

Templed e-bost ateb ymholiad Template for an e-mail reply to an enquiry

Annwyl	Dear
Diolch i chi am eich ymholiad.	Thank you for your enquiry.
Ymddiheuriadau am yr oedi wrth ymateb.	Apologies for the delay in our response.
Byddaf yn trosglwyddo eich cais i'r adran berthnasol.	I will transfer your enquiry to the relevant department.
Byddaf yn trosglwyddo eich cais i'r swyddog perthnasol.	I will transfer your enquiry to the relevant officer.
Rydym yn ceisio datrys eich problem.	We are working on resolving your problem.
Byddwn yn cysylltu â chi cyn gynted ag y bo modd.	We will contact you as soon as possible.
Byddwn yn ymateb cyn gynted ag y bo modd.	We will respond as soon as possible.
... yw'r swyddog perthnasol.	... is the relevant officer.
Dyma ei fanylion cyswllt:	Here are his details:
Dyma ei manylion cyswllt:	Here are her details:
Dyma eu manylion cyswllt:	Here are their details:
Rwy'n cynnwys y swyddog perthnasol yn yr e-bost hwn er mwyn i chi allu cysylltu â nhw'n uniongyrchol.	I'm including the relevant officer in this e-mail in order for you to be able to contact them directly.
Yn y cyfamser, am ragor o wybodaeth ynghylch ein gwasanaethau, ewch i'n gwefan www.sirgar.llyw.cymru , ffoniwch 01267 234567 neu anfonwch neges destun at rif 07892 345678.	In the meantime, for more information about our services, visit our website www.carmarthenshire.gov.uk , phone 01267 234567 or send a text message to 07892 345678.
Cofion	Regards

Safonau 125, 1, 4, 5, 6,