELL TO A COLLEAGUE

Subject: Good luck, [Name]

Dear [Name],

Thank you for everything, and for your help since I joined. I wish you every success in your new role.

Warm regards,
[Name]

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Problems and apologies

45 · CORRECTING A SENT EMAIL

Subject: Correction: [original subject]

Dear all,

A correction to my earlier message: the [date / time / place] should read [correct information]. Apologies for any confusion.

Kind regards,
[Name]

46 · A WRONG INVITATION SENT

Subject: Please ignore: [invitation title]

Dear all,

Please ignore the invitation I sent for [title]. It was sent in error. A corrected invitation will follow.

With apologies,
[Name]

47 · LETTING SOMEONE KNOW ABOUT A DELAY

Subject: Update: [item] will be ready on [date]

Dear [Name],

I wanted to let you know that [item] will be ready on [new date] instead of [old date], because [short reason]. I'm sorry for the delay.

Kind regards,
[Name]

48 · APOLOGIZING FOR A MISTAKE

Subject: Apologies: [topic]

Dear [Name],

I'm sorry for [mistake]. I've [what you did to fix it], and I've made sure it won't happen again.

Kind regards,
[Name]

49 · ESCALATING TO YOUR BOSS

Subject: Need your help: [issue]

Hi [Boss's name],

[One-line summary of the issue.] I've tried [what you did]. Could you [specific help needed] by [time]?

[Name]

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Out of office

50 · YOUR BOSS'S OUT-OF-OFFICE

Subject: Out of office

Thank you for your email. I am out of the office until [date] with limited access to email. For urgent matters, please contact my assistant, [Name], at [email or phone].

51 · YOUR OWN OUT-OF-OFFICE

Subject: Out of office

Thank you for your message. I am out of the office until [date]. For urgent matters relating to [boss's name]'s office, please contact [colleague] at [email].

52 · EXTENDED LEAVE

Subject: Out of office until [date]

Thank you for your email. I am on leave until [date]. During this time, [colleague] at [email] is looking after [boss's name]'s office. I will reply after my return.

53 · OFFICE CLOSURE NOTICE

Subject: Office closed: [dates]

Dear all,

Please note that the office will be closed from [date] to [date] for [reason]. We will reopen on [date]. For urgent matters, please contact [details].

Kind regards,
[Name]

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Internal requests

54 · AN IT REQUEST

Subject: IT request: [issue]

Hello,

[User] needs [access / repair / equipment] for [system or device]. [Short description of the problem.] It is needed by [date]. My manager, [boss's name], has approved it.

Thank you,
[Name]

55 · A FACILITIES REQUEST

Subject: Facilities request: [room or issue]

Hello,

Could you help with [issue] in [room or location]? [Details.] It is needed by [date and time].

Thank you,
[Name]

56 · ORDERING SUPPLIES

Subject: Supplies order: [team]

Hello,

Could I order the following for [team]?

- [Item, quantity]
- [Item, quantity]

Cost center: [code].

Thank you,
[Name]

57 · SUBMITTING EXPENSES

Subject: Expenses for [boss's name]: [month]

Hello,

Please find attached [boss's name]'s expenses for [month], with receipts. The total is [amount], cost center [code]. Please let me know if anything is missing.

Thank you,
[Name]

NO REPEATS

This library does not repeat the emails in your other tools. Your first introduction email is in Introduction Scripts, and the agenda, draft minutes, final minutes and action reminder emails are in the Meeting Kit.

FROM 26 YEARS AT THE DESK

A good admin email has three parts: what this is about, what you need, and by when. If your email has those three, it is a good email, whatever the words.

CALM MOMENT

You will not need all of these emails this month. Bookmark the categories you use most, and the rest will be here when the moment comes.