

Hotel Correspondence

LAYOUT OF A LETTER

GUIDE TO LETTER WRITING

The achievement of any goal largely depends on an accurate planning. If your goal is writing a letter, then you have to organize a planning stage as well. Before you write a letter, it makes sense to know that you have to cope with two aspects of a problem: what to write and how to write, that is contents and form. In letter writing appearance is very important. There are certain conventions used in letter writing that regard style, choice of words, the smooth flowing of paragraphs, etc. which are fairly well established and take time and practice to learn. An intense practice in reading letters may help learners to write successfully. The message you are sending is obviously the most important aspect of your letter. You may feel more comfortable in following the procedure of constructing detailed outlines of the topics you plan to cover. Under each topic you might write a few relevant words to convert into paragraphs on subsequent reading. Supposing you have to write a reservation letter, you may find it convenient to work out a composition model based on the following steps:

1. make sure you know the main purpose of the letter (you are asking to reserve accommodation);
2. state the type of accommodation required as well as the exact period of your stay;
3. state time of arrival and if you expect you will require dinner;
4. request confirmation of the reservation;
5. keep your letter short and to the point, that is direct and relevant to the matter in hand;

If you have made a telephone booking and you want to write a follow-up letter, you already know what topics you have to cover in your letter. An outline of these would be:

- a. refer to the telephone call
- b. confirm the sort of accommodation and the time you require it
- c. ask the hotel manager to confirm reservation

An outline is a good method of organizing topics and visualizing the order in which you wish to discuss them in the letter. Likewise if you want an outline of the main topics of a letter confirming the guest's reservation, this would be:

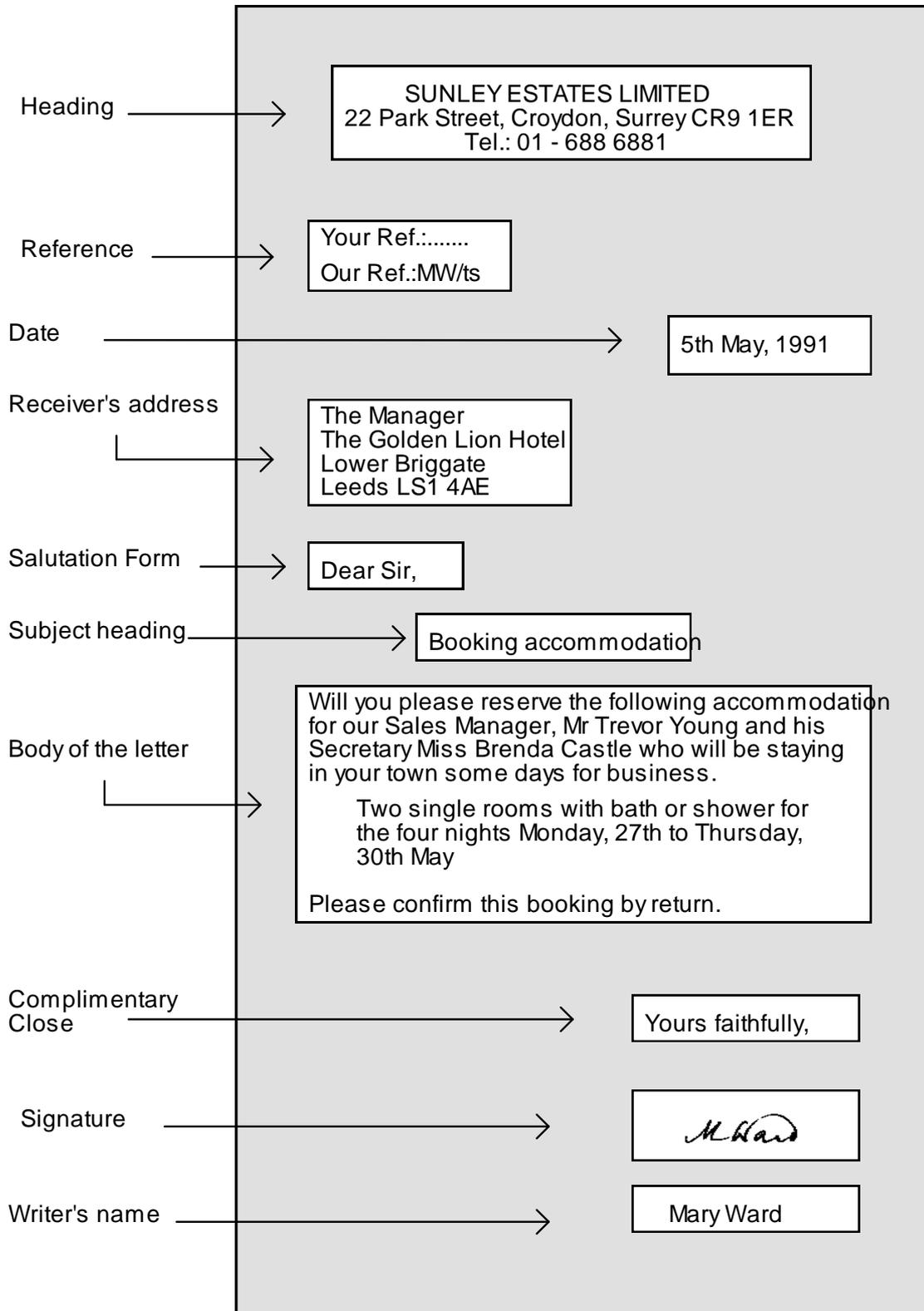
- a. refer to the guest's request for reservation
 - b. confirm the accommodation and the time required
- express the pleasure of welcoming the guest.

For people who find difficulties in writing a letter, grammar is probably the most frightening element of writing. You can combat this fear. Relax and try to write as naturally as possible. Do not forget that incoming letters are a very good source of learning: why don't you try to collect and organize phrases and sentences so as to retrieve them in case of need? That's the key to improve your skills.

HOTEL CORRESPONDENCE

The Layout of a Letter

This is a letter written by a firm. It looks like a typical business letter which includes standard separate parts. The heading is usually printed on the firm's letter-paper and is placed in the top centre of the page.



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This format makes use of the 'block form' style. In this format, all the lines of the letter, from the dateline to the last notation, are aligned with the left margin. Paragraphs are not indented but rather begin flush with the left margin. Single-spacing is used within the paragraphs, and double-spacing between. Block form style is customarily adopted both in the USA and in Britain.

Letterhead	<p style="text-align: center;">BRITISH TELECOM 207 Old Street, London EC1V 9PS Telephone 071 250 7913 Fax 071 250 7962</p>
Inside address	<p>Mr Kenn The Kennedy Hotel 43 Cardington Street London NW1 2LP</p>
Dateline	<p>25 January 1994</p>
Salutation	<p>Dear Mr Kenn,</p>
Subject line	<p><u>Re: Winchester Conference Room</u></p>
Body of letter	<p>As per our telephone conversation yesterday morning, I am writing to confirm that I wish to provisionally book the Winchester Room on the 3rd and 4th February 1994. Confirmation of our booking will be sent to you from our Martlesham Heath office. I have raised BT order ML/I 565749 to cover our booking.</p> <p>We will contact you nearer the date regarding final numbers and whether we need to hire an OHP and syndicate room.</p> <p>If you have any queries, or require further information, please contact me on 071 - 250 7913.</p>
Complimentary close	<p>Yours sincerely,</p>
Signature	<p>Heather Craven</p>
Position	<p>Heather Craven Management Secretary</p>

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This letter is written by a private individual whose home address (without the writer's name) is located on the top right side of the page. This letter has no heading.

The diagram illustrates the layout of a letter with the following components:

- Sender's address:** 55, West Street
Northampton
NN5 4AA
- Date:** April 2nd, 1992
- Receiver's address:** The Manager
The Crown Hotel
15, Marston Road
Oxford
OX1 2RF
- Salutation Form:** Dear Sir,
- Body of the letter:** I am going to spend a week in Oxford from May 2nd to 16th inclusive and should like to know whether you can reserve a single room with shower. When confirming my reservation please let me know your half board rates and the amount of the booking deposit I have to remit. Looking forward to hearing from you.
- Closing sentence:** Yours faithfully
- Complimentary close:** (This label points to the closing sentence)
- Signature:** *A. Marshall*
- Sender's name:** A. Marshall

HOTEL CORRESPONDENCE

LAYOUT RULES

1. **HEADING.** The heading contains the name of the firm, its branch of business, its main office address, telephone, telex and fax number. It may also include a logo, any branch office address, VAT registration number and the directors' names.
2. **DATE.** The date is placed on the right-hand side of the letter. There are two ways of writing a date: 5th April, 1992 or 5 April 1992 (British usage), April 5, 1992 (American usage). Avoid using 5.4.92 or 5/4/92. In the USA this date will be read 4 May 1992 rather than 5 April 1992. Never write the name of the town before the date.
3. **REFERENCE.** The reference is distinguished into OUR REF. and YOUR REF. They are followed by a number or number and letters indicating the number of the file and the names of the persons handling it.
4. **PERSONAL HOME ADDRESS.** It is placed on the top right side of the page and must be never translated.
5. **INSIDE ADDRESS.** It is placed on the left-hand side of the letter. When writing to a person you write like this:

Mr Arthur Jones/Mrs/Miss/Ms Mary Jones
16 Enys Road
Eastbourne
E.Sussex, BN21 2DN
UK.

'UK.' stands for United Kingdom, that is Great Britain and Northern Ireland. Instead of 'UK.' you can write 'England', 'Scotland', 'Wales', or 'Northern Ireland' when the destination town belongs to one of these regions.

When you are writing to a company you may have:

Messrs Henry Hamilton & Sons / & Co. / & Bros.
Waterhouse Coaches Ltd
The Ocean Carriers Corporation
The Italian Consulate
15 South Bridge
Belfast
UK. (or Northern Ireland)

When you are writing to a hotel, you always write like this:

The Manager
The Hendon Hall Hotel
Ashley Lane
Hendon
London NW4 1HE
UK. (or England)

The most common abbreviations associated with addresses are:

Street = St. Road = Rd Avenue = Ave Boulevard = Blvd
Crescent = Cresc. Drive = Dr. Square = Sq. Park = Pk
Gardens = Gds Place = Pl.

The house number comes first and may be followed by an optional comma.

Example: 15 London Rd / 25, Shelley St. / 20 Park Lane

6. **SALUTATION FORM.** We use *Dear Sir*, *Dear Madam* when we have never met the addressee. *Dear Sirs* is used when we are writing to a firm in general. We use *Dear Mr/Mrs/Miss/Ms Page* when we are writing to people we have met or written to before.

HOTEL CORRESPONDENCE

7. THE BODY OF THE LETTER. It generally falls into three sections: a) an opening sentence which gives the reason for writing; b) one or more paragraphs dealing with the subject matter in more detail; c) the closing sentence or paragraph which anticipate a future action or event.
8. THE COMPLIMENTARY CLOSE will be: a) *Yours faithfully* with Dear Sirs, Dear Sir, Dear Madam. b) *Yours sincerely* with Dear Mr Wilson, Dear Mrs Wilson, Dear Miss Wilson, Dear Ms Wilson.
9. ENCLOSURES are indicated at the left-hand bottom of the page by the abbreviations:
Encl. / Encs. Examples: Encl. hotel brochure / Encs. hotel photos. / 2 Enclosures.

Main Differences in British and American Layout

	BRITISH LAYOUT	AMERICAN LAYOUT
DATE	(day - month - year) 7 April, 1992 / 7th April 1992 April 7, 1992 / April 7th, 1992 or 7/4/1992	(month - day - year) April 7, 1992 or 4/7/1992
FORMAL SALUTATION AND CLOSE	Dear Sirs, Dear Sir, Dear Madam, Yours faithfully,	Gentlemen: Dear Sir: Dear Madam: Yours very truly, Very truly yours, Respectfully, Very respectfully,
INFORMAL SALUTATION AND CLOSE	Dear Mr Wilson, Dear Mrs Wilson, Dear Miss Wilson, Dear Ms Wilson, Yours sincerely, Cordially Cordially yours Best regards	Dear Mr Wilson, Dear Mrs Wilson, Dear Miss Wilson, Dear Ms Wilson, Sincerely, Sincerely yours, Yours sincerely,

HOTEL CORRESPONDENCE

Practice

1. Write in words the following dates:

9/7/1993	31/5/1994
15/4/1993	21/12/1994
12/6/1993	13/1/1994
2/8/1993	3/6/1994.....
3/10/1993	22/8/1994
11/8/1993	27/5/1994
1/3/1993	23/1/1994

2. Correct what is wrong with these salutations and complimentary closes:

1. Dear Mr Smith, / Yours faithfully
2. Dear Manager, / Yours sincerely
3. The Personnel Manager / Yours faithfully
4. Dear Sir, / Yours sincerely
5. Dear Mrs White, / Yours faithfully
6. Dear Miss, / Yours sincerely
7. Dear Customer, / Yours faithfully
8. Gentlemen / Sincerely yours
9. Dear Madam, / Yours sincerely
10. Dear Sales Manager, / Yours faithfully

3. Put the following addresses in the correct order:

1. Glasgow, G2 7EN / Abany Hotel / The Manager / Bothwell Street
2. Devon / Palace Hotel / Devon TQ4 6BJ / Esplanade Road / The Manager
3. Cavendish Hotel / The Manager / London / SW1Y 6JF / Jermyn Street
4. Middx UB7 0DU / West Drayton / The Manager / Excelsior Hotel / London / Bath Road
5. Travelodge Hotel / San Francisco / The Manager / USA / 250 Beach Street / California 94133
6. The Manager / Texas 75201 / Plaza Hotel / Dallas / 650 North Pearl Boulevard / USA
7. New Street / Bucks HP20 2NW / Trusthouse Forte (UK) Ltd / Aylesbury
8. London S26 88A / 39 Dyke Street / Mr / Kingsley / Henry Wood
9. Brenda Martin / Eastbourne / 31 Carlyle Road / East Sussex BN21 4JS
10. High Road / Miss / Devon MY6 7FD / Elga Newman / Middleton

4. Put a tick (✓) on the right of the following statements according to whether they are True or False.

	T / F
The date is preceded by the name of the town	___/___
Your address is to placed on the top right-hand side of the sheet	___/___
'Gds' is the abbreviation of Gardens	___/___
4/5/19.. is 5th April 19.. in USA	___/___
The receiver's address contains telex and fax numbers	___/___
The heading contains the branch of business	___/___

HOTEL CORRESPONDENCE

The salutation form 'Gentlemen' is followed by a comma	___/___
The post code follows the destination town	___/___
You may write UK. when you send a letter to Cardiff	___/___
'Yours sincerely' is the American equivalent of 'Yours faithfully'	___/___
You may translate your personal address	___/___

Phraseology useful to letter writing

Referring to previous letters, adverts or events

We have received
We thank you for..(+object or gerund)
Following up / Further to..
Further to our telephone arrangement
We answer.. / We reply to..
Replying to..
In reply to..
We confirm hereby
In confirmation of
In compliance with
I refer to your inquiry/advert
We refer to your advertisement in... and...
With reference to your advertisement
I am interested in
I am concerned with

Stating source of address

We have learnt from
We have been given your address by
We have been favoured with your address by
Your name has been given to us by
We are indebted for your address to
Your name has been mentioned to us by

Expressing reason for writing

I am planning to spend a week's stay / a two week stay
I am going to spend three nights
I am interested in spending a two-night break
I have the opportunity of attending a training course
We are pleased to + infinitive
We have the pleasure of + gerund
We have pleasure in + gerund

Stating accommodation needs

I need a single room with bath for two nights

I should be interested in a double room and a single room, both with bath and a view of the square

The accommodation I need is a twin room with bath from 2nd to 5th July next.

I should prefer a room located on the second floor and facing the park

Please reserve the following accommodation: two adjoining single rooms with shower on the first floor for the nights of 2nd and 3rd August.

The accommodation I require should be a double room with shower or bath on bed and breakfast basis.

Requesting information or materials

Please send me

Will / would you please send me

Please let me/us have

Please let me/us know

I should like to receive

I am interested in receiving

I should be grateful/obliged if you would let me know..

Would / could you please send us

Please be so kind as to send us

We should like you to send us / submit us / state / let us know

Satisfying requests

As requested, I enclose...

As requested, we have reserved...

We are pleased to confirm...

We regret we cannot confirm..

In compliance with your request

We are very glad to meet your request

I'm afraid I cannot fulfil

We are unable to provide

Expressing hope for a reply

We look forward to welcoming you
I look forward to hearing from you
Looking forward to hearing from you
I would be grateful if you would ...
For further details please contact us
Should you need, please

Enclosing materials

We have the pleasure of sending you a brochure of our hotel.
We think you may be interested in having descriptive material concerning ..
Following up to your request of... we are pleased to send you herewith...
We are pleased to inform you that we are sending you under separate cover some brochures and tariffs of our hotel.
Enclosed herewith please find the list of services we provide to our customers.
In compliance with your request, we submit you our rates regarding families and coach parties.

HOTEL CORRESPONDENCE

Practice

1. Match the sentences on the left with their translation on the right.

- | | |
|--|--|
| 1. Further to our telephone conversation (of) this morning , we are pleased to.. | a. Your name has been given to us by the Tourist Office of your city |
| 2. Following up your wire of today, we hasten to.. | b. We thank you for your letter of 21 April with which you ask us information about .. |
| 3. I have pleasure in informing you that the accommodation you require is available at the moment. | c. In response to your March 5 request, we hasten to |
| 4. Please send us some descriptive brochures of your hotel | d. Please send us an artwork about the range of your congress and meeting equipment |
| 5. Your name has been given to us by the Tourist Board of your town | e. Following our telephone conversation this morning, we are delighted to welcome you .. |
| 6. In reply to your enquiry of 5th March, we hasten to.. | f. I am pleased to inform you that the accommodation you requested is available at the moment. |
| 7. We thank you for your letter of 21st April enquiring about.. | g. Following on to your telegram today, we hasten to .. |
| 8. Will you please let us have some illustrative material covering the range of your convention and meeting facilities | h. Please send us some descriptive descriptors of your hotel |
| 9. We refer to your letter dated 12th February and are pleased to confirm that.. | i. Thank you for your letter of February 3rd with which you requested accommodation for .. |
| 10. Thank you for your letter of 3rd February requesting accommodation for... | j. We refer to your letter of February 12 and we are happy to convey that .. |

1	2	3	4	5	6	7	8	9	10

HOTEL CORRESPONDENCE

2. Match the functions with the correct sentences.

- | | |
|--------------------------------|--|
| 1. Stating source of address | a. I am deeply concerned with your advert in today's 'SUNTOURS' |
| 2. Stating reason for writing | b. Herewith enclosed please find some photographs of our recreational facilities. |
| 3. Referring to previous event | c. Please reserve a single room from 4th to 7th June enclosed. |
| 4. Requesting information | d. Will you please let me have an illustrative folder of your hotel |
| 5. Expressing hope for a reply | e. In compliance with your request, we have reserved the accommodation you need. |
| 6. Requesting materials | f. Please let me know your current rates for family groups. |
| 7. Enclosing materials | g. I'm going to spend my holidays at Brighton and should like to stay at your hotel. |
| 8. Stating accommodation needs | h. Further to your telephone call of this morning, I hasten to... |
| 9. Referring to advertisement | i. I have been given your name by the Tourist Board of you town |
| 10. Satisfying requests | j. We look forward to hearing from you. |

1	2	3	4	5	6	7	8	9	10

3. Complete the phrases below with the correct prepositions

to (x3), in (x2), with (x2), for, of (x2), by, from

- In compliance.....
- Thank you.....
- I refer.....
- In confirmation.....
- I am concerned.....
- In reply.....
- We have learnt.....
- I have the opportunity.....
- I have pleasure.....
- Further.....
- I am interested.....

HOTEL CORRESPONDENCE

4. Complete these phrases into meaningful sentences

1. I regret
2. I have the pleasure of
3. Further to
4. I refer to
5. I have been favoured with
6. I look forward to
7. I am afraid
8. I am pleased to
9. I am planning to
10. What I need is

5. Translate into Indonesian

1. Will you please let me know whether you can accommodate a group of 25 people for three nights starting from 15th March.
2. We are pleased to inform you hereby that starting from..
3. We have the pleasure of informing you that..
4. We reply to / we answer your favour of... and are pleased to inform you that
5. We have reserved the accommodation you require for Mr David Norton.
6. I very much regret that I cannot accept your booking as the hotel is full up for the period you mention.
7. We have been favoured with your name by the Tourist Information Office of your town
8. The Tourist Board of your town has given us your name as one of the leading congress hotels of the county.
9. I would be grateful if you would kindly confirm the accommodation I have suggested.
10. Please do not hesitate to write if you require any additional information in this respect

6. Fill in the blanks

additional, would be, starting, this, needs, further, half board, facilities, hereby, accommodation, fully booked, you require.

1. Should you have any special requirements, we..... happy to put our experience at your service
2. We should be obliged if you would kindly submit us a weekly quotation for ten double rooms on basis
3. You would oblige us by mailing us a list of your recreational
4. Would you mind sending us some information regarding your weekly half board terms?

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5. The period you mentioned enables us to offer you the you require.
6. I regret our hotel isfor the time you wish accommodation.
7. I beg to inform you that I have available the accommodation
8. is to inform you that I have reserved a single room with bath for you for two nights 15th June.
9. Should you have any special requirements, we would be happy to tailor our resources to your
10. Please do not hesitate to write if you require any information in this respect

7. Translate into English

1. Kami menunggu konfirmasi dari anda secepatnya dan sampai jumpa
2. Jika Anda membutuhkan bahan ilustrasi lainnya, jangan ragu untuk menghubungi kami
3. Informasi lebih rinci mengenai topik tertentu anda akan diberikan berdasarkan permintaan
4. Kami menyarankan anda untuk menghubungi kami jika anda memerlukan bantuan kami
5. Kami akan sangat senang untuk memberikan pengalaman kami jika anda membutuhkan saran lebih lanjut
6. Surat anda tertanggal 2 Februari tentang ... telah membangkitkan minat kami

CORRESPONDENCE WITH PRIVATE CLIENTS

ENQUIRIES AND REPLIES

Main points to consider when planning

an Enquiry (or inquiry)

When planning an enquiry you should

- state reason for writing
- state accommodation requirements
- ask for brochure and tariff
- express hope for a reply

Optionally you can

- state source of information
- ask for information about special offers
- ask for information about the hotel

Useful verbs:

to plan / to be going to / to stay / to spend / to state / to request / to need / to require / to be interested in / to let one know / to look forward to

a Reply to enquiry

When planning an affirmative reply you should

- thank for the enquiry received
- confirm the availability of the accommodation required
- send brochure and tariff
- give details of the accommodation
- express hope of welcoming a new client

Optionally you can

- refer to the enquiry received
- describe material
- send a booking application
- give further details on tariff
- give further information on special offers

When the accommodation required is unavailable, your letter may follow this pattern:

- thanking for the enquiry
- expressing regret for being unable to meet the client's requirements
- suggesting an alternative
- expressing the hope of being of service in future

Useful verbs:

to thank for / to refer / to confirm / to accommodate / to send / to assist / to assure / to welcome / to be available / to regret / to suggest / to be booked up

1 Enquiring about family rates

Piazza Roma, 20
95100 Catania
Italia

The Manager
The Randolph Hotel
Beaumont Street
Oxford, OX1 2LN

25th March, 1992

Dear Sir,

I am planning to spend my holidays at Oxford next July. The accommodation I need should be a double room with bath or shower and an additional bed from 2nd to 15th July.

Will you please send me a descriptive brochure of your hotel, together with your special rates for families staying over a week on half board terms.

Looking forward to hearing from you

Yours faithfully,

Riccardo Ferrari

HOTEL CORRESPONDENCE

Language Notes

<u>I am planning</u>	(I'm thinking, I'm planning, I'm going to ..) To plan / planned / planning. Synonyms: have in mind / in view; intend; expect; envisage; aim. I aim / expect to spend my holidays in .. (I have in mind / I plan to spend my holidays at ..)
<u>send me</u>	= (Send me, send me) To send / sent / sent. Synonyms: let me have, forward me
<u>brochure</u>	(Brochure). Synonyms: pamphlet, booklet, folder, leaflet. A descriptive brochure of your hotel = a brochure describing (explaining, portraying) your hotel. Observe: describe, describer, description, descriptive.
<u>rates</u>	(Rates). Synonyms: terms, tariffs, charges, quotations. To quote prices, to state terms, to apply tariffs. Please state your rates (Please indicate your rates)
<u>looking forward to</u>	(Waiting for). The expression is followed by name or gerundi. Synonyms: hoping, awaiting, expecting.

Practice

1. Which functions are expressed in the letter 1 ? Tick (✓) the appropriate box.

	YES /	NO
Introducing oneself	<input type="checkbox"/>	<input type="checkbox"/>
Stating source of information	<input type="checkbox"/>	<input type="checkbox"/>
Stating reason for writing	<input type="checkbox"/>	<input type="checkbox"/>
Requesting hotel brochure	<input type="checkbox"/>	<input type="checkbox"/>
Asking for special family rates	<input type="checkbox"/>	<input type="checkbox"/>
Stating type of accommodation	<input type="checkbox"/>	<input type="checkbox"/>
Expressing hope for a reply	<input type="checkbox"/>	<input type="checkbox"/>

2. Use the following words and phrases in sentences of your own:

I'm planning to, will you please, brochure, terms, looking forward to

3. Fill in the blanks choosing appropriate words from the list below:

know, charge, expect, have, quote, state, illustrative, staying, apply, am planning

1. I to spend a week at Brighton.
2. The prices we are for coach parties.
3. I should like you tofavourable terms.
4. We special rates for families a week.
5. Please let me how much you for a single room with bathroom.

6. Can I an brochure of your hotel?

② Positive reply to letter 1

The Randolph Hotel

Beaumont Street, Oxford OX1 2LN
Tel. (0865) 247481 - Tlx 83446

Mr Riccardo Ferrari
Piazza Roma, 20
95100 Catania
Italia

2nd April, 1992

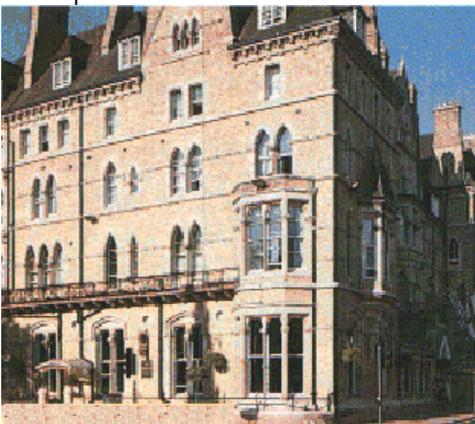
Dear Sir,

Thank you very much for your enquiry of 10th last. I have the pleasure of enclosing herewith a brochure of our hotel as well as the rates you requested.

May I suggest you to avail yourself of the special holiday package we have featured for families staying over 6 nights. We will be pleased to confirm your booking if you complete the coupon on the inside back cover of our brochure.

Yours faithfully,

Ivor Evans
Manager



HOTEL CORRESPONDENCE

Language Notes

<u>Thank you for</u>	(Thanks for). The verb to thank and expressions thank you and thanks observe this structure: thank s.o. For + object or gerund. Eg thank you for your inquiry (thank you for your request for information) Thank you for choosing our hotel. Thank you for choosing our hotel.
<u>I have the pleasure of</u>	(I have the pleasure of). Expression followed by gerundi. I have the pleasure of informing you that .. (I have the pleasure to inform you that ..). Expressions with equal meaning are: I have pleasure in + gerundio / I'm pleased to + infinity. I am pleased to meet you, I have pleasure in welcoming you (I have the pleasure of welcoming you).
<u>We have featured</u>	(We have highlighted / emphasized) Synonyms of the verb to feature: to promote, to highlight, to call attention to. The exhibition features paintings by famous artists (The exhibition exhibits paintings by famous artists).
<u>to avail oneself of</u>	(Use / advantage). 'Oneself' varies with the subject: I ... myself / you ... yourself / he ... myself / she ... herself / it ... myself / we ... ourselves / you ... yourself / they ... themselves. Synonym: to take advantage of. Eg I use this opportunity to tell you that ... (I take this opportunity to tell you ...)
<u>I enclose herewith</u>	(Please refer to this). Synonym: to attach
<u>...you requested</u>	(Required by you). Synonyms: to require, to ask for. The construction is very common. Eg The terms you specified, the prices you charged, the prices we quoted (the prices we listed).

1. Use the following words and phrases in sentences of your own:

thank you for, have pleasure in, avail oneself of, enclose herewith, suggest, feature.

2. Replace the verbs in italics with other verbs of similar meaning.

1. Please *send us* a map showing the position of the hotel
2. We *have the pleasure of* informing you that we have reserved the following accommodation for you.
3. We *avail ourselves* of your special offer concerning familiar stays.
4. We have *sent* you the liflets you *requested*
5. We have *enclosed* a copy of our brochure

③ Negative reply to letter 1

The Randolph Hotel

Beaumont Street, Oxford OX1 2LN

Tel. (0865) 247481 - Tlx 83446

Mr Riccardo Ferrari
Piazza Roma, 20
95100 Catania
Italia

2nd April, 1992

Dear Sir,

I thank you for your enquiry of 10th last and enclose herewith the hotel brochure and tariff you requested.

Unfortunately I regret I cannot accommodate you and your family as we are fully booked up to the end of September.

I will be pleased to welcome you in future time.

Yours faithfully,

Ivor Evans
Manager

Language Notes

<u>I regret I cannot</u>	(I'm sorry I can not). Synonym: to be sorry. To regret can be followed by infinity or gerundi. I'm sorry to inform you that we have no singles available (I'm sorry to inform you that we do not have single rooms available), I'm sorry to inform you that our hotel is closed for repairs (I'm sorry to inform you that our hotel is closed for renovations). I regret not being able / I regret not being able to meet your requirements (I'm sorry I can not meet your needs). Note: regrettable (unfortunate, regrettable), regrettably (unfortunately, unfortunately). To be sorry is followed by the infinite (I'm sorry to advise you that the laundry charges have increased by 5%), that for + gerundio (We are sorry to be unable to assign you the room you request) I'm sorry about this).
<u>fully booked</u>	= With all rooms reserved (fully booked). Booking / reservation.

Practice

1. Translate into English

1. Kami mengucapkan terimakasih atas surat saudara tertanggal 3 Maret
2. Terima kasih telah memilih hotel kami untuk acara perayaan tahunan anda
3. Kami dengan senang hati menginformasikan bahwa kami telah memesan akomodasi yang anda minta
4. Berikut adalah pamflet deskriptif hotel kami
5. Kami berencana untuk menghabiskan liburan di kota anda
6. Berharap bisa mendengar kabar dari anda, kami menyambut anda dengan hangat
7. Mohon maaf kami tidak dapat menerima permohonan reservasi anda
8. Mohon saya diberitahu apabila anda memiliki kamar single yang tersedia untuk hari Senin
9. Ini untuk memberitahukan kepada anda bahwa tarif kami telah meningkat sebesar 5%
10. Saya akan berterima kasih apabila anda berkenan memberitahukan kapasitas ruang pertemuan anda

2. Write suitable sentences to express the undermentioned functions.

- a. Giving reason for writing (a week's stay in the first half of July, a two-week stay early in September, a three nights' stay (1st, 2nd, and 3rd August))
- b. Asking for information (half-board terms, 2-night breaks, mid-week discounts, reduced rates for families. free accommodation for children, hotel recreational facilities, conference facilities)

④ Enquiring about accommodation and tariff

10, Corporation Street
Manchester
M60 7ES

The Manager
George Inter-Continental
19 George Street
Edinburgh EH2 2PB

May 25, 1993

Dear Sir,

I expect to come to Edinburgh on 15 August and spend a week's holiday in the highlight of the Edinburgh Festival.

I should be glad to know whether I could have a twin room with a private bath from 15th to 22nd August. In the affirmative I would like you to let me know information about room tariff, half-board charges, and booking deposit.

Would you please let me have some short hints about the location of your hotel and the principal places of interest which are worth visiting in Edinburgh.

I look forward to hearing from you.

Yours faithfully,

George Wood
George Wood

HOTEL CORRESPONDENCE

Language Notes

<u>I expect to come.....and spend</u>	(= I'm going to come to spend). Verbs with the same meaning of to expect are: to believe, to imagine, to envisage, to imagine. Eg We expect to be in London by September = We think we are in London for September.
<u>In the affirmative</u>	(= If yes). Expression equivalent to If so = if so. To reply in the affirmative = answer yes.
<u>I would like you to let me know..</u>	(= I would like you to let me know ..). Structure consisting of a verb of will (followed by the accusative (you) and the infinite with 'to'). What I'd like you to do is .. = What I would love you to do is ..
<u>which are worth visiting</u>	(= Worth visiting). Construction: To be worth + gerund. Eg The risk is worth taking = It's worth taking the risk / It's expensive, but it's worth it = it's expensive but it's worth it.

Practice

1. *Check the language functions in the box and put them in order as they are expressed in letter 4*

asking for hotel location and places of interest / stating reason for writing / expressing hope for a reply / stating accommodation requirements / asking for information and tariff.

1.
2.
3.
4.
5.

5 Reply to letter 4

GEORGE INTER-CONTINENTAL

19 George Street - Edinburgh EH2 2PB

Tel. (031) 225 1251 - Fax: (031) 226 5644



Mr George Wood
10 Corporation Street
Manchester M60 7ES

27th May, 1993

Dear Sir,

Thank you very much for your enquiry. I am very glad to give you hereby the information you requested.

The accommodation you need, that is a twin room with bath from 15th to 22nd August next, is available at present. I would recommend you to book by return in view of the large number of enquiries we are receiving in this period.

The room rate is £20 a day per person and does not include breakfast. Here are our charges inclusive of breakfast and evening meal:

Bed & Breakfast (Continental or Scottish) £32

Bed, Breakfast and Evening Meal £45

Charges include service and VAT and are meant per person per day. A deposit of £50 is to be paid when booking.

Our hotel is situated within minutes walk of Princes Street and the main tourist attractions.

The delightful atmosphere of the hotel is what so many people are looking for. All rooms are centrally heated and have colour TV, dial direct telephone, trouser press, hairdryer, minibar. Breakfast and evening meals are excellent. Main places of interest are the Castle, Holyrood Palace, Arthur's Seat and the Royal Botanic Gardens.

I hope you will find this information helpful and look forward to hearing from you.

Yours faithfully,

Richard Preston

Richard Preston

The Manager

HOTEL CORRESPONDENCE

Language Notes

<u>hereby</u>	(= By this letter = with the present). Eg We confirm your phone reservation (Please confirm your telephone reservation here)
<u>...you need</u>	(= You need / need it). Synonym: to require. The information I need concerns your conference room facilities = The information I need is about the equipment of the conference room.
<u>in view of</u>	(= Due to). Synonyms: because of, on account of. Es. In view of the increasing number of tourists it is difficult to find a hotel room = Due to the growing number of tourists it is difficult to find a hotel room.
<u>inclusive of</u>	(= Inclusive of, Including) Note: Inclusive Terms = All Inclusive.
<u>...is to be paid</u>	(...He must be paid). The verb 'to be' followed by infinity assumes the meaning of 'duty', 'to be predestined'. We need to pay in advance = We have to pay in advance).
<u>when booking</u>	(= When you book = when you book). Synonym: to reserve.

Practice

1. Use the words and phrases below in sentences of your own.

hereby, in view of, inclusive of, to be to, to need, to look for.

2. Read again Letter 4 and fill in the blanks.

Mr Richard Preston thanks me for my He is very glad to give me the information I The accommodation I need is
..... . It is still available for the period when I need it, but Mr Preston recommends me because of
he is receiving in this period. The room rate is..... and is not inclusive of I pay £32 for and £45 for A deposit of £50 is when booking. The hotel is situated.....of Princes Street. All rooms areand are provided with
..... . The Castle, Holyrood Park, Arthur's Seat and the..... are the main places of interest.

BOOKINGS & CONFIRMATIONS

Main points to consider when planning

a Booking Letter

When planning a booking letter you should

- a. refer to previous letter if any
- b. state the accommodation required clearly or enclose a booking form
- c. ask for a specific service (a transfer car service, a meal out of time)
- d. ask for a written confirmation

Useful verbs:

to reserve / to book / to arrange accommodation / to require

Accommodation / period requirements:

a single with bath for a two night stay
a double room with bath or shower from... to...
a twin with bath en suite for the nights of...
a single room for two weeks, from 2nd May
a twin room with private bath from 7th to 15th
May inclusive

Food plans

on bed and breakfast terms

on half-board terms: bed breakfast and evening meal

on full-board terms: bed, breakfast, lunch and evening meal

on EP (European Plan) terms: room rent and no meals

on AP (American Plan): full-board terms

on MAP (Modified American Plan) terms: room rent and two meals a day, namely breakfast and either lunch or dinner.

on CP (Continental Plan) terms: room rent and complimentary free breakfast.

a Confirmation Letter

When planning a confirmation letter you should

- a. thank for the reservation letter
- b. confirm the availability of the accommodation required
- c. give details of the accommodation
- d. express hope of welcoming clients

When the accommodation required is unavailable, your letter may follow this pattern:

- a. thanking for the reservation letter
- b. expressing regret for being unable to meet the client's requirements
- c. suggesting an alternative
- d. expressing the hope of being of service in future

Useful verbs:

to thank for / to confirm / to accommodate / to reserve / to assist / to assure / to welcome / to be available / to regret / to suggest.

Phrases

I am pleased to confirm your booking relative to..

I have much pleasure in confirming your reservation as follows:..

We are pleased to inform you that we have reserved you...

You may rest assured we will do our best to meet your requirements

We look forward to welcoming you

We are sorry to inform you that we cannot offer any accommodation

We regret that we are unable to offer you the accommodation you require

We regret we cannot accommodate you because we are fully booked for the period you require

We hope to be of service to you in future

1 Booking accommodation

15 Hollow Way
Cowley
Oxford OX4 2PH

5th April, 1993

The Manager
Hotel Des Bergues
33 Quai Des Bergues
CH1201 Genève
Suisse

Dear Sir,

I should be obliged if you would kindly reserve a double room with bath or shower for the nights of 15, 16 and 17 June next. I should prefer a room with a fine view of the lake.

I should also like you to arrange for a private car to pick me and my wife on our arrival at the airport by flight BA 305 scheduled at 15.00 hours.

Please give me confirmation of this booking by return of mail.

Yours faithfully,
Thomas Nuffield

HOTEL CORRESPONDENCE

Practice

1. Write which functions are represented by the following sentences

I should be obliged if you would kindly reserve a double room with bath or shower for the nights of 15, 16 and 17 June next.

I should prefer a room with a fine view of the lake

I should also like you to arrange for a private car to pick me and my wife on our arrival at the airport by flight BA305 scheduled at 15 hours.

Please give me confirmation of this booking by return of mail.

.....
.....

2. Write appropriate synonyms for these words

1. obliged.....
2. reserve.....
3. prefer
4. view.....
5. like.....
6. arrange.....
7. pick up.....
8. scheduled.....
9. confirmation.....
10. booking.....

3. Complete these phrases into complete sentences

1. I should be grateful if you..
2. We should like you to...
3. Please confirm...
4.by return.
5. Will you please arrange for...
6. Please reserve...
7. Would you please send me...
8. The room I need should...
9. I recommend you to...

10. In view of...

② Confirming accommodation



HOTEL DES BERGUES

33 QUAI DES BERGUES, CH1201, GE'NEVE, SUISSE

Tel: (22) 731 5050 Fax (22) 732 1989

9th April, 1993

Mr Thomas Nuffield
15 Hollow Way
Cowley
Oxford OX4 2PH

Dear Sir,

Thank you for your letter of 5th April. We have the pleasure of confirming your reservation of a double room with shower for you and your wife from 15th to 17th April next. The room is situated on the second floor and faces the lake.

In compliance with your request we will arrange for a private car to pick you and your wife on your arrival at the airport.

We look forward to welcoming you both and we will spare no effort to make your staying a comfortable one.

Yours faithfully,

Pierre Lagane

Pierre Lagane
Manager



HOTEL CORRESPONDENCE

Language Notes

I should be...if you would reserve..

(I would be grateful if you wanted to reserve). In this phrase 'should' has the function of auxiliary in the formation of the present conditional, while 'would' is a defective form that expresses the imperfect conjuncture of the verb will. Other examples with the same structure: I would be grateful if you would allocate me a room giving on to the square (I would be grateful if you wanted to give me a room on the square).

to arrange

(= Provide, make the way, give instructions, establish, fix)

This verb assumes the following constructions:

To arrange for someone to do something

To arrange for something to be done

To arrange to do something

To arrange something / for something

Examples: Please arrange for a porter to take up my luggage = Please arrange for a porter to carry my luggage. I have arranged for a taxi to be here in a few minutes = I ordered a taxi to be there in a few minutes. I will arrange to dispatch this package immediately = I will ship this package immediately. Please arrange my flight booking = Please make sure you book your flight. We can arrange meals and sightseeing = We can cater for meals and excursions.

to face

(= Look up) Synonyms: to look on, to overlook, to open on, to give on to. The window opens on / overlooks the square.

in compliance with

(= In accordance with). Expressions with the same meaning are: complying with, according to, according to, in accordance with. Eg In accordance with your instructions we have arranged for the equipment you require = In accordance with your instructions we have provided the equipment you need.

to welcome

(= Welcome, welcome, welcome).

Note: you're welcome = please, that's not it. I'd welcome your suggestions = I would like your suggestions. A welcome guest = a welcome guest.

We welcome the prospect of having as our guest = We like the prospect of having you as our guest.

HOTEL CORRESPONDENCE

Practice

	2nd March, 19..
The Manager Park Hotel	
Dear Sir,	
We request you hereby to reserve the following accommodation for our executive Mr Jeremy Jordan who will be attending the trade fair to be held in your town next month.	
A single room for the three nights of Monday, 7th to Wednesday, 9th April.	
Kindly confirm this booking by return.	
	Yours faithfully, Norma Castle

1. Refer to the letter above and complete the paragraphs below

1. On 2nd March last, Ms Norma Castle sent a reservation letter to the Manager of Park Hotel asking him.....
2. The accommodation she required included.....
3. She then asked.....

2. Fill in the blanks with the words below

require / from / brochure / his / and / that / for / herewith / to / forward.

	5th March, 19..
Dear Ms Castle,	
I thank youyour letter of 2nd March..... am pleased inform you I have reserved the accommodation you for Mr Jordan, namely a single room for three nights Monday 7th April.	
I enclose a copy of the hotel and look to welcoming Mr Jordan on arrival.	
	Yours faithfully Colin Hunter

③ Offering alternative accommodation

ROYAL CRESCENT HOTEL

100 Marine Parade, Brighton, Sussex, BN2 1AX
Tel. Brighton (0273) 607719

Miss Susan Jones
37 Wellington Street
Leeds LS1 4DG

10 April, 1993

Dear Miss Jones,

I thank you for your letter of April 6th requesting us to reserve a single room from 5th to 15th July next.

I deeply regret I cannot accept your booking as we have no rooms available for the period you mention.

We have however reserved a single room for you at the Apollo Hotel, a hotel belonging to our group whose location is more convenient to the city centre.

As you can see from the enclosed brochure the Apollo is of the same category. Room rates and facilities are similar to ours.

We rely on your acceptance.

Sincerely,

Thomas Crawford

Thomas Crawford
The Manager



HOTEL CORRESPONDENCE

Practice

1. Check the language functions in the box and put them in order as they are expressed in letter 3

Hoping to accept alternative accommodation / Stating inability to accept a booking / Offering alternative accommodation / Thanking for sending a booking / Giving information about alternative accommodation

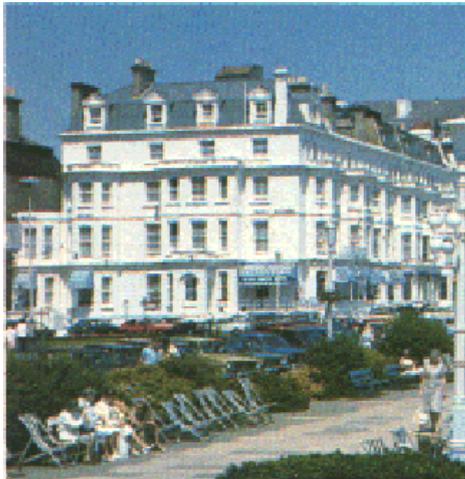
1.
2.
3.
4.
5.

2. Write sentences expressing these functions

- Hoping to accept alternative accommodation
.....
.....
- Giving information about alternative accommodation
.....
.....
- Stating inability to accept a booking
.....
.....
- Thanking for sending a booking
.....
.....
- Offering alternative accommodation
.....
.....

HOTEL CORRESPONDENCE

3. *You are the Reservation Clerk at the West Rocks Hotel, Grand Parade, Eastbourne, Sussex BN21 4DL.*



1. Write to Mr J.Wilkins, 13 College Road, Windermere LA23 1BY and confirm the reservation of a single room with bathroom from 2nd to 7th August 199.. Enclose hotel rates and a brochure describing services and facilities available.
2. Send Mrs Angela Clark, 10 Portland Place, Penrith CA11 7QN a brochure of your hotel as well as a detailed dépliant of the rates you charge for single rooms with and without bathroom. Explain that the prices are quoted per person per day and are inclusive of service, VAT and full English breakfast.
3. Messrs J.Carter & Co., 137 London Road, Blackpool FY2 9TA asked you to reserve 5 singles and a double all with bathroom for the nights of 3, 4 and 5 Sept. next. Confirm the reservation of the 5 single rooms and add that, since you have no doubles available for the above period, you have also reserved a twin room with bathroom adjoining the singles.

4. *Refer to the advertisements below and write the letters requested.*

Write a letter to Mr. Luigi Forte confirming the booking of a single room with bathroom from 10 to 19 July 199 ..

As requested by the customer, provide a description of the room and the hotel's main equipment.

GLOUCESTER HOTEL & COUNTRY CLUB
Robinswood Hill, Gloucester



Gloucester Hotel and Country Club is one of the largest comprehensive hotel and leisure complexes in the country. In addition to the superb accommodation - all bedrooms have en-suite facilities - the leisure facilities include golf, squash, skiing, snooker, pool, solarium, jacuzzi, sauna, multi-gym, etc.
Rooms: 10 singles, 55 doubles, 5 family rooms, 70 with private bath or shower.
Rates: singles £30/£35
doubles £45/£60
family rooms £70

HOTEL CORRESPONDENCE

Mr. Enrico Piazza requested, by letter of 5 April, the following:
If there is a double room with bath from 1 to 15 August;
If the hotel has a restaurant;
The daily price per person of the half-board stay;
If the hotel has private garage.



WELLESLEY COURT HOTEL
Clarence Square, Cheltenham

A Regency hotel situated in a quiet Georgian square close to the town centre, coach station, race course and Pitville leisure complex. The restaurant has both Table d'Hôte and à la Carte menus, bar lounge, lift and car park. All rooms have colour TV, radio alarm, tea/coffee making facilities. No children under 6 years please.
Rooms: 6 singles, 15 doubles, 2 family rooms, 4 with private bath or shower.
Rates: singles £27/£30
doubles £40/£50
family rooms £65

Tell Gianni Mazza in Rome that you do not have any family rooms available from 21 to 27 June. Alternatively, suggest a double bedroom with an extra bed that you are willing to give at no extra charge. Describe the room and the dishes that are served at the restaurant.



LISMORE PRIVATE HOTEL
61 Oxford Road, Banbury

The Lismore Hotel, owner managed, is an elegant Victorian home, offering excellent moderately priced facilities. All rooms have colour TV and kettle - most have en suite facilities. Freshly cooked food (chargrilled steak, game, fish, vegetarian dishes) is served in the oak panelled dining room - open to non residents. Fine wines - real ale.
Rooms: 5 singles, 5 doubles, 4 family rooms, 6 with private bath or shower.
Rates: singles £15 / £20
doubles £20/£30
family rooms £35/40

Cotswold Lodge Hotel



Bar & Restaurant

Open to Non-Residents

Free Parking

**66A Banbury Road, Oxford
OXFORD OX12120/9**

Spacious 52-bedroom hotel, all with private bathroom, colour TV direct dial telephone and central heating
Fully licensed restaurant and lounge bar
Open seven days a week
Conference and banquet facilities. Wedding receptions and parties of up to 150 people catered for.

ALL MAJOR CREDIT CARDS ACCEPTED.

Via A. Von Platen, 49
96100 Siracusa
Italia

10 June, 1993

The Manager
Cotswold Lodge Hotel
66A Bambury Road,
Oxford

Dear Sir,

Will you please reserve the following accommodation on half board basis:

One double room with bath from 2nd to 7th
July (5 nights).

I will be arriving on 2nd July at 5.30 pm and will be departing on 7th July after having breakfast. Please let me know if I have to remit you a deposit.

I would also appreciate receiving a brochure showing the location of the hotel.

Yours faithfully
Aldo Donato

5. Since the accommodation requested is available, confirm the reservation above

Modification & Cancellation of reservations

Main points to consider when planning

a Modification Letter

When planning a modification of your reservation you should

- a. refer to your reservation
- b. state the new accommodation required
- c. apologize for the inconvenience which may rise
- d. ask for a written confirmation

Another pattern might be as follows:

1. stating reason for writing
2. stating variation (type of room, period)
3. apologizing for the inconvenience caused
4. asking for a written confirmation

Useful verbs:

to modify / to change / to alter / to postpone / to extend one's stay

Useful phrases:

I'm sorry to inform you that owing to... I am obliged to change my plans.

This is to inform you that unforeseen business engagements oblige me to postpone my stay at your hotel from... to....

I regret saying that unfavourable circumstances compel me to change my plans.

On account of unforeseen events, I am compelled to change my reservation.

Much to our regret we have to inform you that..

We refer to our letter of reservation of..... and are very sorry to have to inform you that...

I regret informing you that I must change/modify my booking.

I request you to be so kind as to modify my booking according to the following terms.

a Cancellation Letter

When planning a cancellation of your reservation you should

- a. refer to your reservation
- b. give reason for making cancellation
- c. ask to cancel your reservation
- d. apologize for the inconvenience which may rise
- e. offer to refund

Useful verbs:

to cancel / to annul / to delete

Useful phrases:

I'm very sorry to have to inform you that owing to circumstances beyond my control I must cancel my reservation.

Much to my regret I must ask you to delete my reservation concerning...

I refer to my reservation of... and regret to inform you that, owing to bad health conditions, I am bound to annul it.

I realize that this cancellation means lack of business to you and, therefore, I authorize you to keep my deposit.

1 Modification of reservation

	104 Hillhead Street Glasgow G12 4FG Scotland
The Manager St. James Court Buckingham Gate Westminster London SW1E 6AF	July 2nd, 1993
Dear Sir,	
I'm very sorry to inform you that a number of business engagements won't allow me to be in London before the 15th July.	
Consequently I must regretfully ask you to update my reservation starting from the 15th of July. The room type remains unchanged.	
I do hope that this variation does not cause you a serious inconvenience and trust your ability to find out a solution convenient for both of us.	
I would appreciate an early confirmation.	
	Yours faithfully, Peter Woodhouse Peter Woodhouse

How to state modification terms

Kindly postpone my reservation date from 5th to 7th July instead of from 1st to 3rd July.

Kindly change my accommodation into a single room with shower instead of a double with bath.

Please extend my reservation by three nights more, that is, up to 15th July instead of 12th July.

How to apologize for inconvenience caused

I apologize for the trouble this may cause you.

HOTEL CORRESPONDENCE

Please accept our apologies for the inconvenience caused to you.

I hope that this alteration in your schedules may not mean a serious inconvenience to you.

HOTEL CORRESPONDENCE

Practice

1. Check the language functions in the box and put them in order as they are expressed in letter 3

asking for a written confirmation / stating reason for writing / stating variation of date of arrival / apologizing for the inconvenience caused.

1.
2.
3.
4.

2. Fill in the blanks with words you think appropriate

.....2nd, 1993

Dear,

I regretto inform you that,to unforeseen business engagements, I be in London before the 15th July. Consequently my booking for the 12th of July must necessarily be postponed three days.

I should therefore be much if you could kindly for the booking of the same accommodation dating from July

I would an early confirmation.

Yours faithfully
Peter Woodhouse

3. Find antonyms for these words

- a. sorry
- b. to allow
- c. before
- d. regretfully
- e. ability
- f. early

② Affirmative reply to letter 1

ST. JAMES COURT HOTEL

Buckingham Gate - Westminster - London SW1E 6AF

6th July, 1993

Mr Peter Woodhouse
104 Hillhead Street
Glasgow G12 4FG
Scotland

Dear Sir,

We refer to your letter of 2nd July and are pleased to inform you that, in spite of the heavy traffic we are having in this month, we have been able to reserve you the same sort of accommodation starting from 15th July.

Your room is accordingly booked from Monday 15 July through Friday 19th.

Yours faithfully,
Barbara Richmond
Barbara Richmond
The Manager



HOTEL CORRESPONDENCE

Practice

1. Put into right order the following parts of the same letter

- a. This is the only one we will have available all through April.
- b. Dear Sir,
- c. If you think it suits your requirements, please confirm your acceptance by fax.
- d. Diane Conway
- e. We do have a single left for that date which is unfortunately on the third floor.
- f. Yours faithfully,
- g. Please do not hesitate to call or write to us if you need any further information in this respect.
- h. We refer to your letter of 5th March informing us that you require an additional single room with bath during your staying at our hotel in the first week of April.
- i. It is provided with the same facilities as the one you have booked on the first floor and has the same view of the lake.

1	2	3	4	5	6	7	8	9

2. Write self-contained sentences for these functions:

- a. Refer to client's letter of modification
.....
.
- b. Give information about the modification entered
.....
.
.....
.
- c. State the final aspects of the client's reservation
.....
.
.....
.
- d. Ask the client for his/her acceptance
.....
.
- e. Encourage the client to ask for further assistance
.....
.

-
- f. Express hope of welcoming the client
-

③ Negative reply to letter 1

6th July, 1993

Dear Sir,

With reference to your letter of 2nd July we deeply regret our inability to meet with your needs. You will realize that this is a very busy period for us and we are sorry we cannot arrange any alternative accommodation.

We have however reserved the accommodation you need at the Crown Hotel, which is another same category Best Western hotel, a brochure of which we enclose herewith.

Looking forward to your confirmation, we are

Yours faithfully,
Barbara

Richmond

How to express inability to modify a reservation

We are sorry to inform you that we are unable to change the type of accommodation.

We regret telling you that we cannot meet your needs as we have no more singles available

We are sorry we cannot postpone your reservation as we are full up up to the end of July.

How to introduce a suggestion

We think we can help you, however, by suggesting...

We would suggest you to take into consideration..

Practice

- 1. Write a letter to Mount Royal Hotel, Marble Arch, London W1A 4UR and say that, owing to the occurrence of unexpected events, your reservation should be postponed from 5th to 15th October.*
- 2. Refer to the above letter and inform the client that the variation requested implies a change of room. Specify the matter and ask for acceptance.*

④ Cancellation of a reservation

Corso Sicilia, 150
95100 Catania
Italia

The Manager
The Garden House Hotel
Grenta Place
Cambridge CB2 1RT

15 June 1991

Dear Sir,

I refer to my reservation of a single room with bath for seven nights from 20th June.

Unfortunately, owing to unexpected health problems, I shall not be in a position to enjoy these holidays and should be grateful if you would kindly cancel my booking.

As I realize that this event is not a profitable one for you, I authorize you to keep my booking deposit I remitted you when booking.

I apologize again and hope I shall be able to come next year.

Yours faithfully,

Oswaldo Agostinelli

Oswaldo Agostinelli

HOTEL CORRESPONDENCE

Practice

1. Write the functions corresponding to these paragraphs

I should be grateful if you would kindly cancel my booking.

.....
.....

I apologize again and hope I shall be able to come next year.

.....
.....

I refer to my reservation of a single room with bath for seven nights from 20th June.

.....
.....

Owing to unexpected health problems I shall not be in a position to enjoy these holidays.

.....
.....

As I realize that this event is not a profitable one for you, I authorize you to keep my booking deposit I remitted you when booking.

.....
.....



Garden House Hotel, Cambridge

2. You reserved a single room at the Garden House Hotel for three nights from 12 May next. Now owing to unforeseen business commitments you are unable to reach the hotel on the above date.

a- write a letter asking the Manager to postpone the reservation starting from 15th May.

b- write a letter asking the Manager to cancel the reservation.

Complaints and Apologies

Main points to consider when planning

a Letter of Complaint

The most frequent reasons for drawing up a letter of complaint are unsatisfactory service, a facility out of order, poor quality of meals, rudeness of staff members, etc. Complaints, accordingly, need to be tailored to a variety of situations.

When planning a letter of complaint you should

- a. refer to the reason concerned
- b. point out the problem
- c. solicit investigation
- d. ask for a detailed answer

Useful verbs:

to be embarrassed / not to understand / to regret / to be sorry / to check / to investigate / to trouble / to disturb / to trust / to point out / to report

Phraseology:

Much to my regret / much to my disappointment / much to my surprise

I regret to inform you hereby that..

We are very sorry to draw your attention to...

Much to my regret I have to inform you about an unpleasant fact occurred..

I regret to bring to your notice some negative aspects in connection with my recent stay at your hotel.

I deeply regret having to complain hereby the slow handling of check-out procedure in your hotel. / Please look into the matter / kindly investigate the matter

I trust you will give the matter your prompt attention

Please give the matter your immediate attention and let me have an explanation by return

An explanation of the situation I am complaining about will be greatly appreciated

I regret having to express my negative comments about the poor quality of your information service.

I must ask you to investigate the matter thoroughly

a Letter of Apologies

When planning a letter of apologies you should

- a. acknowledge receipt of client's complaint (optional)
- b. apologize for the inconvenience caused
- c. express regret over the client's problem
- d. promise the client accurate investigation (optional)
- e. report the outcome of investigation
- f. provide a detailed report of provisions undertaken to adjust the matter
- g. offer to refund (optional)
- h. express hope that the matter on hand may not affect future relations.

Useful verbs:

to regret / to apologize / to investigate / to look into the matter / to trust / to excuse / to occur / to cause / to take into consideration

Phraseology:

I regret to hear from your letter of.... that...

To my regret I have learnt from your letter that..

I am extremely sorry to learn from your letter that..

I have looked into the matter and I have found that..

On investigation I found that..

On investigating what might have happened I found that..

I trust this sort of thing will not occur again

Please excuse us for causing you this inconvenience

I sincerely trust this inconvenience will not spoil our relations

1 Complaining about laundry service

135 London Road
Sevenoaks
TN25 6RS

The Manager
Giffard Hotel
High Street
Worcester
WR1 2QR

20th May, 1993

Dear Sir,

I have been a client of The Giffard for over 10 years and I must say that I have always appreciated your special way of looking after guests.

Unfortunately I regret not to be able to say the same thing this year. My complaint is restricted to the laundry service in particular. In the afternoon of 11th May I handed two shirts to the room maid in order to have them washed and given back before 10 o'clock of the following day, which was also my departure day. I was given assurance that both shirts would be ready on the following day before check-out time. But things went on differently. At the time of my checking-out my shirts weren't ready yet and I was told that they would be mailed home as soon as possible.

Considering that after eight days from my departure I still wait for them, I request you kindly to let me know something in this respect.

Looking forward to hearing from you,

Yours faithfully,
Robert Carrington

Robert Carrington

Language Notes

I regret not to be able (= I'm sorry I can not). This expression includes two rules:

1. the negative infinite that is to be constructed with 'not' + infinite. Eg I ask you not to come late = I ask you not to come late.
2. The use of the infinite after the verb 'regret'.

This verb, like the verbs to remember, to forget, to stop and to go on, holds both infinity and gerundi.

to. The gerundo is used when this refers to past events: I remember meeting him last Sunday = I remember meeting him last Sunday. I regret telling him what I thought = I'm sorry to have told you what I thought.

b. The infinite refers to events that happen after: I regret to inform you now about it. = I'm sorry to inform you about this now.

I was given assurance that... (= I was assured that). The structure is that of the passive personal form of verbs that hold the double accusative such as: to give, to say, to send, to ask, to promise, to offer, etc. Note: I gave Tom the money. The two accusations are " Tom " and " the money ". In these cases two different passive forms can be built:

- a. Tom was given the book (it is the most used passive personal shape)
- b. The book was given to Tom

Examples: She was sent a letter / Mary was offered lunch.

..have them washed.. (= To wash them ..). The structure have + compl. Object + past participle equals Italian with verb do + infinite with passive value. Eg I had my luggage taken to my room = I brought luggage into my room. Susan will have her hair cut = Susan will cut her hair

.

HOTEL CORRESPONDENCE

Practice

1. Write the function represented by each paragraph

PARAGRAPH	FUNCTION
My negative comments concern the poor quality of your information service which in more occasions has proved to be inaccurate and rather unfit to the standard of the hotel
I regret to bring to your notice some negative aspects in connection with my recent stay at your hotel.
An explanation of the situation I am complaining about will be greatly appreciated.
I must ask you to investigate the matter thoroughly
I trust you will give the matter your prompt attention
My complaint refers in particular to the room service on account of the fact that three days out of five nobody has come to make the bed or clean the bathroom.
Much to my regret I must inform you that I am not satisfied with the service provided at the restaurant
As a matter of fact it has occurred that most of the dishes were being served with a considerable delay.
What I have to complain is the slow handling of check-out procedure in your hotel.

2. Complete these phrases with words of your own

1. I regret to inform you hereby that.....
.....
2. I'm sorry to draw your attention to.....
.....
3. Kindly investigate the matter and.....
.....
4. The reason why I complain is.....
.....
5. My complaint refers in particular to.....
.....

HOTEL CORRESPONDENCE

6. I trust you will do your utmost in order to.....
.....
7. My complaint is due to my hotel account which.....
.....

3. Fill in the blanks with the appropriate form.

1. I remember to Rome in 1980 (going / to go)
2. You forgot me the money (giving / to give)
3. I stopped some years ago (smoking / to smoke)
4. I regret that I cannot come (saying / to say)
5. She stoppedand went on(reading / to read) (writing / to write)
6. Go on....., please (speaking / to speak)
7. If you meet Walter, remember him this (telling / to tell)
8. Don't forget the door (closing / to close)
9. He started with Shelley's life and went on..... his poems (reading / to read)

4. Rewrite the following sentences in the two passive forms.

1. They asked me a lot of questions.
2. I will save her a lot of trouble.
3. We offered Peter a new job.
4. They promised John their help.
5. We granted you a discount.
6. They are sending Mary a present.
7. You showed me your house.
8. I asked him for his address
9. I lent her my car.
10. I'm telling you a short story

5. Complete these sentences with the structure have+object+past participle

Example: I-a tooth-take out yesterday = I had a tooth taken out yesterday

1. Tom-his bike-repair tomorrow
2. She has just-her dress-clean
3. We must-the house-redecorate
4. The chimney was dirty and we-it-sweep
5. Why don't you-some trees in the garden-plant?
6. We-a shower in the bathroom-install- last week.
7. Paul is going to-his watch-repair.
8. She preferred-a cup of coffee- bring to her

② Apology to Client for laundry service

The Giffard Hotel

High Street, Worcester WR1 2QR
Tel. 0905 726262 Fax 0905 723458

23rd May, 1993

Mr Robert Carrington
135 London Road
Sevenoaks
TN25 6RS

Dear Sir,

I feel terribly sorry for the unpleasant situation you experienced and thank you for bringing this matter to my attention.

After a careful investigation I have found out that your shirts were mailed express to your address on the same day of your departure.

I sincerely apologize for the inconvenience this has caused you and want to assure you that it does not reflect the quality of service we strive to maintain.

I thank you again for your kind understanding and am confident that this will not hamper our friendly and long-established relationship.

Yours faithfully

Roger Pearson

Roger Pearson

The Manager



HOTEL CORRESPONDENCE

Practice

1. Check the language functions in the box and put them in order as they are expressed in letter 2

apologizing for the inconvenience / expressing regret over the client's complaint / expressing hope that the matter may not affect future relations / reporting the outcome of investigation.

1.
2.
3.
4.

2. Complete these phrases with words of your own

1. I sincerely trust that.....
.....
2. I am extremely sorry to learn that.....
.....
3. On investigation I found that.....
.....
4. I hope that the unpleasant situation you have experienced.....
.....
5. I want to assure you that.....
.....
6. I thank you for.....
.....

3. Match the words in the list with their synonyms in the box

comprehension, ascertained, express regret, faced, sure, sorrowful, endeavour, trouble, examination, leaving, sent by post, guarantee.

1. sorry
2. experienced
3. investigation
4. found out
5. mailed
6. departure
7. apologize

HOTEL CORRESPONDENCE

8. inconvenience
9. assure
10. strive
11. understanding
12. confident



Swan Hotel, Lavenham

4. Write a letter of complaint to the Swan Hotel pointing out that the room you were given was cold and rather dark. Explain that the electric heater did not work and the Venetian blind was broken.

5. You are the Manager of the Swan Hotel. Write a letter to your client expressing your regret and explaining the steps you have undertaken to prevent that such a situation may repeat again.



6. Write to the Saracen's Head Hotel and make a complaint regarding the restaurant service which you found slow. Add that the professional competence of the waiters was rather poor.

7. As the Manager of the Saracen's Head write a letter of apology expressing regret for the low standard of the restaurant service. Explain that the situation was exceptional and that you were forced to face the waiters' strike in the best possible way.

CORRESPONDENCE

WITH TRAVEL AGENTS
AND COMPANIES

C I R C U L A R S

① Hotel Reopening

The Park Hotel

AA ★★★★★ RAC
Park Place, Cardiff CF1 3UD
Tel: 0222 383471 Telex: 497195 Fax: 0222 399309

January 25, 1993

British Bus
Western House
237-239 Oxford Street
London W1R 1AB

Dear Sirs,

We have the pleasure of informing you that the Park Hotel has been beautifully restored to its original splendour reaching the standards by which deluxe hotels are defined.

Spacious and elegant, the Park Hotel is located in the heart of Cardiff's busy centre. International travellers and businessmen will find all the 125 bedrooms and 5 suites completely redecorated and equipped with individual air conditioning, 23-channel TV, 24-hour Reuters Stock Exchange reports and CNN.

The Park Hotel Club for business travellers is equipped with four-line telephones, data jacks for PC and fax and provides a multi-lingual secretarial staff.

%

HOTEL CORRESPONDENCE

The hotel dining facilities include the elegant surroundings of the Caernarvon Room Restaurant, the Park Vaults for a less formal evening and the Victorian pub serving real ale and delicious home-made snacks.

At the Park Hotel you will find an unlimited choice of conference suites that can be tailor-made to your requirements. Our eleven superb rooms can accommodate conferences for 300, offices and even the opportunity for an exhibition.

Sports facilities include two tennis courts, swimming pool, 9-hole golf course and Health Club.

Our rates are as follows:

	From	To	Plan
Single room	£165	175	CP
Double room	£185	220	

VAT and Service charge included

Special rates for Club parties in April and May are offered with a discount of 20%. Travel agents are granted a commission of 15% and special allowances may be acknowledged for Conventions of professional associations.

We hope to be of service to you.

Yours faithfully

Philip Newman

Philip Newman
The Manager



HOTEL CORRESPONDENCE

Practice

1. Check the language functions in the box and put them in order as they are expressed in the circular ❶.

describing sports facilities / giving room rates / expressing the hope of being of service / describing meeting facilities / describing equipment for businessmen / giving hotel location / giving information about hotel reopening / describing rooms / describing dining facilities / offering discounts.

1.
2.
3.
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2. Refer to circular ❶ and fill in the table below.

Location	Type of clients	Accommodation facilities
.....
.....
.....
.....
Facilities for businessmen	Dining facilities	Conference facilities
.....
.....
.....
.....
Sports facilities	Room rates	Agents' benefits
.....
.....
.....
.....

HOTEL CORRESPONDENCE

3. Match the adjectives below with their synonyms in the box

expert, smart, roomy, initial, countless, personal, magnificent,
particular, appetizing, official

1. original
2. spacious
3. elegant
4. individual
5. professional
6. formal
7. delicious
8. unlimited
9. superb
10. special

4. Match the adjectives below with their antonyms in the box

collective, narrow, final, informal, poor, clumsy, normal,
unskilled, limited, unpleasant.

1. original
2. spacious
3. elegant
4. individual
5. professional
6. formal
7. delicious
8. unlimited
9. superb
10. special

5. Write the compound words you find in circular ❶

2 Introducing a hotel



HOTEL HASSLER ROMA

Dear Travel Agent,

March 2nd, 1992

I have the pleasure of introducing hereby the Hassler to you. Adjacent to the Trinità dei Monti Church, in the very heart of Rome, the Hotel Hassler is a five-star luxury hotel consisting of 85 rooms and 15 suites, two of which are Presidential Suites. Each room is elegantly furnished with antiques, satellite TV, direct dialling telephone and air conditioning.

The Roof Restaurant is situated on the sixth floor of the Hassler and can cater for banquets and other special events for up to 90 people. Clients relax with a drink in the cosy atmosphere of a quiet and refined Winter Bar or, during the Summer months, they are offered a fresh alternative at the Hassler Bar where aperitives, drinks and Italian home-made gelato may be enjoyed in an original ambience which recalls the luxurious splendour of the Empire Style.

The Hassler services include telex, telefax, safety deposit boxes, solarium, laundry, hair-dresser and room service. Special services, available upon request, are: secreterial help, translating and interpreting, baby-sitting, massage-therapy, limousine transportation and private garage.

The Hassler also handles receptions, cocktail parties, business meetings and luncheons, and press conferences. Suites are all suited for small meetings and private parties. The Sala Sistina provides audio and visual equipment and has the capacity to host up to seventy people. The Hassler Garden, a relaxing and cool outdoor oasis in summertime, can accommodate receptions for up to 100 people. Cocktails and music entertainment every evening in the garden during the summer.

%

TRINITA' DEI MONTI, 6 00187 ROME, ITALY Tel. 06 / 6782651 Telex 610208 Fax 06 / 6789991
General Manager: R.E. Wirth

HOTEL CORRESPONDENCE

%

Here follows a table of our tariff applicable to individual clients:

Single room	minimum	L. 380.000
	maximum	L. 400.000
Double room	minimum	L. 570.000
	superior	L. 590.000
	de luxe	L. 620.000
	super de luxe	L. 750.000
Suites		on application
Breakfast	continental	L. 28.000
	buffet	L. 40.000

19% VAT included. Service charge and airconditioning are included in our rates. AE, EC, MC, VISA, JOB Credit cards accepted.

The Hassler also welcomes small groups of people who may be granted special rates depending on the specific requirements to meet.

We provide a 7.5% commission to travel agents and a complimentary room for every fifteen rooms occupied.

We trust you will find our rates competitive and assure you we will spare no effort to make your guests' stay as best we can. Should you require more details, please do not hesitate to call us.

We look forward to the pleasure of being of service to you.

Yours sincerely,



Robert E. Wirth
General Manager

TRINITA' DEI MONTI, 6 00187 ROME, ITALY Tel. 06 / 6782651 Telex 610208 Fax 06 / 6789991
General Manager: R.E. Wirth

HOTEL CORRESPONDENCE

Practice

1. Check the language functions in the box and put them in order as they are expressed in the circular ②.

giving room rates / expressing the hope of being of service / describing meeting facilities / describing services / giving hotel location / introducing the hotel / describing rooms / describing dining facilities / giving details about hotel rates / giving information about agent's commission / giving information about social events / describing rooms / expressing hope that rates may be found favourable / giving information about groups.

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14.

HOTEL CORRESPONDENCE

- | | |
|--|--|
| 10. VAT included. Service charge and air conditioning are included in our rates | j. Giving information about agent's commission |
| 11. AE, EC, MC, VISA, JOB Credit Cards accepted. | k. Describing catering facilities |
| 12. The Hassler also welcomes small groups of people. who may be granted special rates depending on the specific requirements to meet. | l. Describing meeting facilities |
| 13. We trust you will find our rates competitive | m. Giving overall information about the hotel |
| 14. ...and assure you we will spare no effort to make your guests' stay as best we can. | n. Expressing the hope of being of service |
| 15. We look forward to the pleasure of being of service to you. | o. Assuring personal commitment |
| 16. We provide a 15% commission to travel agents | p. Giving details about hotel rates |

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
g															

HOTEL CORRESPONDENCE

3. Describing a photo



This is the Hassler entrance hall. On entering the hall, look on your left and answer these questions:

- Whose desk is the first one?
- And the second further left?
- What do you think are those lit windows just close to the door?
- Which of these adjectives do

you think are more appropriate to describe this hall?

Check (✓) the ones you would use:

spacious, bright, distinctive, refined, distinguished.

e) Give a short description of the picture.

4. Answer these questions

- Which floor is the Hassler Roof Restaurant situated?
- How many people does it provide sitting accommodation for?
- Is this the only one restaurant the Hassler has?
- In addition to banquets, the Hassler Roof also caters for special events. Which events are meant? Check (✓) the ones you think may be suitable:

- wedding parties
- luncheons
- cocktail parties
- dinner parties
- breakfast meetings
- family parties
- birthday parties
- receptions



The Hassler Roof Restaurant

HOTEL CORRESPONDENCE



The Hassler Winter Bar

Here is the Winter Bar, the ideal venue for a pre-dinner drink or exotic cocktail. The venue which makes you recall words like cordiality, courtesy, comfort, style and elegance or adjectives like discreet, quiet, warm, relaxing. Just a look and you feel to be in comfortable, distinctive surroundings that are tastefully decorated, elegantly furnished and provided with that friendly warm atmosphere which makes you feel at your ease. Here guests come and sit to sip a drink amid smiling friends.

5. Draw language items from the above description and build sentences of your own.

6. Write the nouns corresponding to these adjectives.

comfortable	friendly
decorated	ideal
discreet	quiet
distinctive	relaxing
elegant	warm

7. Match these adjectives with the appropriate words in the box and build short sentences

place, time, sound, environment, disposition, approach, armchair, manner, room, heart, light, colour, smile, welcome, invitation, voice, book, picture, relationship, match, accent

- comfortableI'd like a comfortable room.....
- cordial
- courteous
- distinctive.....
- elegant
- friendly
- quiet
- relaxing
- warm

HOTEL CORRESPONDENCE

8. Fill in the blanks with the appropriate words in the box

usual, three-course, twin, Leisure, for, private, per, as follows, listening, with, to, Sunday, upon, full, trips.

The Avonmouth Hotel



Mudford / Christchurch
Dorset BH23 3NT
Tel: (0202) 483434

National Holidays
Savile Town
Dewsbury
West Yorkshire WF12 9AG

January 20th, 1993

Dear Sirs,

We are pleased to inform you about our programme of
Breaks we have devised for our clients this year. Details are

1. the offer is limited..... the months of April and May;
2. breaks are for 2-4 nights from Thursday to and must include a Saturday night;
3. room rates are: room £70 / single room £80.

Prices are per person night and include:

- a. accommodation in a bedroombathroom, colour TV, telephone and tea/coffee making facilities;
- b. traditional breakfast each day;
- c. table d'hôte dinner with coffee each day;
- d. service and VAT.

The hotel facilities include car parking, a restaurant two bars, baby, heated swimming pool, 2 tennis courts and sauna. request we can arrange baby-sitting and to local places of interest. We confirm the commission and thank you your collaboration.

Yours faithfully,
Thomas Preston
Thomas Preston
The Manager

HOTEL CORRESPONDENCE

9. Write a circular to a travel agent introducing *Devonshire Court Hotel* and quoting special rates for early and late season.



Devonshire Court Hotel

9 Wilmington Square, Eastbourne
E.Sussex BN21 2BU

The Devonshire is a friendly, homely hotel personally supervised by the proprietors Mr. and Mrs. D.W.Horne. Situated opposite Winter Garden and Congress Theatre, the Devonshire is perfect for a relaxed holiday or business stay.

Features: ♦ 50 bedrooms all with colour TV, radio and intercom. ♦Lift to all floors
♦Central heating throughout ♦Licensed with two bars ♦Ballroom with entertainment
♦Fire certificate ♦Night porter service

10. Write a circular to a travel agent concerning the opening of the *Canterbury Hotel*

THE CANTERBURY HOTEL

71 New Dover Road, Canterbury
Kent CT1 3DY
Tel.: Canterbury (0227) 50551 RAC



The Canterbury Hotel is situated 15 minutes away from the Cathedral. Ideal for visiting Kent, London and the continent. All rooms with private facilities, colour television, dial direct telephone, tea & coffee facilities. Bar, lounge and French Restaurant. From £35.00 per person Bed and Breakfast. Special 2/3 day Bargain Breaks from October to June.

3 Offering self-catering seaside holidays



Sussex Beach Holiday Village

Bracklesham Bay, Nr Chichester
Sussex PO20 7JP - Tel. 0243 671213

20th February, 1993

Dear Travel Agent,

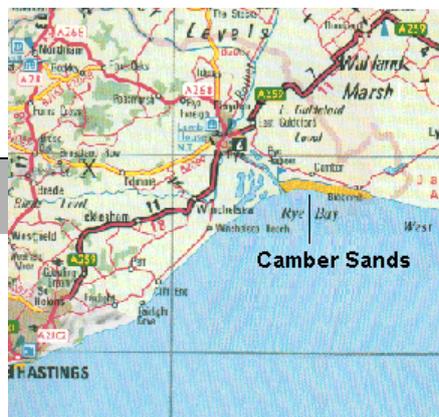
We have the pleasure of informing you about our Holiday Village and the entertainment programme we provide to our guests.

The Holiday Village is situated at Camber Sands on the South East coast a few miles from Rye. Most famous for its sandy beaches, the Village is an excellent touring base for exploring the enchanting countryside of the South Downs and the South East coast.

It's a great fun place for younger families that want to enjoy the freedom of a self-catering village and be delighted at the variety of things to do. We can provide all-weather leisure facilities, plenty of amusements for the children and one mile of sea front. There is something for everyone with attractions ranging from ballroom entertainment to cabaret bars, from swimming pools to crazy golf, and then adventure playgrounds, sailing, bowls, tennis, horse riding and fishing.

Children, in particular, can join our action-packed Crocodile Club and with a friendly 'Auntie' or 'Uncle' they will enjoy exciting outings and endless games.

Accommodation is provided in superb bungalows luxuriously furnished with all the comforts of home and free electricity. Each bungalow comprises lounge, one or two bedrooms, fully equipped kitchen with electric cooker and fridge. Colour TV in all bungalows.



HOTEL CORRESPONDENCE

Prices range from £150.00 to £180.00 and are quoted per family per week. No surcharges are applied for the use of sporting and recreational facilities. Those guests who don't own a car, or don't want the bother of driving, may choose our 'Package Holiday' scheme which includes their travel, either by coach or rail, and accommodation.

Upon request we can arrange a variety of excursions to places of natural beauty or of artistic and historical interest.

We grant our Agents a commission of 15% which will be increased by a further 5% for every ten families provided to the Village in the course of the coming season.

We trust in your collaboration which, we hope, may lead to a lasting and mutually profitable business relationship.

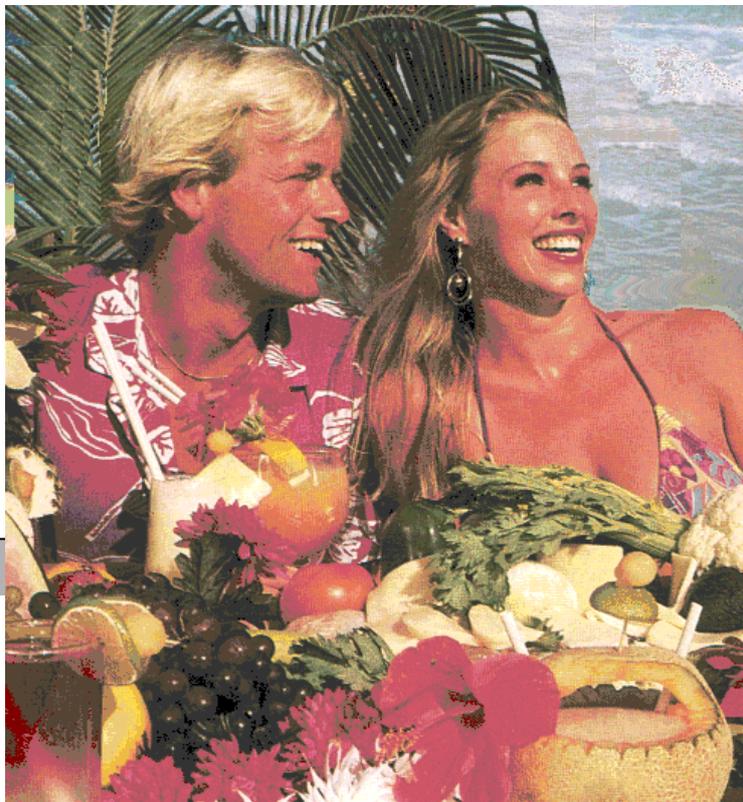
Looking forward to the pleasure of being of service to you, we are

Sincerely yours,

Terry Chamber

Terry Chamber

The Manager



HOTEL CORRESPONDENCE

Practice

1. List the language functions in the box in the same order as they appear in circular ③

expressing the hope for future business / describing accommodation / giving information about the Village location / expressing the hope of being of service / offering additional services / expressing pleasure for giving information / giving information about amusements for children / giving information about facilities / giving information about agent commission / giving information about prices.

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

2. Fill in the blanks with the words on the right column

Activity Holidays

Activity holidays have never been..... popular and the South East of England endless opportunities for sporting activities and interesting holidays.

Activity holidays can be action-packed - or relaxed, with a round of or day's fishing. There is a selection of special interest too - learn a language, craft or the art of falconry, go birdwatching, painting or a course on heavy horse handling!

..... of these holidays can be enjoyed by the complete beginner - with past experience of the activity chosen - or you can use your holiday to brush on a subject you particularly enjoy.

even
up
golf
offers
take
so
no
learning
large
most
subjects

HOTEL CORRESPONDENCE

3. Read again circular ③ and check whether these statements are true or false.

- | | T / F |
|---|----------|
| 1. The Holiday Village is situated in Sussex coast | .../.... |
| 2. The place is suitable for elderly people | .../.... |
| 3. The Holiday Village provides accommodation and meals | .../.... |
| 4. Guests find no entertainment when it rains | .../.... |
| 5. Electricity is charged extra | .../.... |
| 6. All bungalows have colour TV | .../.... |
| 7. All bungalows cost alike | .../.... |
| 8. If you have no car you can't go to the Holiday Village | .../.... |
| 9. Travel Agents are granted a 20% commission | .../.... |
| 10. Excursions are arranged on request | .../.... |

Advertisement 1



FOLKESTONE ACTIVITY HOLIDAY CENTRE

Marine Crescent, Folkestone, Kent

Tel: 0303 55651

Multi-activity and sporting holidays at our residential seafront centre. Sports include power-cruising, daysailing, windsurfing, canoeing, powerboating, waterskiing, sea fishing, tennis. Superb social programme, licensed bar, dancing, beach barbecues. Weekend breaks. £130.00 to £170.00 per person per week.

Advertisement 2



SELF-CATERING CHALETs, P.O.Box 2, Aviemore

Location: north end of Aviemore.

Accommodation: 5 chalets comprising 1 public room, 2 bedrooms, bathroom, kitchen-dining.

Facilities: Cooker, refrigerator, washing machine, colour TV, central heating. Linen provided on request. Shop on site.

Open: January to December

Price per week: £200 to £500

4. Refer to advertisement 1 and write a circular to K.Brown Tours Ltd, 74 Coventry St., York, Y06 7NB offering self-catering holidays

5. Refer to advertisement 2 and write a circular to your Travel Agents offering self-catering accommodation.

④ Selling Conference Accommodation



SHERATON INNER HARBOR HOTEL

300 S. Charles Street,
BALTIMORE, Md 21201

☎ (410) 962-83200 - FAX: (410) 962-8211

American Association
of Advertising Agencies
666 Third Ave.,
New York, NY 10017

April 12, 1993

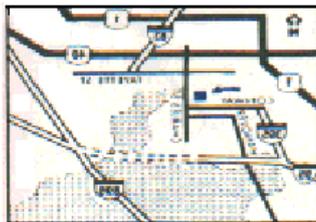
Gentlemen:

We introduce ourselves as being one of Maryland leading hosts for meetings, conferences, seminars and get-togethers. At the Inner Harbor we know how to help you make your meetings really successful. Superb facilities, service, know-how, helpful attitude and, above all, professionalism are the main features which highlight our presence on the market. This is the reason we like to think we are the ideal convention headquarters in the state. Although we are located downtown, our hotel is surrounded by a large park which creates the atmosphere of a resort center.

Our accommodation facilities comprise 339 Rooms, 20 Suites, 128 Non-Smoking Rooms. Disabled facilities available. We also offer:

- ◆ Creative Fare Restaurant
- ◆ Night Club with Entertainment
- ◆ Lobby Lounge
- ◆ Indoor Pool
- ◆ Health Club with Sauna
- ◆ Function Rooms totalling 14,000 sq.ft. accommodating up to 900
- ◆ Business Center service available
- ◆ Gift Shop
- ◆ Golf Course and Tennis Courts
- ◆ 525 indoor parking spaces

In addition to offering outstanding cuisine and big name entertainers, we really are professionals when it comes to arranging space for your specific needs and providing every service you require to make outstanding meetings and conferences. Please, look over the enclosed colorful booklet, which shows our spectacular setting and elegant facilities.



Very truly yours,
Norman Woodland

Language Notes

<u>we introduce ourselves</u>	(= We present). Note: to introduce (v.tr.), to introduce oneself (v.rifl.). Introduce me to your friend = Show me to your friend / Allow me to introduce myself. My name's Bob Martin = Let me introduce myself. I'm Bob Martin.
<u>host</u>	(= Guest, host, hotelier). To host = host. Note: youth hostel = pensioner, youth hostels / hostelry = inn, inn / hostess = host, hostess, flight attendant / host of inquiries = a large number of requests.
<u>know-how</u>	(= Technical skill, practical knowledge)
<u>convention</u>	(= A large gathering of people who meet to discuss the business of their organization). To hold a convention = hold a meeting / attend a convention = attend a meeting. The British Brokers annual convention will be held in Brighton from April 1-4 = The annual British insurers' rally will be held in Brighton from April 1st to April 4th.
<u>downtown</u>	(= The central part of a city or city) = in the center. I went downtown to do shopping = I went to the center to shop.
<u>indoor pool</u>	(= Indoor swimming pool). Note: indoor (agg.), Indoors (outdoor), outdoor = outdoor. If it rains, we have a program of indoor recreational activities = If it rains we have a recreational program / The concert is held indoors = The concert is held in the indoor.
<u>in addition to</u>	(= Besides, as well as) = beyond, in addition to.
<u>when it comes to arranging space</u>	(= When it comes to setting up space)
<u>look over</u>	(= Go over, look through) = examine

HOTEL CORRESPONDENCE

Practice

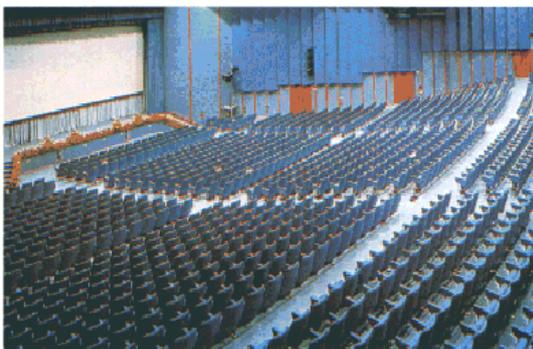
1. Refer to letter no.4 and write the English equivalents to these phrases

Kami hadir / tahu bagaimana / mengapa kami / kami berada / selain menawarkan / kapan harus mengatur / memeriksa, memberi kesan / kami ingin menekankan, menyoroti / menyimpan pertemuan tahunan di Naples / kami menyediakan setiap layanan yang Anda butuhkan .

2. Go over the letter no.4 and find synonyms to these words

important
aspects
situated
inside
besides
provide
requirements
examine

3. Sorrento Palace Hotel is going to offer conference accommodation to The Royal Institute of British Architects, 66 Portland Place, London W1N 4AD. Write a sale letter taking into consideration the following hotel card.



SORRENTO PALACE HOTEL

Via S. Antonio - 80067 Sorrento - Italy

Tel: 39 (81) 878 4141 Fax: 39 (81) 878 4141

Location

Overlooking the bay of Sorrento and Naples with easy access to the Isles of Capri and Ischia, Pompeii, the Amalfi drive etc.

Facilities

- ◆ 400 air-conditioned rooms and junior suites, each with private terrace.
- ◆ Speciality restaurant, informal restaurant, 3 bar lounges and swimming pool bar.
- ◆ Room service, laundry & valet, satellite TV, mini-bar and safe, direct dial telephone, parking facilities, boutiques, travel desk.
- ◆ Indoor swimming pool, 6 inter-connecting outdoor swimming pools, health club, tennis court, sun terrace, verandas.
- ◆ One of the finest Congress Centres in Italy.
- ◆ Ten function rooms for a maximum of 1700 theatre style, 2500 reception, 1200 banquet.

Enquiries and Replies

1 Requesting net rates for common business

Vacation America

7320 Griffin Road
Suite 107 - Davie, Florida 33314

Grand Hotel Duomo
Via S. Raffaele, 1
Milan, Italy

July t, 1993

Attn: Director of Sales

To whom it may concern,

We are interested in setting up net rates with your hotel. I have sent along an overview of our company. Promotional Travel is the retail/ticketing side of Vacation America. We only deal with 1 maybe 2 hotels in each destination, so the bookings are more concentrated.

Stays would be 1 to 2 weeks in duration; they are fixed through 1 month in advance (there are some last minute exceptions), and are fully prepared.

Could you please contact me as soon as possible regarding a possible contract with you.

Thank you.

Sincerely,

Rodney Keller

Rodney Keller

Travel Manager

Language Notes

We are interested in.. (= We are interested in ..). The expression is followed by name or gerundi. I am very interested in this project = I really care about this project. My sister is interested in becoming a nurse. My sister is interested in becoming a nurse.

set up, deal with (= Fix / establish, trade / do business with). These are phrasal verbs that are very numerous in English. The meaning of a verbal expression is often different from the meanings of the two words that compose it. Examples:
To get down, to get on, to sit down, to pop up, to pop up (= to appear), to turn up (= Jump out). Ex: How do you get on? = How are you doing? What time do you get up? = What time do you get up there?
Transitive: to put somebody up, to put off, to bring about, to look into (= examine). Es: Can you put me up for a couple of nights? = Can I stay for two nights? I will look into the matter = I'll look into the matter.

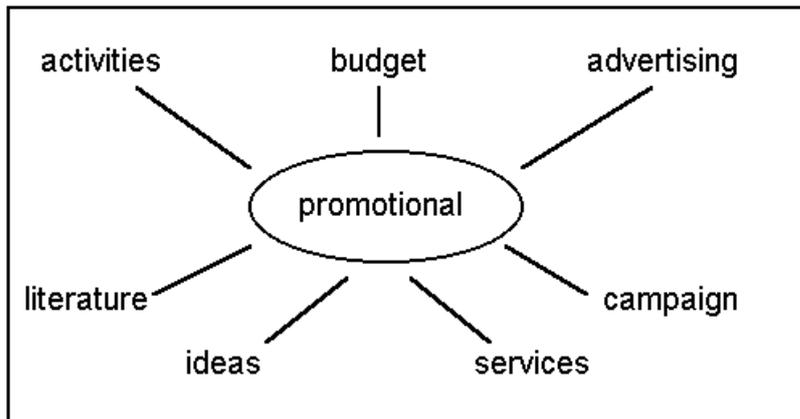
Practice

1. *Fill in the blanks with the appropriate phrasal verb.*

deal with, get up, set up, look into, put forward, put up, put off, look for, get off

1. I'm afraid I will have to.....tomorrow's meeting.
2. She is willing to.....me for the night.
3. Have you got any suggestion to.....?
4. We have decided to a house in this area.
5. She knows how to.....the children.
6. I promise you to.....the matter.
7. He told me to.....the bus at the second stop.
8. I have to.....early in the morning.
9. We are going to..... an import-export business.
10. I don't want to..... you as you are not a reliable person.

HOTEL CORRESPONDENCE



2. Fill in the blanks with the appropriate expressions from the box above.

1. are designed to increase the sales.
2. We need to carry out a to improve business.
3. We are concerned with for our clients.
4. Please send us some to put on display.
5. We spend large sums on
6. We must work out a new
7. We are engaged in new

3. Fill in each blank with the appropriate word.

promote, promoter, promotion, promotional

- a. We ought to do everything we can to learning.
- b. She was a tireless of new causes.
- c. The new product was backed by mass media
- d. literature will be sent you under separate cover.

deal in, deal with, dealer, deal

- a. I learnt a good..... from my teacher.
- b. We only cotton goods.
- c. He is a.....by trade; he furniture.
- d. We have been you for five years.

2 Favourable reply to letter 1

Tel. (02) 8833
Telex 312086 DUOMO
Fax (02) 86.462.027



Postal Address:
Via S. Raffaele, 1
20121 Milano

GRAND HOTEL DUOMO

MMMM

Mr Rodney Keller
c/o VACATION AMERICA
7320 Griffin Road
Suite 107 - Davie
Florida 33314
Dear Mr Keller,

12th July, 1993

Thank you very much for your letter dated July 7th last. We should be pleased to enter into business relations with your travelling organization and, to this end, we are prepared to set up net rates with you.

We expect you to call on us any time you think it convenient for you so as to deepen the matter in more detail.

In the expectation of a lasting and mutually profitable business relationship, we are

Yours sincerely,

Claudio Gnoni

The Manager



HOTEL CORRESPONDENCE

Language Notes

to this end (= To this purpose = for this purpose / for this purpose).
Note: at the end of = at the end of, three hours on end = three hours in a row / row.

to call on (= Visit, switch from). Note other meanings of the verb 'to call' with different prepositions:
To call back = recall. I'll call you back tonight = I'll call you tonight; To call for = switch to take / request. I'll call for you later = I'll pick you up later. This job calls for a training course = This job requires an upgrade course; To call forth = to raise, to raise. His decision calls forth some doubts = His decision arouses some doubt; To call up = call, call on the phone. Call me when you like = Call me whenever you like.

profitable (= Profitable, profitable). A profitable transaction = A rewarding affair. Note other adjectives ending with the "-about" suffix that quival to "able to be":
programmable, comparable, reliable, etc.

Practice

1. Write the adjectives and their Italian meaning corresponding to these words

	Adjective	Italian meaning
comfort
fashion
reason
accept
read
drink
vary
remark
observe
grade
commend
prefer

HOTEL CORRESPONDENCE

2. Complete these phrases into meaningful sentences

1. We are going to set up...
2. I'm very much interestd in...
3. He was much concerned over...
4. We have dealt with you...
5. It's a trading company dealing in...

3. NATIONAL EXPRESS, 4 Vicarage Road, Edgbaston, Birmingham B15 3ES are organizing some return weekend trips to Edinburgh. Write an enquiry to the Manager of Waverley hotel, Princes Street, Edinburgh, EH2 2BY asking him to quote competitive rates for coach parties. The quotation should comprise accommodation for two nights and meals on full-board terms. Each coach party is made up of 60 people and requires twin or double rooms provided with private bath or shower.



4. You are the Manager of Waverley Hotel. Send an inclusive offer to National Express and express the hope that your competitive rates may start business relations with them.

③ Enquiring about group tariff

Regent Travel Services



Freepost, LONDON, W10 6BR - Tel:081-960 9066

The Manager
Hotel Bauer Grünwald
San Marco
30124 Venice
Italy

December 5, 1993

Dear Sir,

We are devising a special offer for the Venice Carnival featuring the combination of air travel and hotel in inclusive package breaks of 4-5 days each.

Departures from Gatwick are scheduled as follows:

04 Feb	30 persons	3 nights
07 Feb	52 persons	4 nights
11 Feb	60 persons	3 nights
14 Feb	60 persons	4 nights

Accommodation should be in double or twin rooms - some persons may prefer singles - and should include continental breakfast and evening meal. All rooms should have private bath, heaters and colour TV.

We request you to let us have special all-inclusive group tariff taking into account the volume of our traffic and the excellent prospects we expect for the coming Summer Holidays.

Please let us know also the supplement you charge for single rooms and the commission due to us.

We trust to receive highly competitive rates so as to start lasting and mutually profitable business relations with you.

We look forward to hearing from you by return of mail.

Yours faithfully,
Mark Waterstone

Mark Waterstone
Sales Manager

Language Notes

- we are devising (= We are preparing) To devise = to conceive = to devise, conceive, imagine, etc.
- featuring (= Showing, which highlights). Es. There is a sign outside the hotel featuring a swan = There is a sign outside the hotel showing a swan. Features = characteristics. The natural features of the landscape = Nature / landscape features. The most important features of this car are safety and comfort = The most important aspects of this car are safety and comfort.
- scheduled (= Planned). Schedule = program, piano, schedule, table. To schedule / according to schedule = as per program. As scheduled = as established. On schedule = on time. To be ahead of / behind schedule = be in anticipation / late on schedule.
- to charge (= Debit, pay). Possible constructions:
To charge someone an amount (verb + double accusative)
We charge you £ 30 for bed and breakfast = We charge £ 30 for bed and breakfast.
To charge to one's account = put on account. Please charge the amount to my account = Please put the amount on my account.

Practice

1. Check the language functions in the box and put them in order as they are expressed in letter 3

expressing the hope to get favourable rates / stating accommodation requirements / giving information on flights / stating reason for writing / asking for a reply / asking for group tariff.

1.
2.
3.
4.
5.
6.

HOTEL CORRESPONDENCE

2. Complete these phrases into meaningful sentences

1. We trust you will do your best to.....
.....
2. We request you to let us know.....
.....
3. Please let us have.....on the matter
4. We are conceiving.....
.....
5. Guest rooms should be.....
.....
6. We should like to know how much you charge.....
.....
7.are to be charged to our account.

3. Fill in the blanks with the appropriate words in the box

to combine / combine / combined / combination

- a. Our project is formed by a balanced of activities
- b. We our resources to carry out our plan
- c. It's difficult family life with a career
- d. A group of people sharing the same interests in trading forms a trading

chargeable / charged /
charge

- a. We these items to your account
- b. This service is free of
- c. To whom are these expenses ?

ahead of schedule / behind schedule / scheduled /
schedule

- a. Are you going by a flight or by charter?
- b. We are sending you a of departures and arrivals
- c. The train arrived before the expected time, that is
- d. It's 7:15 and our bus was to arrive at 7. It's

④ Reply to letter 3

Hotel Bauer Grünwald

Campo S. Mois , 1459 - San Marco - 30124 Venezia
Tel: (41) 520 7022 Fax: (41) 520 7557

Regent Travel Services
Freepost, LONDON
W10 6BR

10 December, 1993

Dear Sirs,

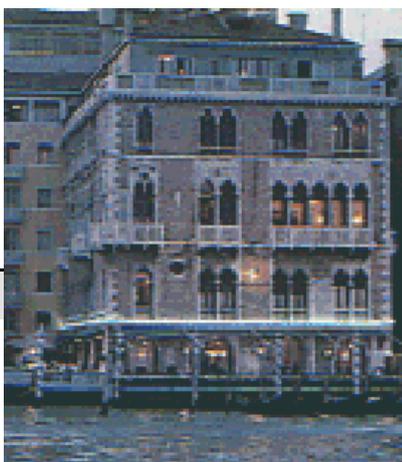
Thank you very much for your letter dated Dec. 5th last contents of which duly noted.

In spite of the large number of bookings we are receiving for the coming Venice Carnival, we still have the possibility of accommodating groups for the dates you scheduled.

The most convenient group tariff we can quote for bed, breakfast and evening meal is £30.00 per person per night. This tariff is inclusive of service and IVA and is referred to twin rooms. Single rooms are charged a £7.50 supplement.

Children under 14 sharing their parents' room are free of charge. Their meals are charged 40% cheaper than menu prices.

We generally serve continental breakfast and our evening meal is a three-course meal including coffee.



%

HOTEL CORRESPONDENCE

We grant a commission of 15% and a complimentary double room for the Travel Agent or his representative.

Bookings must be accompanied by a deposit of 20%. In case of cancellations only 10% of the booking deposit is refundable.

As you can see our rates are really competitive and we sincerely hope that you may find our offer convenient especially if you match it with the standard of services which a four-star hotel, like ours, can provide.

Should you require additional information, please do not hesitate to call or fax.

We look forward to the pleasure of being of service to you.

Yours faithfully
Giovanni Costantino

Giovanni Costantino
Booking Dept.

HOTEL CORRESPONDENCE

Practice

1. *Check the language functions in the box and put them in order as they are expressed in letter 4*

giving information about agent commission / giving information about children / thanking for enquired received / giving information about bookings and cancellations / stating group tariff / giving information about meals / expressing willingness to provide further information / expressing hope that rates may be found favourable / confirming availability of accommodation / expressing the hope of being of service.

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

2. *Use the phrases below in sentences of your own*

in spite of / inclusive of / free of charge / as scheduled / to my account / cheaper than / we look forward to.

3. *Read again letter 4 and check whether these statements are true or false*

1. A commission of 15% is granted to the travel agent
2. The group tariff is quoted on half-board terms
3. The hotel can still accommodate groups because it has received no bookings
4. A complimentary room is granted only to the travel agent representative
5. No deposit is requested when booking
6. The tariff is quoted per person per night in double rooms
7. The evening meal is a 4-course meal because it includes coffee
8. In case of cancellation the booking deposit is wholly kept
9. Children never pay for accommodation

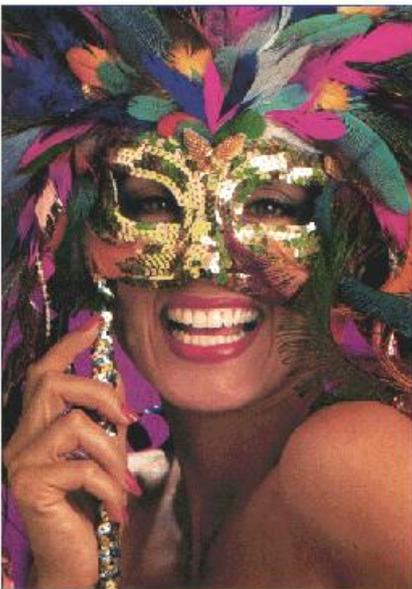
HOTEL CORRESPONDENCE

10. The tariff quoted includes service and IVA
11. Children meals are priced 40% less
12. The hotel serves English traditional breakfast

	1	2	3	4	5	6	7	8	9	10	11	12
True												
False												

4. Here is the advertisement released by Regent Travel Services in *The Sunday Telegraph* on 9 January 1994. Fill in the attached booking form.

VENICE CARNIVAL
From **£ 289**



Return flights from GATWICK

04 Feb 3 nights £292
07 Feb 4 nights £289
11 Feb 3 nights £292
14 Feb 4 nights £304

Booking deposit £50 per person

Please fill in coupon and return to:
REGENT TRAVEL SERVICES
Freepost, London, W10 6BR

Name: _____

Address: _____

Postcode: _____ Tel: _____

No. of people: _____ Children: _____

Single supplement yes no

Flight from Gatwick:

I enclose my cheque for £ _____

Please charge my credit card:
 Visa Access card

Card number:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Signature: _____

Date: _____

HOTEL CORRESPONDENCE

5. On the occasion of a cycle of classical performances which will be held at the Greek Theatre of Siracusa from 12th May to 10th June, you are conceiving of an offer combining air travel, hotel, theatre ticket, coach transfers and sightseeing tour of the Greek monuments of the town. The main features of this offer are:

- a. Return flight from Gatwick;
- b. Coach transfer from Catania airport to Siracusa;
- c. Accommodation in a five-star hotel on half-board terms;
- d. Admittance tickets to the Greek Theatre for two performances;
- e. Visit to local Museums and main places of interest;
- f. Guided sightseeing tour.

The number of participants is expected to be around 55 people.



Siracusa: Greek Theatre

1. *Write an enquiry to the Manager of Forte Agip Siracusa and ask him to send you an all-inclusive package offer comprising accommodation in twin rooms, continental breakfast and evening meal. Point out that all rooms must have private bath en suite.*
2. *Write an enquiry to Mediterranea Viaggi Snc asking them if they can arrange for:*
 - a) *coach transfer for 55 people from Catania airport to Forte Agip and vice versa;*
 - b) *admittance tickets to the Greek Theatre for the two performances on schedule;*
 - c) *visit to local museums;*
 - d) *guided sightseeing tour covering main places of archeological interest.*

Ask them to send you a detailed itemized offer which you will take into consideration in connection to its completeness and convenience.

5 Asking about conference accommodation



Portland

I N T E R N A T I O N A L

Search & Selection

11-15 Cross Street, Manchester M2 1WE

Tel: 061-832 5158, Fax: 061-832 9246

The Manager
Hotel Colleoni-Centro Congressi
Via Cardano,2
20041 Agrate Brianza
Milano - Italy

July 10, 1993

Dear Sir,

Your name has been given to us by our agent in Milan who recommended your centre as a first-rate place for our annual European sales conference scheduled to hold in September.

Please let us have full details on rates, meeting rooms, recreational facilities, food services, and so on. It's important for us to receive this information in a thorough and careful way. The following information will be of help.

- Number of Guests: 73
- Accommodation: 36 twin rooms and 17 single rooms with bath or shower for the period 20 to 25 September (five nights).
- Food Service: 73 people on full board terms, 7 guest speakers on lunch terms only.
- Meeting Rooms: One large room seating 80 people, three smaller rooms, each accommodating 25-30 people.
- Audiovisual Equipment: three personal computers provided with CD-ROM drives, three laser printers, one overhead projector, three chalkboards

We also think it advisable to have information on entertainment, tours, places of interest, and so on.

We look forward to hearing from you at your earliest convenience.

Yours faithfully,

Kennet Richmond

Kenneth Richmond

Marketing Dept

Language Notes

- a first-rate place (= A first quality place) = a place of excellent quality. Rate = 1.class or grade: first rate = excellent. 2. tariff: hotel rates = hotel rates / all-in rate = all inclusive rate / fixed rate = fixed rate = current rate / letter rate = postage = telephone rates = telephone rates / rate of Exchange rate = rate of interest = interest rate / bank rate = discount rate / water rate = water tax / local rates = municipal taxes / at any rate = in any case at any cost / at this Rate = at this speed. The hotel offers an all-in rate of £ 150 per week = The hotel offers an all inclusive rate of £ 150 per week / to rate = to classify. A top rated restaurant = a top choice restaurant.
- scheduled (= Arranged, organized, planned) = fixed, programmed. The ship is scheduled to sail at 8am = Departure of the ship is set at 8am. The name schedule is equal to plan, schedule, and time. According to today's schedule, you need to train this exercise first = According to today's schedule, you must first practice this exercise. The train arrived on schedule = The train arrived on time.
- let us have (= Send us, let us have). Let + object + infinitive without "to" highlights the grammatical structure of the first person plural. Observe: Let's go = let's go Let's know = let us know Let's see = let's see
- it's important for us to receive (= It is important that we receive). The grammatical structure is:
To be + adjective + for + object + to-infinitive.
Commonly used adjectives are: advisable, better, convenient, opportune, difficult, reasonable, risky, useful, etc. It would be risky for us to grant you credit = It would be risky for us to give you credit / It's better for you to call him now =
- be of help (= Help, be useful). Observe: With the help of = with the help of / Can i help you? = Want? / Help yourself (to bread) = Serve (bread) / I can not help saying = I can not help saying I can not help it = I can not do anything.
- we also think it advisable to have (= We think it is appropriate to receive). Words of mental perception such as to think, to assume, to judge, to consider, to find, etc. Require the pronoun 'it' placed before the adjective which qualifies the action expressed by the infinite of the following verb. I find it useful to buy this book = I find it useful to buy this book

Lexical Information:

Tariff

Rate (Used for hotels, transport, insurance and customs services).

Hotel rates = hotel rates / Customs rates = customs rates /

Charge (Mainly used for postal and telephone services) It is also the price of a service. Postal charges = Telephone charges = Telephone charges / Bank charges = Bank fees. Packing charges = A small charge is made for heating = a small charge is charged for heating. To charge is to ask someone to pay for services later. We charge you for packing = We charge you for packing. I ask that the bill of account be charged to the company account.

Fare (Is referred to the price of tickets for taxis, buses, trains, liners, planes, etc..Bus fares = Bus fares / Train fares = fares rates / taxis fares = taxi rates. Train fares have gone up by 5% = Rail fare has increased by 5%. Full fare = full price = half fare = 50% reduced rate.

Tariff (Is referred to as: 1. a tax 2. the list of fixed prices for hotel services 3. prices for gas and electricity.

Room rates = Room rates / Meal tariffs = Meal rates / Gas tariffs = Gas tariffs. Government imposes high tariff on all imports = Government imposes a high tariff on all imports.

⑥ Supplying information about conference accommodation



★★★★

HOTEL COLLEONI CENTRO CONGRESSI

Via Cardano, 2 - 20041 Agrate Brianza
Milano - Italy

Mr Kenneth Richmond
Marketing Department
Portland International
11-15 Cross Street,
Manchester M2 1WE

July 15, 1993

Dear Sir,

Thank you for thinking of our hotel as the place of your annual European conference you hold on September 20 to 25. You have undoubtedly chosen the ideal time, considering either the availability of the accommodation you require or the weather which, at this time of the year, is pleasantly cool.

The information you need about our Conference Centre is given in the booklets we are enclosing: 'Colleoni Meeting Facilities', 'Colleoni range of Services', and 'Colleoni Recreational Activities'. Reading these materials will convince you that we are the centre you are looking for.

You will enjoy another advantage regarding the date you have selected. Dating from September 15, our rates will be less than half the Summer rates. The inside back page of 'Colleoni Meeting Facilities' gives you a detailed table of our fully inclusive rates.



HOTEL CORRESPONDENCE

It may interest you to know that we have had the privilege of hosting meetings and conferences for tens of organizations such as yours; some of these are multinationals operating worldwide. They all have praised our excellent accommodation and our know-how in looking after our guests.

Please let us know at your earliest convenience whether we should reserve accommodation for you. Please consider that several local trade fairs will be held in September, so the booking situation could rapidly change. For any additional information you would like to know, please call us collect at 039-68371.

Sincerely yours,

Gianni Greco

Gianni Greco
Assistant Manager

COLLEONI MEETING FACILITIES:



Language Notes

<u>thank you for thinking of...</u>	(= Thank you for thinking ...). The main verbs, which are followed by infinite in Italian, and in English, must be followed by the gerundo, are: to thank for, to think of, to keep on (= continue A), to give up, to be accustomed to (= be used to), to look forward to (= not to see). Examples: He went on reading = He continued reading / I think of doing it now = I think I do it now / I look forward to hearing from you = I'm waiting for your answer.
<u>you hold on..</u>	(= You organize and have) = you hold the .. To hold-held-held. Notes: to hold a meeting, a party, a reception = hold a meeting, a party, a reception. The computer show will be held in Milan next october = The computer show will be held in Milan next October. / Hold the line, please (= please wait) = Please wait online.
<u>chosen</u>	(= Chosen) to choose-chose-chosen. Choice (= variety) = choice. To take a choice = make a choice. This shop has a large selection of bags = This shop has a great selection of bags / Here is the wine list: take your choice = Here is the wine list: make your choice.
<u>inside</u>	(= Interior) = internal. Adjective: the inner door = the inner door. 2. name: the inside = the interior. 3. adverb: look inside, go inside = look inside, go inside. 3. preposition: inside the house = inside the house
<u>it may interest you to know that..</u>	(= May interest you know ...). The expressions "interested" and "being interested in" make use of the following structures: 1. to interest + object: Your offer interests me / I try to interest my guests. 2. to be interested in + object or form: I am interested in receiving your brochure. 3. to have, to show, to take interest in. I have no interest in your offer.
<u>call us collect</u>	(= Phone calls at our charge). Note: reverse charge call or US charge call = recipient call charge.

Practice

Answer these questions

1. Where is the main office of Portland International?
2. Who's the source of address?
3. How often a year is the sales conference held?
4. How many are Portland delegates?
5. What kind of information does Portland require?
6. What kind of accommodation is requested?
7. How many meeting rooms does Portland need?
8. Do the conference participants stay on full- or half-board terms?
9. Which town should host the conference?
10. What date was the letter written?
11. Who's Kenneth Richmond?
12. What additional information does he require?

Choose the right word

1. The meeting will be *held / kept* in Milan.
2. The conference is *organised / scheduled* in september.
3. Please let us *have / send* full details.
4. Delegates are accommodated *at / on* full board terms.
5. Please reply *at / with* your earliest convenience.
6. It's necessary *that we receive / for us to receive* detailed information.
7. We look forward *to hear / to hearing* from you.
8. We think *it necessary / it is necessary* to meet you.

Translate these sentences.

1. Kami ingin semua tarif inklusif per orang per minggu.
2. Kami adalah restoran papan atas pilihan
3. Kami akan makan malam pada Pukul 2:00 pm.
4. Beritahu saya keputusan anda mengenai hal itu.
5. Akan lebih baik jika kita melakukan panggilan dengan telepon.
6. Saya tidak memungkiri bahwa kami bahwa kami menyajikan makanan terbaik.
7. Ongkos kirim meningkat sebesar 5%.
8. Terima kasih telah mengundang kami ke resepsi.
9. Akomodasi yang anda butuhkan tersedia.
10. Cuaca sejuk sepanjang tahun ini.
11. Bagian dalam halaman belakang berisi tarif hotel.
12. Perusahaan kami beroperasi di seluruh dunia.
13. Kami dikenal karena kemampuan kami untuk memelihara pelanggan kami.
14. Jangan ragu untuk menghubungi kami
15. Kami tertarik dengan materi ilustratif hotel anda

HOTEL CORRESPONDENCE

Fill in the blanks with the appropriate word

rate/s - charge/s - fare/s

1. The for the various classes of cars start from £56 per week.
2. Airlines should keep air down.
3. He spends fifty pounds a month on to work.
4. in top hotels in the city are twice as much as this hotel.
5. Bus are subsidised by local
6. How much do you for washing a shirt?
7. We give this service free of
8. May I see your, please?
9. Winter will be introduced next week.
10. What do you pay for water ?
11. General Agreement on and Trade.
12. Night telephone are cheaper than day

Complete the letter with the words in the box

Dear Sir,

A coach party of 40 teachers shall be through London next month and we should be glad if you reserve 18 double rooms and 4 for the two nights of Tuesday and Wednesday 15th and 16th September.

All rooms should be provided bath or shower, telephone, TV colour, and tea & making facilities. They all should the gardens.

We trust that this group, as the previous ones, will appreciate the of your service. As to food, we half with continental breakfast and evening

Please let have an confirmation of this

early	meal
set	choose
would	singles
passing	with
overlook	board
us	quality
booking	coffee

Yours faithfully,

Norman Cross

HOTEL CORRESPONDENCE

RESERVATIONS OF ACCOMMODATION

Main points to consider when planning a reservation letter:

FUNCTIONS	EXAMPLES
Stating source of information (optional)	(a source of information may be represented by an advertisement, a circular, a previous letter, etc.) We refer to your advertisement released in.. With reference to your circular dated.. Thank you for the information you gave us about.. Further to your letter of..
Requiring a booking Useful verbs: to reserve / to book / to arrange accommodation / to require	We would like to reserve accommodation for.. Please arrange accommodation for.. We would be grateful if you would reserve.. Please let us know if you can accommodate We require..
Stating accommodation and period required	a double room with bath from... to... a single with bath or shower for a two night stay a twin with bath en suite for the nights of.... a single room for two weeks, from 2nd May
Describing meal plan	accommodation includes bed and breakfast we require half-board terms we require accommodation on EP terms
Giving further details on accommodation (optional)	the room(s) should be located on the first floor should have a view onto the park should face the lake should be adjacent / connected to each other The rooms should all be on the sea front
Requesting illustrative material	Please let us have some brochures of the hotel Please send us a list of sporting and recreational facilities available at your hotel or nearby.
Giving information about payment	We are remitting you a booking deposit of... A remittance of.. will be made upon confirmation.
asking for confirmation	We look forward to your earliest confirmation An early confirmation would oblige Please confirm our reservation by return Please send confirmation of this booking

1 Reserving group accommodation

EPSOM COACHES

Blenheim Road, EPSOM, Surrey KT19 9AF
Tel. 037 27 25252 Fax 037 35525

The Manager
The Mercury Hotel
Millburn Road
Inverness IV2 3TR

January 10th, 1993

Dear Sir,

Thank you for sending us your hotel brochures as well as the room rates you quote for groups of students.

We are pleased to make hereby the following reservation:

24 twin rooms and 3 single rooms all with bath or shower
from 2nd to 5th March included.

Accommodation is for 51 people (48 students and 3 teachers) and includes bed, full English breakfast and evening meal on the inclusive terms you stated in your group quotation, that is, £30.00 per person per night inclusive of service and VAT.

All rooms should possibly be adjacent and located on the same floor. The complimentary room will be assigned to our clerk Mr Henry North and may be located elsewhere.

We are going to remit you a cheque for £2,500 this same day. Balance will be settled by Mr North on check-out day.

We look forward to your confirmation.

Yours faithfully

George Eliot

George Eliot
Sales Dept.



HOTEL CORRESPONDENCE

Practice

1. Check the language functions in the box and put them in order as they are expressed in letter 1.

describing accommodation required / giving information about payment / thanking for hotel brochures / giving further details about accommodation terms / asking for confirmation / requiring a booking / giving instructions about rooms location.

1.
2.
3.
4.
5.
6.
7.
8.
9.
10.

2. You are working for *SHEARING HOLIDAYS*, Coach Station, Altrincham, Cheshire WA15 8HP. Check the notes in the box and write a letter of reservation to *The Marlborough*, Henley Road, IPSWICH, IP1 3SP.

- Tour to East Anglia from 1st to 15th June
- 7th June: Ipswich. Overnight stay
- 8th June: breakfast, sightseeing tour to Holbrook Park and Woolverstone and lunch. 14.30 hrs check out and departure.
- Number of participants: 58 people
- Accommodation required: 20 doubles, 6 twins, 6 singles plus complimentary single for coach driver.
- Confirmation by return

3. Compose a telex from *Sunny Tours* to a hotel requesting a reservation. Include information on number of guests, room types, dates of arrival and departures, special requirements if any.

② Confirming group accommodation



THE MERCURY HOTEL

Millburn Road, Inverness, IV2 3TR
Telephone: 0463 239666 Telex 75377

Epsom Coaches
Blenheim Road
Epsom
Surrey KT19 9AF

13th January, 1993

Dear Sirs,

We thank you for your letter dated 10th January and have pleasure in confirming hereby the following accommodation:

24 twins and 3 singles for the period
2-5 March next on half board terms at
£30.00 per person per night.

In compliance with your request all the rooms are located on the same floor. They all have bath and shower en suite, telephone, colour TV, in-house movies and tea and coffee making facilities.

We want to assure you that we will do our utmost to assist the group and meet their requirements.

Thank you again for choosing our hotel.

Yours faithfully
Robert McCormack
Robert McCormack
The Manager



Useful phrases

- We confirm hereby
- We will do our best to...
- I will do all I can
- It is of the utmost importance that / it is extremely important that...
- We will do our utmost to...
- In accordance with / according to...
- In compliance with your instructions
- Further to / Following up...
- I take (I avail myself of) the opportunity of
- It is worth saying / adding that...
- It goes without saying that...
- It is understood that...

Practice

1. Put these phrases into the right order

- a. a single room with bath from April 12th to 18th inclusive
- b. We look forward to welcoming you.
- c. and exclusive of service charge and VAT.
- d. at £45 per night inclusive of bed and breakfast
- e. We have much pleasure in confirming your reservation as follows:
- f. Yours faithfully,

1	2	3	4	5	6

2. Complete the following phrases into meaningful sentences

1. Further to..
2. I assure you that
3. In compliance with..
4. It is understood that..
5. Please let us know..
6. Thank you for..
7. We assure you that..
8. We confirm hereby..
9. We have the pleasure of..
10. We should be grateful if you would..

11. We want to point out that..
12. We will do our best to..

3. *Translate into English*

1. Terima kasih atas surat anda...
2. Terima kasih telah mengirimkan brosur yang kami minta.
3. Terima kasih telah memberi kami informasi yang kami butuhkan.
4. Sekali lagi terima kasih telah memilih hotel kami.
5. Kami dengan senang hati mengonfirmasi ketersediaan akomodasi yang anda butuhkan.
6. Kami akan melakukan apapun yang kami bisa untuk memenuhi kebutuhan anda.
7. Perlu dipahami bahwa harga kamar belum termasuk sarapan pagi.
8. Sesuai dengan keinginan anda, kami telah memesan ...
9. Kami akan berterima kasih jika anda berkenan memberikan rincian lebih lanjut terkait penawaran yang telah anda iklankan.
10. Kami meyakinkan anda bahwa kami akan melakukan yang terbaik untuk membuat saat menginap anda menyenangkan.

4. *Allenways Travel Ltd have to reserve accommodation at the Sutherland Hotel, Brighton. Compose a reservation letter in relation to the following elements:*

- a. *a coach party of 55 people;*
 - b. *arrival on 15 July / departure on 18 July;*
 - c. *accommodation required in twin rooms with bath;*
 - d. *staying on full board terms;*
 - e. *all-inclusive price: £90 per person;*
 - f. *Operator: Allenways Travel Ltd, 10 Fortnum Close, Birmingham, B33 0JT;*
 - g. *Hotel: Sutherland Hotel, 10 Regency Square, Brighton, BN1 2FG*
5. *You are the advance reservations clerk of the Sutherland Hotel. You have just received the reservation letter from Allenways Travel Ltd. Reply that you cannot confirm because the availability of twins is limited to 18 rooms. All other available rooms are 5 doubles and 15 singles. These last are charged with a three-night supplement of £18. Package price should vary from £90 to £100 per person. Ask to fax their confirmation if they accept.*

3 Reservation of accommodation for a coach party



FrancoRosso
International
Milano

Corso Vittorio Emanuele, 26
Tel. (02) 76008561 - Fax (02) 784967

The Manager
Hotel Russell
Russell Square
London WC1B 5BE

March 15, 1993

Dear Sir,

Your special offer for coach parties has met our customers' holiday needs. Please confirm reservation of the following accommodation:

15 double rooms and 5 single rooms with bath or shower for the nights of 5, 6 and 7 April next.

Our group is formed by 35 adults and 2 children sharing their parents' room. Please arrange for a double room to be provided with 2 additional beds. All rooms should be located on the same floor and be provided with the facilities described in your offer.

As per your offer, accommodation is meant on half board terms, that is, bed, breakfast and evening meal on the inclusive terms of £100 per person per a three night stay. Children are charged a special all inclusive rate of £25 each. Mr Salvo Conti, our group leader, will be assigned the usual complimentary room.

We expect the coach party to reach your hotel in the early afternoon of 5 April. Mr Conti will assist check-in formalities by giving you all the details you may need.

As to payment, we are going to make a bank transfer on receiving your confirmation. Please confirm this booking by return.

Yours faithfully,

Guido Fiore

Guido Fiore
The Manager

Language notes

Your special offer has met our needs

In this expression the verb to meet is equivalent to to satisfy, to fulfill. It is observed in terms such as to meet a need, meet a requirement, meet a condition, meet a standard, and so on.

Examples: Does this meet your hopes? = Does this meet your hopes? / Your income is inadequate to meet your living standard = Your income is inadequate to meet your living standards.

... sharing their parents' room

In the example, the verb to share equates to having the use of something with another person. Observe: Do you mind my sharing your taxi? = Are you sorry if I come by your taxi? This is the room I share with my brother = This is the room I share with my brother.

... and be provided with....

Passive form of the verb to provide = provide, provide. Note: to provide someone with something = to provide someone with something to be provided with. Examples: This hotel provides good meals = This hotel provides good meals / This apartment is equipped with central heating.

Observe: provided that (= on condition that) = provided, provided that. Examples: You will be given a special rate if you intend to stay three nights. If you intend to stay for three nights, you will be given a special rate.

Mr Conti....will be assigned

(= To Mr. Conti will be assigned). Passive personal shape often used with verbs such as to give, to tell, to ask, to send, etc. Examples: I've been given a book = I was given a book / I was told to wait = I was told to wait / They were sent a brochure = It was sent to them a brochure / You will be asked to pay cash = You will be Asked to pay in cash.

We expect the coach party to reach...

(= We expect / expect / believe / hope the committee reaches ..). Two more common structures of verb to expect are:

Verb + object (We expect professional performance from our staff = We expect professional service from our staff)

Verb + object + to-infinity (I expect you to do that) I expect you to do it). Passive structure: You are expected to do that = You are expected to do it

4 Confirming accommodation for a coach party



Hotel Russell
Russell Square, London WC1B 5BE
Tel. 071 837 6470 - Fax: 071 837 2857

March 20, 1993

The Manager
FrancoRosso International
Corso Vittorio Emanuele, 26
20121 Milano

Dear Sir,

We thank you for your letter of 15 last and confirm hereby your reservation of the following accommodation:

15 double rooms and 5 single rooms with bath or shower for the nights of 5, 6 and 7 April on half board terms.

In compliance with your request all rooms are located on the second floor. They all look onto Russell Square and are spacious and comfortable.

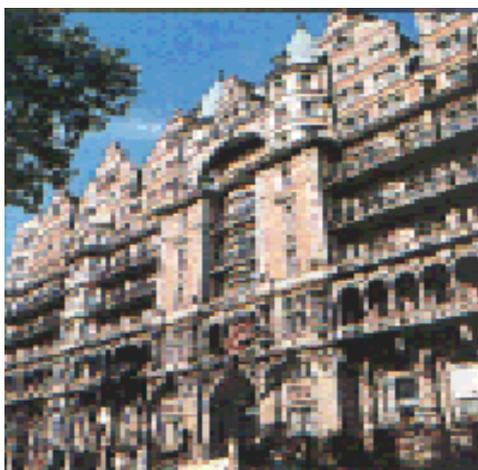
Mr Henry Jordan, our group manager, will see to the necessary arrangements to make your group's stay as pleasant as possible.

Herewith enclosed we are sending you some brochures illustrating the facilities and services we provide as well as the main places of interest such as the British Museum, West end theatres, Oxford Street and Regent Street which all are within walking distance. We are sure your customers will enjoy them.

Should you need any further information, please do not hesitate to write or call us again. Looking forward to the pleasure of welcoming you.

Yours faithfully,

Peter Alsop
Peter Alsop
Assistant Manager



Language Notes

- hereby (= By this means) = with the present (I hereby declare ... = state with the present that ..). Look at some formal voices with here:
Hereafter = from now on / herewith = with the present (I herewith return ... = I return with the present).
- The rooms look onto ... (= They have a view of ...) = Rooms give up .. Note some meanings of the verb to look followed by preposition:
To look after (= to take care of) = to care for (Mr. Owen will look after the matter while you are out = Mr. Owen will take care of the thing while you are absent)
To look forward to (= to expect something to happen) = wait with pleasure, do not see the time of .. (I look forward to seeing you again = I can not wait to see you again).
To look into (= to examine) = examine (A working party will look into the problem = A working group will examine the problem).
- Mr Jordan...will see to... (= Will attend to) = Mr. Jordan will take care of ... (The porter will see to your luggage).

Practice

1. Insert the appropriate words in the following sentences

herein / herewith / hereby / hereafter

1. The National Exhibition Centre - called the NEC - was opened east of Birmingham in 1976.
2. please find a copy of the contract.
3. I regret to inform you that we have no rooms available.
4. I have read this document and agree with the clauses described.

2. Write sentences of your own using the following verbs:

to meet, to share, to provide, to be provided with, to see to, to expect, to look into, to look onto, to look after, to look forward to

HOTEL CORRESPONDENCE

3. Write sentences drawing elements from the table below

I	am	told	to leave the room before 10am
He/She	is	asked	a double room
We	are	expected	on my arrival
Mr Jones	was	assigned	a hotel brochure
	were	sent	to sign the register
	has been	given	to pay in advance on checking-in
	have been	met	the room key
	will be	called	a better service
		invited	for my credit card
			not to pay by personal cheque
			to telephone confirmation

4. Translate into English

1. Kami kamar menempati kamar nomor 20
2. Kamar kami menghadap ke taman.
3. Mereka bersaudara dan berbagi kamar yang sama.
4. Kami telah mengirim brosur hotel.
5. Saya berharap kamar yang diberikan sesuai kebutuhan anda.
6. Kami pastikan kamar tersebut dilengkapi dengan shower, telepon dan televisi berwarna.
7. Saya berpikir anda bisa meminta tarif khusus.
8. Saya mengharapkan respon yang cepat dalam hal ini.
9. Kami telah menentukan tarif khusus sesuai dengan permintaan anda.
10. Kami menyediakan program untuk kegiatan rekreasi

5. Gastaldi Tours are going to make a reservation in a Liverpool hotel. Write a reservation letter taking into consideration these points:

- the group is formed by 60 youngmen. Two of them are disabled;
- the scheduled arrival day is June 5;
- departure will be on June 8, in the early morning;
- accommodation in twin and triple rooms;
- half board terms;
- hotel rate: all inclusive on the basis of £40 pp/pn
- complimentary room for Miss Lidia Donato, the group leader;
- payment of a 50% deposit on receiving confirmation;
- Tour Operator: Gastaldi Tours, via V.E.Orlando 75 Roma - tel.06 - 487991
- Hotel: St. George's Hotel, Lime Street, Liverpool L1 1NQ . Tel. 051-709 7090
Fax:051-709 0137

RESERVATIONS OF MEETING FACILITIES

5 Reservation of the Congress Hall



A. Smith & J. Stafford

Tour Operators
30 Abingdon Street, Oxford

12 May, 1993

The Manager
The Congress Hotel
31 Carlisle Road
Eastbourne
BN21 4JS

Dear Mr Lake,

I refer to our telephone conversation of today and, as I think you do have the facilities I require for my firm's quartely meeting, I am pleased to confirm hereby that I book your Congress Hall as well as two smaller conference rooms for committee meetings (20-25 people each).

The date we agreed for the above facilities will be June 20th next. I need also the following audiovisual equipment:

3 overhead projectors and screens
2 VCRs and monitors
2 flip charts

Each of the smaller rooms should be equipped with an overhead projector and screen and a flip chart.

The fee for the Hall and the conference rooms will be £500,00 inclusive of audio-visual equipment and lunch. I will be calling early in June to check on the arrangements.

Looking forward to your written confirmation,

Sincerely,

Raymond Harrison
Marketing Director

Language Notes

...you do have..

(= You have it) 'do' is used here to express emotional emphasis, to show that we are convinced of what we say.
Ex: This picture looks really fine = This picture looks really nice. If used with the imperative, 'do' makes the invitation more kind: Do some more fruit = Take more fruit. 'Do' is also used to accentuate a true and false contrast: " It would have been better for you to book " - " I did book " = " It would have been better if you had booked " - 'But I booked' '.

quarterly meeting

(= Quarterly meeting). 'Quarterly' is adverbial form here with adjective value. The Committee meets quarterly = The Committee (the Commission) meets four times a year. The quarterly conference is about immigration = The quarterly conference is about immigration.

the date we agreed

(= The date that we agreed = the date we agreed). The relative pronoun (here 'which') as a complement to the verb can be omitted. Es. The book (which) I am reading is interesting = The book I read is interesting. If the subject is relative, the relative pronoun is not omitted. The bacon that comes from Denmark costs 80 p per pound = The ham coming from Denmark costs 80 pence the pound. Other related pronouns:

Who is used for people as the subject of the verb

Whom is used for people as the subject of the verb or preposition.

Which is used for things as subject or complement

Whose indicates the genitive of possession for people or things

Of which is used for things.

inclusive of

(= Which includes). Example of use: Monday to Friday inclusive = Monday through Friday included. The opposite ad is 'exclusive'. The rate is £ 50 per night exclusive of VAT = Price is £ 50 per night excluding VAT. Many verbs become adjectives by adding -ive, and names by adding -ion.

Examples: to educate / educative / education;

To exclude / exclusive / exclusion;

To comprehend / comprehend / comprehension

Useful phrases

An early confirmation would oblige
As from / starting from
I am likely to...
I call your attention to
I feel it my duty to let you know that...
I rely on your sending us...
I wonder why
If you don't mind
In addition to
In agreement with
In case of need
In connection with
In consideration of
In the circumstances
In this respect
It seems very likely that...
No matter how/what/where
Should you need
That depends on
Up to and including March 15
We are in the habit of + gerund

Practice

1. Match the functions on the left with their expressions on the right

- | | |
|-----------------------------------|--|
| 1. Stating source of information | a. The date we agreed for the above facilities will be June 20th next. |
| 2. Giving confirmation of booking | b. I refer to our telephone conversation of today. |
| 3. Stating a comprehensive tariff | c. I am pleased to confirm hereby that I book the following accommodation. |
| 4. Asking for confirmation | d. I need also the following audiovisual equipment. |
| 5. Stating equipment needed | e. The fee for the hall and the conference rooms will be £500.00. |
| 6. Stating the period required | f. Looking forward to your written confirmation, |

1	2	3	4	5	6

HOTEL CORRESPONDENCE

2. Complete these phrases into meaningful sentences

- With reference to...
- The equipment we need...
- We are interested in...
- We should like you to confirm...
- Please let us know the tariff regarding...
- Please give us more information on...

3. Fill in the blanks with *who, which, whom, whose, of which*.

- The room..... I prefer is on the first floor.
- The picture hangs on the wall is by a famous artist.
- The chairI'm sitting on is broken.
- That's the lady husband is at the bar.
- The roomwindow looks onto the park is number 110
- I found the flat I was looking for.
- The waiter..... checks meals is the maître of the restaurant.
- That's the manI talked to last night
- I don't find the bookI left on the desk.
- The bookwas on the desk was mine.

4. Fill in the gaps in the table.

attract	attractive	attraction
create	creative
describe	description
.....	destructive
.....	reception
protect
.....	permissive
.....	imagination
persuade
.....	impressive

⑥ Confirming reservation of the Congress Hall

The Congress Hotel

31 Carlisle Road, Eastbourne

May 16, 1993

Mr Raymond Harrison
Marketing Director
c/o A. Smith & J.
Stafford
30 Abingdon Street
Oxford

Dear Mr Harrison,

Thank you for your letter of 12 May last. I have pleasure in confirming hereby that I have reserved for the next 20th June the hotel facilities as well as the audio-visual equipment you need for your firm's quarterly meeting.

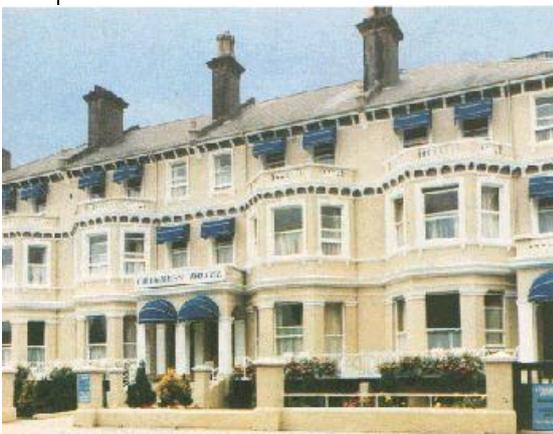
As regards lunch, I must make it clear that, according to our verbal agreements, it will consist of a three-course set menu for up to 220 delegates. Beverages are to be paid for extra.

I assure you by now that every effort will be made to make your meeting successful and your stay a pleasant one. Should you need any further assistance, I will be pleased to be of service to you.

Yours sincerely,

Mark

Mark Ward
Manager



Language Notes

I must..

(I = ..). 'Must' is a faulty voice in the present of the verb 'duty'. The concepts of obligation / necessity, duty and deduction that the verb duty implies must be expressed: Obligation: must and have to. I have to talk to him / I have to go to work (Both 'must' and 'have to' are similar in meaning but 'must' tends to be used when the speaker feels and accepts the obligation himself, while 'have to' invokes an obligation imposed from the outside. Negative obligation: must not You do not have to speak without my permission. You do not have to do it: it's against the law. Absence of obligation: do not have to / do not need to / need not You do not have to speak if you do not want to. Duty: should / ought to (in a moral sense) You should take note of what I'm going to say. You should be more careful when crossing the street. Duty negative: should not / oughtn't to You should not be late in the morning. You ought not to follow his example. Deduction: must He must be sick; He has not come to work since last week.

...make it clear that..

(= .. clarify that ..). The pronoun pronounces the complement object represented by an infinite or a secondary sentence introduced by 'that'.

I think it opportune to talk freely

I believe it right that you should have more freedom

Practice

1. Write sentences exemplifying these functions

1. Thanking for previous letter.....
.....
2. Stating reason for writing.....
.....
3. Booking a conference room.....
.....
.....
4. Giving information about payment.....
.....
.....
5. Asking booking confirmation.....
.....

2. Fill in the blanks with the appropriate words in the box

must, mustn't, should, shouldn't, have to, haven't to

1. He have walked a lot because he is very tired.
2. You smoke in class.
3. I get up early if I don't want to miss the train.
4. He is not here; he be in the park.
5. You speak so loud in the restaurant.
6. I don't know if you work till late today.
7. If you aren't well, you stay in.
8. Mr Maxwell be here by now.
9. If you fear to miss your train, you catch a taxi.
10. Children don't pay when sharing their parents' room.

3. Translate into English

1. Tolong beritahu kami pendapat anda mengenai ini.
2. Jika anda membutuhkan bantuan kami jangan ragu untuk menghubungi kami.
3. Pemesanan ruang konferensi dijadwalkan tanggal 12 Maret.
4. Sepertinya kita masih membutuhkan dua ruangan.
5. Tarif tersebut diatas termasuk sarapan kontinental dan tiga macam hidangan .
6. Mengingat banyaknya tamu kita dapat memberikan potongan tarif kamar sebesar 20%.
7. Kami percaya anda akan melakukan yang terbaik untuk mengakomodasi kelompok kami.
8. Mengingat kondisi, kami harus meminta uang muka.
9. Perlu dipahami bahwa tarif yang kami tawarkan berlaku sampai tanggal 15 Maret.
10. Saya mengambil kesempatan ini untuk menunjukkan bahwa kami akan melakukan yang terbaik untuk melayani anda selama anda tinggal di Park Hotel.

Appreciating Hotel Service

Situation Eutron Uk Ltd. thank Forum Hotel London for the assistance received when holding their meeting

① Letter of Appreciation



EUTRON UK Ltd

481 Gladstone Road, Whiteleaf
Surrey, CR3 0BL
Tel. 0883 623355 Fax 0883 627754

The Manager
Forum Hotel London
97 Cromwell Road
London SW7 4DN

April 15, 1993

Dear Sir,

We refer to our meeting held at your hotel from 5th to 7th of this month and wish to thank you for the invaluable assistance you gave us all the time.

We feel obliged, in particular, to Mr John Stewart who met our needs with speed and competence and gave us confidence that our convention would be successfully carried out.

All considered, we can't help holding our next meeting at your hotel trusting to be given your helpful assistance at all times.

Yours faithfully,
William Reed
William Reed
Managing Director

Language Notes

- successfully (= Successful). Format mode adverb by adding the suffix '-ly' to the adjective 'successful'. Examples:
Adjectives Adverbs
slow slowly
serious seriously
easy easily
careful carefully
bad badly
He observes: He is a slow worker; He works slowly
Note: Fast, hard, low are adjectives and adverbs. Well is good adverb.
- ..would be ..carried out (= Would have been done). The structure refers to an event that is placed in the future as opposed to when it is spoken and is also used in the indirect speech. In Italian it is presented with the conditional compound right from verb to the past. Eg I felt confident that everything would be right = I felt confident that everything would be fine;
In the indirect speech: He says he will come (= Says he will come), He said he would come (= He said he would come)
Note: " He said he would come " does not say if he came or not, using the perfect conditional He said he would have what it meant that did not come despite the promise.
- we can't help holding... (= We can not help but hold ..). This idiomatic expression " can not help or can not help gerundi " is like doing it without holding back on. Eg I can not help telling you that ... = I can not help but tell you that ..; I could not help offering him a drink = I could not help but offer a drink.

HOTEL CORRESPONDENCE

Practice

1. Match appropriate antonyms from the box

evasively, happily, beautifully, fast, frequently, inaccurately, rarely, softly, rudely, well,

- badly
- slowly
- commonly
- occasionally
- sadly
- horribly
- loudly
- frankly
- politely
- accurately

2. Put appropriate adverbs from the box into the sentences below.

fast, completely, quietly, unfortunately, well, tactfully, quickly, hard, fluently, carefully

1. I can't hear what you say because you speak too
2. If you speak too I don't understand.
3. He plays football very
4. I forgot it
5. He speaks English
6. He deals with customers
7. He works very all day long.
8. He always drives
9. he is sick now.
10. He picked up the ball

HOTEL CORRESPONDENCE

3. You are a travel agent. Send a fax to Queens Hotel thanking for the assistance given to your group and appreciating, in particular, the high standard of room service and the creative skills of their chefs.



FAX



To

Queens Hotel
Robertson Terrace
Hastings
E. Sussex, TN34 1JG

From

OK Travel
Riddle Place
Newcastle u. Tyne
BE1 8JQ

Date:
No. of pages:
Tel.: 0632 329959
Fax: 0632 23555



② Reply to letter 1

Forum Hotel London

97 Cromwell Road
London SW7 4DN

Tel. 44 (71) 629 7777 Fax 44 (71) 629 1459

Mr William Reed
c/o EUTRON UK Ltd
481 Gladstone Road
Whiteleaf
Surrey, CR3 0BL

April 18, 1993

Dear Mr Reed,

Further to your letter of the 15th, we thank you very much for the kind words you said about our service. Your testimonial lets us know that we are doing something right and that our clients appreciate it.

It doesn't often happen that someone takes the time to write us about the good job he thinks we are doing. Your appreciation is therefore the best support and acknowledgement of our policy of putting the guests' needs ahead of everything else.

If we can be of help in the future, we'd consider it a pleasure to serve you.

Sincerely,

Steve Mackenzie

Steve Mackenzie

The Manager



Language Notes

- further to (Followed by). Equivalent expression is: following (to) ..
Es. Further to (Following) your letter of March 7, I am glad to inform you that .. = Following your letter of March 7, I am pleased to inform you that ..
Note: Go further, please = Go ahead, please. For further information, please phone = For more information, please call.
- something right (= Something good). 'Something' followed by adjective omits " of ": something strange = something strange;
Something surprising = something surprising; Something wrong = something wrong.
Instead: He has something of his father's temperament; He is something of an actor (= he has something of his father's temperament; he is a bit an actor).
- ahead of (= In front of). Looks:
He is ahead of us = He is ahead of us.
I walked straight ahead = I always walked right
- the best support (= Best support). " Best " is a form of 'good' superlative.
Good, bad, old, little, and much adjectives have comparative and superlative irregularities.

Useful words

to appreciate / appreciation
to acknowledge / acknowledgment
to appreciate / appreciation
to be grateful / gratitude
to be obliged / obligation
to recognize / recognition / in (as a) recognition of
to thank / thankfulness

Useful phrases

I am most grateful to you for...
I want to show my gratitude for...
I must express my gratitude to you for...
I feel I must thank you for...
Thank you for your warm and friendly feelings you expressed...

HOTEL CORRESPONDENCE

Practice

1. Fill in the table inserting appropriate words from the box

less, best, worse, most, better, more, further, worst, older, elder, farther, eldest, furthest, least, oldest, farthest

ADJECTIVE	COMPARATIVE	SUPERLATIVE
good		
bad		
far		
		furthest
old		
	elder	
little		
much/many		

2. Use these words and phrases in sentences of your own

- a. show gratitude
- b. recognize
- c. appreciation
- d. be obliged
- e. as a recognition of

3. Complete the following phrases into meaningful sentences

- a. I consider it a pleasure to...
- b. It doesn't often happen that...
- c. I must recognize that...
- d. I would like to show my gratitude for...
- e. I appreciate... very much.

4. You are the Manager of Queens Hotel. Thank OK TRAVEL for their appreciation of the services you provide.

Transactions carried out by fax

A lot of correspondence, documents, diagrams and illustrations are transmitted nowadays by fax machines. These may be defined as photocopiers joined by telephone. Considering that information can be sent 24 hours a day and each message is timed to the exact second, no wonder that this means of communication has become extremely useful both to the hotel and to hotel guests, especially business people. Unlike telexes, faxed documents need no coded abbreviations. Apart from the message, a fax sheet generally contains the following information: date and time of transmission, name of the sender (From), name of the recipient (TO), fax numbers of both the sender and the recipient, number of pages transmitted.

Transaction 1

09/01/96 11:37 FROM Talking Point Ltd TO 0039 572 78451 P 01

“TALKING POINT” INTERNATIONAL VENUE SEARCH

To: Conference & Banqueting Fax No: 00 39 572 78451
Company: Grand Hotel & La Pace
From: Liz Heyes Fax No: +44 (0) 1628 412233
Date: 09.01.96 No. of pages: 1
Facsimile Message:

RE: EUROPEAN MANAGEMENT MEETING, 9/10 MAY 1996, REF: VS1972

Please could you check availability and provide commissionable rates based on the following information:

Dates: 8/9/10 May 1996
Numbers 13 pax
Accommodation 13 rooms for single occupancy for the nights of May 8th and 9th 1996
Meeting space 1 main meeting room to take 12 pax boardroom style
Agenda

May 8th 1996	May 9th 1996	May 10th 1996
Delegates arrive early evening	Breakfast	Breakfast
Dinner in the hotel	Meeting commences	Meeting commences
	Morning coffee	Morning coffee
	Lunch	Lunch
	Meeting continues	Meeting continues
	Afternoon tea	Afternoon tea
	Dinner in hotel	Delegates depart
	Accommodation	

I would be mostly grateful if you could contact me with the required information by close of business on January 11th 1996 as the client needs a reply by the end of this week.

I look forward to hearing from you

Yours sincerely

Liz Heyes

Liz Heyes
Venue Search

HOTEL CORRESPONDENCE



T E L E F A X

DATE: January 9th 1996
ATTENTION : Liz Heyes
COUNTRY: Maidenhead

No. OF PAGES: 1
COMPANY: Talking Point
TELEFAX: 0044 / 1628 / 412233

Re.: European Management Meeting - Ref.VS1972

In reference to your kind fax, we inform you of our availability for the above Meeting as follows:

- ◆ May 8/10, 1996
- ◆ 13 single rooms
- ◆ Full board Lire 350.000 daily per person
- ◆ Coffee break with pastry Lire 9.000 per person
- ◆ Beverages at restaurant not included
- ◆ Meeting room Lire 300.000 daily
- ◆ VAT and service charges included
- ◆ Commission 8%
- ◆ Deposit one night at confirmation and settlement against invoice

Thanking you in advance for your kind co-operation, we look forward to hearing from you and we remain with our best regards.

Claudio Tongiorgi

Claudio Tongiorgi
Manager

Member of

The Leading Hotels of the World

VIA DELLA TORRETTA 1 . ☎ (0572) 75801 . 51016 MONTECATINI TERME (PT) . PISCINA RISCALDATA NEL PARCO SAUNA . PALESTRA. CENTRO CURE ESTETICHE E FISIOTERAPICHE. TENNIS. ARIA CONDIZIONATA. CENTRO CONGRESSI INTERNAZIONALE. MEMBRO D'ONORE MONTECATINI GOLF. LOCALI STORICI D'ITALIA.

HOTEL CORRESPONDENCE

Language Notes

Commissionable rates	A quotation including rates and commission for the travel or booking agent
13 pax	(= 13 persons). Pax is a familiar USA word standing for "passenger". A meeting room to take 12 pax boardroom style is a room capable of accommodating 12 people around a boardroom table
Single occupancy	(=one person per room). Occupancy is also referred to the number of rooms that are let in a hotel over a period of time. Occupancy is usually expressed as a percentage.
By close of business	(=when the office is about to close)
settlement	(=saldo) 1 in settlement of = a saldo di 1 settlement against invoice = saldo a presentazione della fattura 1 in full settlement of = a totale saldo di 1 to settle an account, a bill = saldare un conto 1 to settle an invoice = liquidare una fattura

1. Supply the fax below with the appropriate labels:

sender's fax number, signature, sender's name, complimentary close, sender's position, number of pages, date of transmission, message, time of transmission, recipient's fax

HOTEL CORRESPONDENCE

09/01/96 11:37 FROM Talking Point Ltd TO 0039 572 78451 P 01

“TALKING POINT”
INTERNATIONAL VENUE SEARCH

To: Conference & Banqueting Fax No: 00 39 572 78451
 Company: Grand Hotel & La Pace
 From: Liz Heyes Fax No: +44 (0) 1628 412233
 Date: 09.01.96 No. of pages: 1

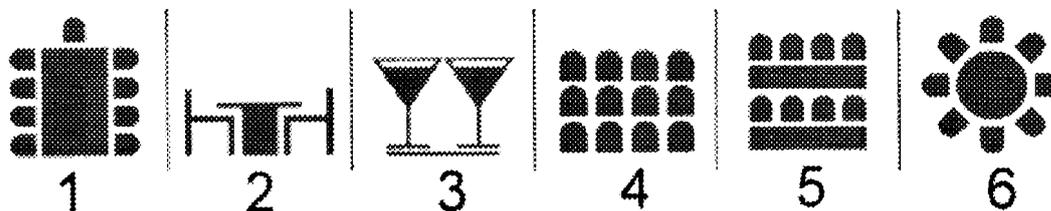
RE: EUROPEAN MANAGEMENT MEETING, 9/10 MAY 1996

Please could you check availability and provide commissionable rates based on the following information

Yours sincerely
Liz Heyes
Liz Heyes
Venue Search

2. Match numbers with appropriate words in the list below

- a) Classroom
- b) Syndicate room
- c) Boardroom
- d) Theatre
- e) Banquet
- f) Reception



1	2	3	4	5	6

HOTEL CORRESPONDENCE

3. Refer to the agenda faxed by Talking Point Ltd and complete the following report concerning what delegates do on May 9th:

Delegates _____ arrive in the early evening of _____ 1996 and _____ dinner in the hotel. On the following morning, after _____ breakfast, they gather in the _____ room. At about 10:30 they have a ten minute _____ to have their morning coffee. The meeting _____ after lunch but at 16:30 they have a second ten _____ break for their _____ tea. When the meeting is over, they have _____ in hotel. Each of the _____ delegates has been allocated a _____ room for _____ nights.

1. Fill in the blanks with the appropriate words in the box:

meet – met – meeting

The _____ took place two months ago
We are looking for a _____ place for our convention
I'm very glad to _____ you
I _____ him last year
This _____ room costs £120 a day

Manage – managing – management – manager – managerial

Mr Sullivan is the sales _____. He _____ the sales department and is known for his _____ skills. In addition to _____ this department, he collaborates with the _____ of hotel staff.

HOTEL CORRESPONDENCE

Transaction 2

31/08/95

15:59 FAX 44 1306 876837

CONFERENCE VENUE P01

Conference Venues CountryWide

261 High Street, Dorking, Surrey RH4 1RL
Tel: Dorking (01305) 886656 Fax: (01306) 876837

EXPERTS IN VENUE LOCATION

31 August 1995

FAX

TO: Conference Sales Office, Grand Hotel & La Pace, Italy

Fax: 0039 572 78451

FROM: Gill Smillie

Tel: 44 1306 886656 Fax: 44 1306 876837

OUR CLIENTS: UNITED DISTILLERS

Can you please advise if you can accommodate the following booking:

Dates: Saturday / Wednesday: 23/27 March 1996

Bedrooms: 15 rooms Saturday / Tuesday 24/26 March inclusive
120 bedrooms Sunday / Tuesday 24/26 March inclusive

Conference: Main room to accommodate 120 classroom style with back projection.

Saturday is set up and rehearse only. Delegates arrive on Sunday morning. Conference ends after lunch on Wednesday.

Syndicates: Ten rooms to take ten boardroom style.

Can you please quote a full twenty four hour rate covering:

Bedroom for single occupancy

Breakfast

Coffee mid-morning / Tea mid-afternoon

Three course lunch with coffee

Three course dinner with coffee

Main conference room hire with mineral water on the table

Local taxes

COMMISSION TO OURSELVES

Please quote syndicates as an extra item.

Please send three conference packs to me at:

CVC,

261 High Street,

Dorking, Surrey, UK

RH4 1RL

Many thanks

Gill Smillie

Gill Smillie

HOTEL CORRESPONDENCE



T E L E F A X

DATE: September 1, 1995
ATTENTION : Gill Smillie
COUNTRY: Dorking

No. OF PAGES: 2
COMPANY: Conference Venues
TELEFAX: 0044 / 1306 / 876837

RE.: United Distillers 1996

In reference to your kind fax, we inform you of our availability for the above Clients as follows:

23/27 March 1996

35 singles

100 double for single use

conference room 120 pax with back projection theatre style (no space for classroom style) Lire 1.500.000 daily

10 bedrooms to be used as syndicate boardrooms Lire 250.000 each daily

rates see price list enclosed

commission 8% on room rate

We inform you that the Hotel will be on exclusive use for your Clients. Thanking you again for your co-operation, we remain at your disposal and looking forward to hearing from you, we send you our best regards.

Claudio Tongiorgi

Claudio Tongiorgi
Manager

Member of

The Leading Hotels of the World

VIA DELLA TORRETTA 1 . ☎ (0572) 75801 . 51016 MONTECATINI TERME (PT) . PISCINA RISCALDATA NEL PARCO SAUNA . PALESTRA. CENTRO CURE ESTETICHE E FISIOTERAPICHE. TENNIS. ARIA CONDIZIONATA. CENTRO CONGRESSI INTERNAZIONALE. MEMBRO D'ONORE MONTECATINI GOLF. LOCALI STORICI D'ITALIA.

Language Notes

To regard	(=to consider) To be regarded = to be considered. We are regarded as the leading hoteliers in the country = Siamo considerati i più importanti albergatori del paese.
As regards	(=concerning, in connection with) = per quanto riguarda, in merito a
Regarding	(=with reference to) = con riferimento a, per quanto attiene
In / with regard to	= in merito a, per quanto riguarda
In this regard	(=in this respect) = in merito a ciò. Please let me know something more in this regard.
Regards	with warm regards, please accept my kind regards
Regardless of	= senza tener conto di... You can't keep on serving guests regardless of their needs.

1. Refer to the fax sent by Conference Venues and complete these sentences

- 1) Conference Venues is an agency which
- 2) Their fax number is
- 3) They operate in
- 4) They are now acting for account of....
- 5) They have faxed to Grand Hotel & La Pace a request for.....
- 6) Their clients are organizing a conference for the period
- 7) They need accommodation for 120 delegates for....
- 8) They ask for a conference room seating
- 9) They also need 10 more rooms where they want
- 10) Delegates will be staying in the hotel until
- 11) Their all inclusive rate covers
- 12) A syndicate room is

2. Are these statements true or false?

- 1) Grand Hotel & La Pace sends a fax to United Distillers
- 2) The hotel offers double rooms for single occupancy
- 3) The conference will be held from 23rd to 27th March
- 4) The conference room is requested with a projection facility
- 5) The conference room will be rented in the layout requested
- 6) Syndicate rooms will cost Lire 250.000 each a day
- 7) Conference Venues gets a commission of 8% on room rate
- 8) Grand Hotel & La Pace has sent a 2 page fax

HOTEL CORRESPONDENCE

3. Miss Barbara Stevens of Leading Hotels of the World from Frankfurt has asked you accommodation availability for 75 persons in single and double rooms from 2nd to 6th October. Send her a fax communicating your availability and rates inclusive of accommodation, VAT and service charge, continental or American breakfast. State your commission and express your wish that this transaction may start a long and mutually profitable business relationship.

HOTEL CORRESPONDENCE

Transaction 3

25/06/96 06:30 ☎ 01702202555

KIRBY COACHES

P01

KIRBY'S COACHES

PRINCESS ROAD - RAYLEIGH - ESSEX SS6 8HR

SPECIALISTS IN BRITISH & CONTINENTAL TOURS - PRIVATE OUTINGS

Group Reservations
Hotel Tettuccio
Viale Verdi 74
Montecatini Terme
Italy

20th June 1996

Dear Sir or Madam,

Please would you quote your best rates and availability for a group of approx 35 persons mainly in double/twin bedded rooms for the period from evening meal on 23rd till after breakfast on 28th September 1996.

When replying please would you let us know the single room supplement, if any, and please let us know whether you charge for driver and escort and if they would be accommodated in double or twin bedded rooms. This information is very important to us.

If you cannot accommodate us on the above date, please would you let us know of any dates you have available for 5 nights in either September or October 1996.

I look forward to hearing from you.

Yours faithfully,

Elisabeth Kirby

Elisabeth Kirby
p.p. KIRBY'S COACHES

PROPRIETOR: EDWARD KIRBY

HOTEL CORRESPONDENCE

Albergo
Tettuccio

Viale G. Verdi, 74
51016 Montecatini Terme (PT)
Italy

Tel. 0572 / 75711 - Tlx 572087 Hotel 1

TELEFAX MESSAGE

FROM: *ALBERGO TETTUCCIO*
Direzione

Fax Number: 0572 / 75711

Tel Number: 0572 / 78051

To: KIRBY'S COACHES - RAYLEIGH

Fax Number: 01702202555

Att.: ELISABETH KIRBY

Ref.: YR GROUP REQUEST - SEPT 23 TO SEPT 28, 1996 - 35 PAX APPROX.

Data: 25/06/96

Tot. Pag.: 01

Dear Mrs Kirby,

Thank you for your kind request. I am very sorry to inform you that we cannot accommodate the above mentioned group on the date requested. We will have availability only from October 26, at the following rates:

BB: Lire 60.000

HB: Lire 80.000

SS: Lire 20.000

Free: 1 every 20 paying guests, in single.

Rates per pax/day, net hotel.

Buffet Breakfast and Welcome Drink included.

Accommodation in double or twin bedded, as you wish.

Menu includes 2 first courses, 2 main courses, 2 vegetables, Dessert.

I hope to meet your needs and waiting for your reply I remain,

Yours sincerely

Massimo Giovanetti

Massimo Giovanetti

General Manager

Language Notes

To quote prices, rates quotation	Quotare prezzi, tariffe Quotazione / to ask for a quotation = chiedere una quotazione
To state sale terms On the terms Terms of sale	Stabilire condizioni di vendita Alle condizioni Condizioni di vendita
When replying please ...	Forma sintattica che richiede il gerundio dopo congiunzioni, preposizioni e avverbi di tempo quali <i>before, after, instead of, without, when, while, as, on, etc.</i> Esempi: After registering I got the room key / He checked out before leaving the hotel / When telephoning dial 01 71 for central London / While speaking to the receptionist remind him to show you another room / As walking down the street I noticed a hotel sign.

Verbs followed by preposition

To wait for	= attendere, aspettare. I'm still waiting for my beer / What are you waiting for? / Waiting for an early reply
To thank for	= ringraziare di. Thank you for your letter dated .../ USO DI FOR: A cheque for five pounds (oppure <i>a five pound cheque</i>) / An order for kitchen utensils / A request for goods / Please invoice us for the amount we have paid / This is a book for learning hotel English / It is time for you to go / It is advisable for us to rent a meeting room
To ask for something	= chiedere qualcosa. I asked for a hotel brochure / Nota: May I ask you a few questions?
To pay for	= pagare. How much do you pay for your room? / Nota: I pay a room rate of £60.00 a day

1. Give the Italian equivalents for these sentences:

- 1) We would like you to let us have your rates by return
- 2) We expect you to state the best possible sales terms
- 3) Please let me know your terms of sale
- 4) When sending us your quotation please include a hotel brochure
- 5) We are sorry to inform you we cannot afford the rates you quote
- 6) We would advise you to place your booking as early as possible
- 7) It is extremely important for us to get this piece of information
- 8) It may interest you to know that the terms we are stating are firm till the end of this month
- 9) I paid £20 for the book I bought yesterday
- 10) While staying at the Chelsea I tried to meet new friends
- 11) The rates quoted are per person per night and include service charges, taxes and portorage
- 12) We arrange for accommodation to be available at selected hotels at reduced rates

HOTEL CORRESPONDENCE

1. Refer to transaction 3 and complete this form

Agent:	_____	Clients:	_____
Fax:	_____	No. of persons:	_____
Contact:	_____		_____
DATE OF ARRIVAL	_____		
DATE OF DEPARTURE	_____		
Room(s) requested:	SINGLE <input type="checkbox"/>	TWIN <input type="checkbox"/>	DOUBLE <input type="checkbox"/> SUITE <input type="checkbox"/>
Room rate:			
	BB	HB	
TWIN	_____	_____	
DOUBLE	_____	_____	
SINGLE SUPPL.	_____	_____	
Does the group require meeting room?	YES _____ / NO _____		
Meals:	BREAKFAST <input type="checkbox"/>	LUNCH <input type="checkbox"/>	DINNER <input type="checkbox"/>
Special conditions for Escort or Group Leader:			

HOTEL CORRESPONDENCE

Transaction 4

BY: 01829 271445 S.M.C. SERVICES A4 08/05/96 06:20 PG:1

❀❀ S.M.C.SERVICES ❀❀

For all your Corporate Meetings and Overseas Travel needs

Facsimile

Date: 08/05/96

Fax No:

To: Conference & Banqueting

From: Suzanne McWilliams

We are transmitting 1 pages including cover note. If you do not receive all pages clearly please telephone 01829 271435.

URGENT

Dear Sirs,

My name is Suzanne. I am a conference agent. I have a client who is looking for a venue in Prague for their meeting.

It is for 20-25 Delegates and they will require:

Overnight accommodation

full day's meeting

overnight accommodation

1/2 day meeting, then delegates will depart

The dates we are looking for are in June or July 1996 but not to include the weekend. Can you please supply me with your very best corporate rates (in U.K. sterling) for the below:

24hr Delegate Rate

Day Delegate Rate

Bed & Breakfast Rate

Dinner, Bed & Breakfast Rate

Availability in June or July

I would be pleased if you could reply to my enquiry as quickly as possible as I need all of the information before lunch today.

I thank you for your attention and look forward to receiving your prompt reply.

Regards

Suzanne

Suzanne

18, Lime Tree Drive. Farndon, Chester. Cheshire CH3 6PN

tel: 01829 271435 fax: 01829 271445 mobile: 0589 248690

Partners: S. McWilliams. J.McWilliams LLR (Hons)

HOTEL CORRESPONDENCE



Date: 08/05/96
To: S.M.C.SERVICES
Att: Suzanne McWilliams
Fax No: 01829 271445
From: Hotel Duo, Barbara Repova
Fax No: 0042 2 88 00 23
No of pages : 1+4

Dear Mrs McWilliams,

I refer to your fax of today and am very pleased with your interest about our hotel.

I am enclosing the group rates for either accommodation on half board terms and conference rooms.

Will you please let me know which time in June or July your clients would like to stay at our hotel because this is the time when we fulfil contract engagements with travel agencies and the hotel is almost fully booked.

Please contact me again if you have any questions.

I look forward to hearing from you soon.

Yours sincerely,

Barbara Repova

Barbara Repova
Congress Manager

HOTEL CORRESPONDENCE

1. Write the adjectives corresponding to these nouns:

- corporation _____
- inclusion _____
- attention _____
- operation _____
- opportunity _____
- recreation _____
- description _____
- illustration _____
- definition _____
- supervision _____

2. Write sentences exemplifying these functions:

- 1) Introduce yourself and say your position
- 2) Say what you need
- 3) Give information about your group
- 4) Detail group requirements
- 5) Ask to quote accommodation and half board rates
- 6) Ask to confirm availability of accommodation and meeting facilities
- 7) Ask for a prompt reply

3. Complete the following:

- 1) A conference agent is ...
- 2) A congress manager is ...
- 3) Overnight accommodation means ...
- 4) Day delegate rate covers ...
- 5) Corporate rates are ...
- 6) A cover letter is ...
- 7) To fulfil contract commitments means ...

4. Write your personal views on the following questions:

- 1) Say of any factors affecting the price quoted for a tour
- 2) Say which steps are involved in a tour booking
- 3) Describe the use of fax in front office
- 4) Describe which items an all-in price may cover

HOTEL CORRESPONDENCE

Reservations and Confirmations of accommodation and meeting facilities

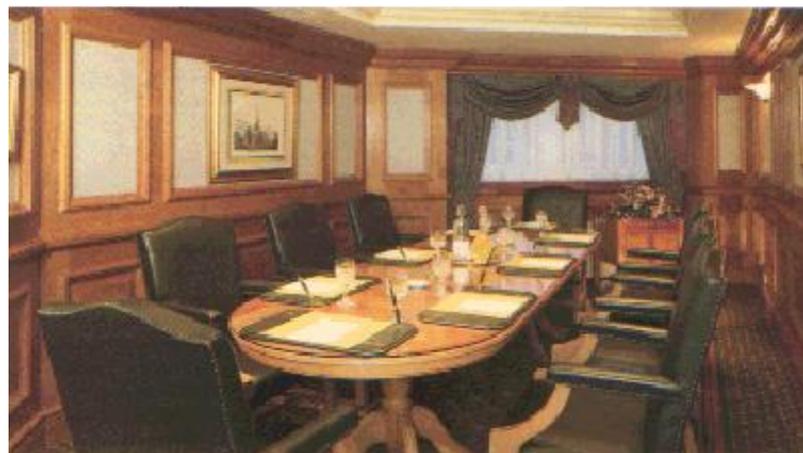
Here follows a number of Bookings with relative Confirmations. Compared to the previous letters, their format varies slightly. They were exchanged between the Kennedy Hotel and various companies and are preceded by Booking Forms which the Secretary of the Kennedy Conference Centre filled in when receiving the clients' reservation by telephone call or fax.

Kennedy Hotel



Winchester
Room

Gloucester
Room



HOTEL CORRESPONDENCE

TRANSACTION 1

BOOKING FORM

DATE: Monday 24 January		TYPE: Meeting		T208	
ORGANISER:		ROOM:	TIME:	PRICE:	
TITLE:		Salisbury + Gloucester	9.00am 6.00pm		
COMPANY: Network SouthEast		NUMBERS:	COMMISSION:		
ADDRESS:		ACCOUNT TO:			
TELEPHONE:		FAX:			
DATE TAKEN: 12 May 94	TAKEN BY:	OPTION DATE:	CONFERENCE PACK SENT:		
TIME:	ACTIVITY	Nos:	PRICE:	ROOM:	MENU:
9.00am	<i>T+B</i>	20	1.65	Salisbury	
11.00am	<i>T+B</i>	20	1.65	Salisbury	
1.00pm	<i>FOR BUFFET</i>	20	14.15	Restaurant	
3.00pm	<i>T+B</i>	20	1.65	Salisbury	
PRICE PER PERSON:					
ROOM SET UP: <i>U SHAPE X 10 TTX3 (BOTH ROOMS)</i> <i>SEVERAL TABLES AROUND THE SIDE OF THE ROOM</i>				SPECIAL MENU REQUIREMENTS:	
AV EQUIP: OHP & Screen 2 Flipcharts (Both rooms)		PRE-MEAL DRINKS: CASH/AC		WINES:	
RECORDING:		SOFT DRINKS:		LIQUEURS / CIGARS:	
FLOWERS:					
TABLE PLAN / MENUS / PLACE CARDS					
PLEASE ASK DELEGATES TO USE ENTRANCE ON:					
SIGNS:					
ANY OTHER REQUIREMENTS: Please confirm details + numbers					

HOTEL CORRESPONDENCE

Booking Letter

/// Network SouthEast

To: Barbara Stevens
Conference Secretary
Kennedy Hotel
Cardington Street
London
NW1 2LP

From : Hazel Mulvain
Personnel Dept.
CP52, 5th Floor
Network House
1 Eversholt Street
London NW1 1DN
Tel. : 071 214 9452
Date : 12th May 1993

Dear Ms Stevens,

This is to confirm the following one day bookings made by David Morton for Network SouthEast.

24th January, 1994 - 2 Rooms

25th January - 2 Rooms

26th January - 2 Rooms

27th January - 2 Rooms

28th January - 2 Rooms

All arrangements to be as previous courses, with details of trainers overnight accommodation needs to be supplied to you directly by David Morton / Stephanie Holland.

If you have any queries please do not hesitate to contact me on the above number.

Yours sincerely

Hazel Mulvain

Hazel Mulvain

Network SouthEast is a business sector of
the British Railways Board

HOTEL CORRESPONDENCE

Booking Confirmation

The Kennedy Hotel

Cardington Street, London NW1 2LP Tel: 071-387 4400 Telex: 28250 Fax: 071- 387 5122

Hazel Mulvain
Personnel Department
Network SouthEast
CP52, 5th Floor
Network House
1 Eversholt Street
London NW1 1DN

17 May 1993

Dear Ms Mulvain,

Thank you for your letter dated 12th May 1993.

I have pleasure in confirming you the following bookings:-

24th January 1994	Salisbury + Gloucester Room
25th January 1994	Salisbury + Gloucester Room
26th January 1994	Salisbury + Gloucester Room
27th January 1994	Salisbury + Gloucester Room
28th January 1994	Salisbury Room

The daily delegate rate will be £34.00 per person. I note that all arrangements will be the same as for your previous courses.

I look forward to hearing from you in the near future and in the meantime if you have any queries, please do not hesitate to contact me.

Assuring you of our best attention at all times.

Yours sincerely

Barbara Stevens

Barbara Stevens
CONFERENCE SECRETARY

HOTEL CORRESPONDENCE

Practice

1. Refer to the booking form and the letters and tick the box next to the right answer

1. The telephone booking was made by Hazel Mulvain / David Morton
2. The booking regarded guestrooms and meeting rooms / meeting rooms only
3. The booking form was made on 12 May 94 / 13 May 94
4. Salisbury Room was booked for four days / five days
5. Gloucester Room was booked for five days / four days
6. Meeting Rooms were booked each day from 9.00am to 6.00pm / from 9.00 am to 3.00pm
7. Delegates were twenty true / false
8. Coffee and biscuits were taken twice a day / once a day
9. Network SouthEast have held previous courses at the Kennedy Hotel / never held any courses
10. Organisers need audio-visual equipment yes / no
11. The daily delegate rate of £34.00 per person covers room and lunch / room only
12. Network SouthEast telephone number is 071 214 9452 / 071 387 4400
13. The Booking Form contains details about lunch menu / does not
14. ' T+B ' stands for coffee + biscuits / tea + biscuits

2. Read the letters again and put these functions in order into the appropriate box.

thanking for previous letter / quoting room rate / giving confirmation of booking / expressing the hope of being of service / asking for a reply / giving assurance of personal attention.

BOOKING LETTER	CONFIRMATION LETTER
.....
.....
.....
.....

HOTEL CORRESPONDENCE

TRANSACTION 2

BOOKING FORM

DATE: Tuesday 25 January		TYPE: Meeting		T211	
ORGANISER: Mr Everard		ROOM: Winchester	TIME: 10.00am 4.00pm		PRICE:
TITLE:					
COMPANY: The British		NUMBERS: 38	COMMISSION:		
ADDRESS: Abrasive Federation		ACCOUNT TO:			
TELEPHONE:		FAX:			
DATE TAKEN: 26 October 93		TAKEN BY:		OPTION DATE:	CONFERENCE PACK SENT:
TIME:	ACTIVITY	Nos:	PRICE:	ROOM:	MENU: Lunch Menu to be confirmed
10.30am	C+B	30	1.65	Winchester	Menu D4 Avocado & Grapefruit Salad (Not Soup) + cheese and biscuits Roast Beef PRICE PER PERSON:
12.30pm	Account Bar	30	1.65	Winchester	
1.00pm	Lunch (Tables of 8)	35	14.50	Restaurant	
ROOM SET UP: Hollow Square x 35				SPECIAL MENU REQUIREMENTS:	
AV EQUIP: Flipchart		PRE-MEAL DRINKS: CASH/AC		WINES: ↓ Yorkshire Pudding Chateau Potatoes Cauliflower Florets Fresh Fruit Salad Cream Coffee LIQUEURS / CIGARS:	
RECORDING:		SOFT DRINKS:			
FLOWERS:					
TABLE PLAN / MENUS / PLACE CARDS					
PLEASE ASK DELEGATES TO USE ENTRANCE ON:					
SIGNS: The British Abrasive Federation - Mr Everard					
ANY OTHER REQUIREMENTS: Final Number TBC 38					

HOTEL CORRESPONDENCE

Booking Letter

THE BRITISH ABRASIVE FEDERATION

Fair Green House, Sawbridgeworth, Herts. CM21 9AJ

Telephone: 0279 600602

Secretary:
F.G.EVERARD

27 October 1993

Miss Barbara Stevens
The Kennedy Hotel
43 Cardington Street
London NW1 2LP

Dear Miss Stevens,

Following our telephone conversation of 26 October I write to confirm the verbal reservation made for 2 meetings of the members of this Federation on Tuesday, 25 January 1994.

The format will be identical to that followed on 8 June of this year. That is to say:

1030 Coffee for about 30
1100 AIA Meeting starts
1230-1300 Pre-prandial drinks at an account bar
1300-1415 Lunch to be served in a reserved area of
your restaurant for about 35. Exact numbers to be
advised later.
1430 CAMA Meeting starts
1600 approx Meeting ends

Please let me have details of room charges, Delegate Menus, and costs for morning coffee and afternoon tea.

Please let me have your acceptance of this reservation and tell me of any queries you may have.

Yours sincerely

George Everard

F G Everard
Secretary

Constituent Members:
Abrasive Industries Association
Coated Abrasives Manufacturers Association
Diamond Industrial Products Association

Booking Confirmation

The Kennedy Hotel

Cardington Street, London NW1 2LP Tel: 071-387 4400 Telex: 28250 Fax: 071- 387 5122

F G Everard
Secretary
The British Abrasive Federation
Fair Green House
Sawbridgeworth
Herts
CM21 9AJ

3rd November 1993

Dear Mr Everard,

Thank you for your letter dated 27th October 1993.

I have pleasure in confirming your booking of the Winchester Room for Tuesday 25th January 1994. The room hire charge will be £350.00, tea and coffee will be charged at £1.65 per person, lunch at 14.50 per person. I'm happy to confirm all other details as outlined in your letter.

I look forward to hearing from you in the near future and in the meantime if you have any queries, please do not hesitate to contact me.

Assuring of our best attention at all times.

Yours sincerely

Barbara Stevens

Barbara Stevens

CONFERENCE SECRETARY

Practice

1. Refer to the Booking Form and complete the passage below.

On, Barbara Stevens got a call from Mr, the Secretary of the British Federation. According to the entries inserted by Barbara into the Booking Form Mr Everard reserved the Room for from..... to..... The delegates were 30. At 10.30am they had coffee and at the Winchester Room. For this they paid each. After having drinks at the Bar, they proceeded to the restaurant where at 1.00pm they had lunch. Note that they were in 35 at the restaurant. Barbara took also note of their menu. Avocado and Grapefruit salad + as starters; and Yorkshire pudding with chateau potatoes and cauliflowers florets as main entree; fresh fruit salad and as dessert. As we can see in the price column, lunch was charged per person.

2. Refer to the letter written by Mr Everard and answer these questions

1. What day did Mr Everard write to Miss Barbara Stevens?
2. Did Mr Everard call Barbara before writing to her? If so, when did he?
3. How many meeting rooms did Mr Everard reserve?
4. What's the name of the meeting room he reserved?
5. How many meetings were to be held on 25 January 1994?
6. What time did AIA meeting start?
7. What meeting started at 14.30pm?
8. What do 'AIA' and 'CAMA' stand for?
9. What in particular did Mr Everard ask in his letter?
10. What Company does Mr Everard work for?

HOTEL CORRESPONDENCE

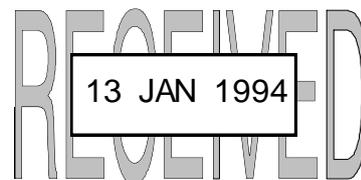
TRANSACTION 3

BOOKING FORM

DATE: 2 February 94		TYPE:			
ORGANISER: Helen Brown		ROOM: Winchester + 4 Synd.	TIME:	PRICE: 105 Res Rate 34 DDR 65 Synd.	
TITLE:		COMPANY: Post Office Counters	NUMBERS: 50	COMMISSION:	
ADDRESS:			ACCOUNT TO:		
TELEPHONE: 0246 218260			FAX:		
DATE TAKEN: 11 January 94	TAKEN BY: Barbara	OPTION DATE:	CONFERENCE PACK SENT:		
TIME:	ACTIVITY	Nos:	PRICE:	ROOM:	MENU:
					PRICE PER PERSON:
ROOM SET UP: Winchester - Cabaret Style Syndicates - Boardroom x 12				SPECIAL MENU REQUIREMENTS:	
AV EQUIP:		PRE-MEAL DRINKS: CASH/AC		WINES:	
RECORDING:					
FLOWERS:		SOFT DRINKS:			
TABLE PLAN / MENUS / PLACE CARDS				LIQUEURS / CIGARS:	
PLEASE ASK DELEGATES TO USE ENTRANCE ON:					
SIGNS:					
ANY OTHER REQUIREMENTS: 2 Feb - 10 singles					

HOTEL CORRESPONDENCE

Situation Post Office Counters Ltd asks the Kennedy Hotel for confirming prices regarding previous provisional bookings



Post Office Counters Ltd

11th January 1994

Conference Centre
Kennedy Hotel
Cardington Street
London
NW1 2LP

Dear Miss Stevens,

I would be grateful if you would confirm in writing the following prices for the provisional booking we have on 2nd to 3rd February 1994 / on 7th to 10th February 1994 / on 28 February to 3 March 1994

24 hour delegate rate:	£105.00
Day delegate rate:	£ 34.00
Syndicate room rate:	£ 65.00

Tomorrow, Wednesday 12th January Louise Franklyn from the National Quality Team will visit your hotel in view of the above. If all is well I will send confirmation of the order with an order form, Post Office Counters Ltd Terms & Conditions will apply, which will be forwarded with the confirmation order.

If you have any queries please do not hesitate to contact me on 0246 218260.

Yours sincerely

Mary Brown

H M Brown
Buyer

HOTEL CORRESPONDENCE

Situation The Kennedy Hotel replies to Post Office Counters Ltd. confirming hotel rates and bookings.

The Kennedy Hotel

Cardington Street, London NW1 2LP Tel: 071-387 4400 Telex: 28250 Fax: 071- 387 5122

H M Brown
Buyer
Post Office Counters Ltd
Chetwynd House
Chesterfield
S49 1PF

14th January 1994

Dear Ms Brown,

Further to your letter dated 11th January 1994 and our recent telephone conversation, I have pleasure in confirming the following rates and bookings:-

Residential Rate	- £105.00
Daily Delegate Rate	- £ 34.00
Syndicate Room Hire	- £ 65.00

Date:	Wednesday 2 February
Rooms/Layout:	Winchester / Cabaret style 4 Syndicates / Boardroom Style
No. of delegates:	approximately 50

Date:	Thursday 3 February
Rooms/Layout:	Gloucester / U Shape 2 Syndicates / Boardroom Style
No. of delegates	10

Date:	7-10 February
Rooms/Layout:	Gloucester / U Shape 4 Syndicates / Boardroom Style
No. of delegates	15

Date:	28 February - 3 March
Rooms/Layout:	Gloucester / U Shape 4 Syndicates / Boardroom Style
No. of delegates	15

I look forward to receiving your confirmation and in the meantime if you have any queries, please do not hesitate to contact me.

Assuring you of our best attention at all times.

Yours sincerely

Barbara Stevens

Barbara Stevens
CONFERENCE SECRETARY

HOTEL CORRESPONDENCE

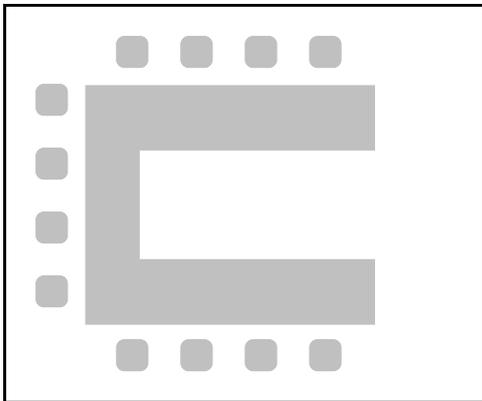
Practice

1. Check the above correspondence and complete this table referred to 7 February 1994.

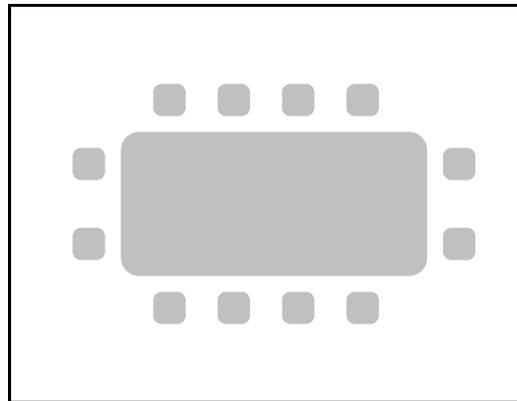
Date	Conference Room	Layout of
Conference Room	Conference Room Rate	No. of
Syndicate Rooms	Layout of Syndicate Rooms	
Syndicate Room Hire	No. of Delegates	Daily
Delegate Rate		

2. Match these words to the right diagrams.

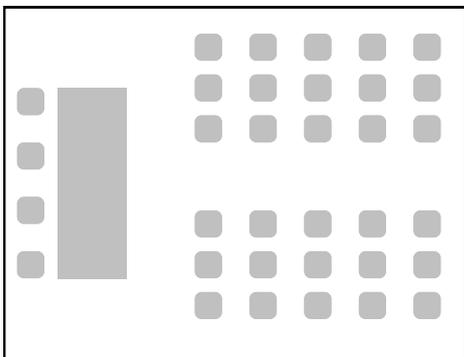
Cabaret Style / U-shape / Boardroom / Hollow square



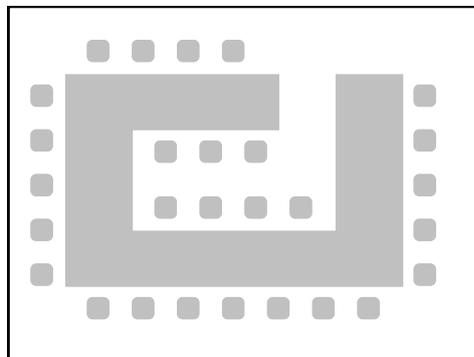
1.



2.



3.



4.

HOTEL CORRESPONDENCE

TRANSACTION 4

BOOKING FORM

DATE: Tuesday 1 February 94		TYPE: Meeting			
ORGANISER: Cheryl		ROOM: Gloucester	TIME: 2pm-5pm	PRICE: 200.00	
TITLE:		NUMBERS: 12		COMMISSION:	
COMPANY: Prudential					
ADDRESS:		ACCOUNT TO:			
TELEPHONE: 071 334 6669		FAX:			
DATE TAKEN: 14 January 94	TAKEN BY: Barbara	OPTION DATE:	CONFERENCE PACK SENT:		
TIME: 2.00pm	ACTIVITY C+B	Nos: 12	PRICE: £1.65	ROOM: Gloucester	MENU:
3.30pm	T+B	12	£1.65	Gloucester	
					PRICE PER PERSON:
ROOM SET UP: Boardroom Style x 12				SPECIAL MENU REQUIREMENTS:	
AV EQUIP: OHP & screen		PRE-MEAL DRINKS: CASH/AC		WINES:	
RECORDING:					
FLOWERS:		SOFT DRINKS:			
TABLE PLAN / MENUS / PLACE CARDS				LIQUEURS / CIGARS:	
PLEASE ASK DELEGATES TO USE ENTRANCE ON:					
SIGNS:					
ANY OTHER REQUIREMENTS: Hotel brochures					

HOTEL CORRESPONDENCE

Booking Letter



For attention of Barbara
Conference and Banqueting Department
The Kennedy Hotel
Cardington Street
London, NW1

The Prudential Assurance
Company Limited
250 Euston Road
London NW1 2PQ

Tel 071-344 9000
Fax 071-334 6334
A member of LAUTRO

071 334 6669

14th January, 1994

Dear Barbara,

I am pleased to confirm the reservation of the Gloucester Room for Tuesday 1st February from 2.00pm, for maximum of 12 people. (Exact number to be confirmed). As agreed the room hire cost will be £200.00.

Please arrange for the following:

Boardroom style seating

Overhead projector and screen

Tea / coffee on arrival at 2.00pm

Tea / coffee at 3.30pm

Please also forward a few copies of your Hotel brochure. Many thanks.

Yours sincerely,

Cheryl Ashby

Cheryl Ashby

Management Secretary

Booking Confirmation

The Kennedy Hotel

Cardington Street, London NW1 2LP Tel: 071-387 4400 Telex: 28250 Fax: 071- 387 5122

Cheryl Ashby
Management Secretary
The Prudential Assurance
250 Euston Road
London, NW1 2PQ

14th January 1994

Dear Ms Ashby,

Thank you for your letter dated 14th January 1994.

I have pleasure in confirming the following booking:

Date:	Tuesday 1st February 1994
Room:	Gloucester - @ £200.00
Layout:	Boardroom style
No. of people	12
Times:	2.00pm - 5.00pm
Refreshments:	Coffee / Tea & Biscuits - @ £1.65 per person served at 2.00 pm and 3.30 pm
Equipment:	Overhead Projector & Sreen - @ £35.00

Please find enclosed hotel brochures as requested.

We look forward to welcoming you to the Kennedy Hotel and in the meantime if you have any queries, please do not hesitate to contact me.

Assuring you of our best attention at all times.

Yours sincerely

Barbara Stevens

Barbara Stevens
CONFERENCE SECRETARY

HOTEL CORRESPONDENCE

Faxing reservation of meeting facilities



Tel: 0727 866500 Fax: 0727 865284

From		To	F A X
Varley Walker & Co. St. Georges House Adelaide Street St. Albans Hertfordshire AL3 5EY		Conf. and Banqueting Dept The Kennedy Hotel Cardington Street London, NW1	DATE: 25 Jan. '94 TIME: 09.00 PAGES: 1

Dear Miss Stevens,

Following our telephone conversation of yesterday I write to confirm the verbal reservation made for the meeting of our Company on 10 March 1994.

Please arrange for the following:

Conference Room: Gloucester - @ £200.00
Boardroom style seating

Times: 2.00pm - 5.00pm

No. of people: 12

AV Equipment: Overhead projector and screen / Flipchart

Refreshments: Tea / coffee & Biscuits served on arrival
and at 3.30pm - @ £1.65 per person

Please forward a few copies of your Hotel brochure. Many thanks.

Yours sincerely,

Charles Fletcher

Charles Fletcher

Management Secretary

HOTEL CORRESPONDENCE

Practice

1. Refer to the fax sent by Varley Walker & Co. Ltd and fill in this form

BOOKING FORM

DATE:				TYPE:			
ORGANISER:				ROOM:		TIME:	PRICE:
TITLE:							
COMPANY:				NUMBERS:		COMMISSION:	
ADDRESS:				ACCOUNT TO:			
TELEPHONE:				FAX:			
DATE TAKEN:		TAKEN BY:		OPTION DATE:		CONFERENCE PACK SENT:	
TIME:	ACTIVITY	Nos:	PRICE:	ROOM:	MENU:		
					PRICE PER PERSON:		
ROOM SET UP:					SPECIAL MENU REQUIREMENTS:		
AV EQUIP:		PRE-MEAL DRINKS:			WINES:		
RECORDING:		CASH/AC					
FLOWERS:		SOFT DRINKS:			LIQUEURS / CIGARS:		
TABLE PLAN / MENUS / PLACE CARDS							
PLEASE ASK DELEGATES TO USE ENTRANCE ON:							
SIGNS:							
ANY OTHER REQUIREMENTS:							

HOTEL CORRESPONDENCE

2. Match the phrases on the left with the appropriate completion on the right

- | | |
|-------------------------|--|
| 1. Assuring you of | a. rates and details of your booking as outlined in your fax. The Gloucester Room hire is £200.00 and Refreshments are charged £1.65 per person. |
| 2. I have pleasure in | b. find enclosed hotel brochures as requested |
| 3. I look forward to | c. your fax dated 25 January 1994 |
| 4. I'm happy to confirm | d. our best attention at all times |
| 5. Please | e. confirming your booking for 10 March 1994 |
| 6. Thank you for | f. welcoming you to the Kennedy and in the meantime if you have any queries, please do not hesitate to contact me. |

1	2	3	4	5	6

3. Consider the sentences of exercise 2 as separate parts of a letter. Put them in the right order.

4. Turn these phrases into complete sentences

1. I am pleased to confirm my booking of...
2. I am writing to confirm that I wish you to arrange for...
3. If you have any queries, please...
4. Following our telephone conversation of...
5. Please let me have details of...
6. Could you please forward me...
7. Assuring you of...
8. Please find enclosed...

HOTEL CORRESPONDENCE

5. Here follow different pieces of a confirmation letter. Put them in the right order.

A- Thank you for your fax of today.

B- Yours sincerely

C- Please find enclosed our conference pack as requested

D- I look forward to hearing from you in the near future and in the meantime if you have any queries, please do not hesitate to contact me.

E- Heather Craven
British Telecom
PP5.5, 5th Floor
207 Old Street
London
EC1V 9PS

F- Barbara Stevens
CONFERENCE SECRETARY

G- I have pleasure in confirming your booking of the Winchester Room for Thursday 3rd and Friday 4th February 1994. The rate will be £34.00 per person, which includes morning coffee, afternoon tea, fork buffet lunch, conference room hire, flipchart and whiteboard.

H- Dear Ms Craven

I- Barbara
Stevens

J- **The Kennedy Hotel**
Cardington Street, London NW1 2LP Tel: 071 387 4400 Fax: 071 387 5122

K- 25th January 1994

L- Re: Winchester Conference Room

1	2	3	4	5	6	7	8	9	10	11	12
j											

HOTEL CORRESPONDENCE

Faxing reservation of meeting facilities



Tel: 0727 866500 Fax: 0727 865284

From		To	F A X
Varley Walker & Co. St. Georges House Adelaide Street St. Albans Hertfordshire AL3 5EY		Conf. and Banqueting Dept The Kennedy Hotel Cardington Street London, NW1	DATE: 25 Jan. '94 TIME: 09.00 PAGES: 1

Dear Miss Stevens,

Following our telephone conversation of yesterday I write to confirm the verbal reservation made for the meeting of our Company on 10 March 1994.

Please arrange for the following:

Conference Room: Gloucester - @ £200.00
Boardroom style seating

Times: 2.00pm - 5.00pm

No. of people: 12

AV Equipment: Overhead projector and screen / Flipchart

Refreshments: Tea / coffee & Biscuits served on arrival
and at 3.30pm - @ £1.65 per person

Please forward a few copies of your Hotel brochure. Many thanks.

Yours sincerely,

Charles Fletcher

Charles Fletcher

Management Secretary

HOTEL CORRESPONDENCE

Practice

1. Refer to the fax sent by Varley Walker & Co. Ltd and fill in this form

BOOKING FORM

DATE:				TYPE:			
ORGANISER:				ROOM:		TIME:	PRICE:
TITLE:							
COMPANY:				NUMBERS:		COMMISSION:	
ADDRESS:				ACCOUNT TO:			
TELEPHONE:				FAX:			
DATE TAKEN:		TAKEN BY:		OPTION DATE:		CONFERENCE PACK SENT:	
TIME:	ACTIVITY	Nos:	PRICE:	ROOM:	MENU:		
					PRICE PER PERSON:		
ROOM SET UP:					SPECIAL MENU REQUIREMENTS:		
AV EQUIP:		PRE-MEAL DRINKS:			WINES:		
RECORDING:		CASH/AC					
FLOWERS:		SOFT DRINKS:			LIQUEURS / CIGARS:		
TABLE PLAN / MENUS / PLACE CARDS							
PLEASE ASK DELEGATES TO USE ENTRANCE ON:							
SIGNS:							
ANY OTHER REQUIREMENTS:							

HOTEL CORRESPONDENCE

2. Match the phrases on the left with the appropriate completion on the right

- | | |
|-------------------------|--|
| 1. Assuring you of | a. rates and details of your booking as outlined in your fax. The Gloucester Room hire is £200.00 and Refreshments are charged £1.65 per person. |
| 2. I have pleasure in | b. find enclosed hotel brochures as requested |
| 3. I look forward to | c. your fax dated 25 January 1994 |
| 4. I'm happy to confirm | d. our best attention at all times |
| 5. Please | e. confirming your booking for 10 March 1994 |
| 6. Thank you for | f. welcoming you to the Kennedy and in the meantime if you have any queries, please do not hesitate to contact me. |

1	2	3	4	5	6

3. Consider the sentences of exercise 2 as separate parts of a letter. Put them in the right order.

4. Turn these phrases into complete sentences

1. I am pleased to confirm my booking of...
2. I am writing to confirm that I wish you to arrange for...
3. If you have any queries, please...
4. Following our telephone conversation of...
5. Please let me have details of...
6. Could you please forward me...
7. Assuring you of...
8. Please find enclosed...

HOTEL CORRESPONDENCE

5. Here follow different pieces of a confirmation letter. Put them in the right order.

A- Thank you for your fax of today.

B- Yours sincerely

C- Please find enclosed our conference pack as requested

D- I look forward to hearing from you in the near future and in the meantime if you have any queries, please do not hesitate to contact me.

E- Heather Craven
British Telecom
PP5.5, 5th Floor
207 Old Street
London
EC1V 9PS

F- Barbara Stevens
CONFERENCE SECRETARY

G- I have pleasure in confirming your booking of the Winchester Room for Thursday 3rd and Friday 4th February 1994. The rate will be £34.00 per person, which includes morning coffee, afternoon tea, fork buffet lunch, conference room hire, flipchart and whiteboard.

H- Dear Ms Craven

I- Barbara
Stevens

J- **The Kennedy Hotel**
Cardington Street, London NW1 2LP Tel: 071 387 4400 Fax: 071 387 5122

K- 25th January 1994

L- Re: Winchester Conference Room

1	2	3	4	5	6	7	8	9	10	11	12
j											

HOTEL CORRESPONDENCE

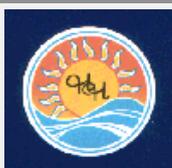
Faxing reservation of accommodation and facilities

		<h2>National Holidays</h2> <h3>fax</h3>
<hr/>		
To	From	Date: February 25, 1993
The Manager Park Hotel Helios Via Filisto 80 96100 Siracusa	National Holidays Savile Town DEWSBURY West Yorkshire WF12 9AG	Number of Pages: 1 Phone number: 0924 453611 Fax number: 0924 466625
<hr/>		
<p>Dear Sir,</p> <p>The University of Birmingham and the Archeological Society of London are organizing an educational stage for 60 students to be held at Syracuse from 15th to 20th May next. The organizers need accomodation on full-board terms.</p> <p>Please reserve 30 twin rooms for students and 10 single rooms for Professors. All rooms should be provided with bath, direct dial telephone, air conditioning and colour TV.</p> <p>The following facilities are required:</p> <ol style="list-style-type: none">1. a conference room seating up to 100 persons provided with videorecorder, videocassette projector and screen, microphone, apmplifier and loudspeakers, notice board and photocopier.2. three rooms seating groups of 25 people. Each room should be provided with computer, printer, word processor, overhead projector and screen, and flip chart. <p>Inclusive tariff according to your previous offer dated February 20th, that is, £70 per person. Rental of meeting facilities and equipment will be £200 per day.</p> <p>Please confirm reservation by fax the soonest possible.</p> <p>Best regards Charles Williamson Charles Williamson Sales Manager</p>		

HOTEL CORRESPONDENCE

Practice

Write the text of the fax below confirming the reservation required by the National Holidays fax. Inform National Holidays that you will arrange for a skilled clerk to collaborate full time with the organizers. Give assurance that either rooms or facilities will be according to the group requirements and that you will do your utmost for the stage to be successfully carried out.



Park Hotel Helios

F A X

To

National Holidays
Savile Town
DEWSBURY
West Yorkshire
WF12 9AG

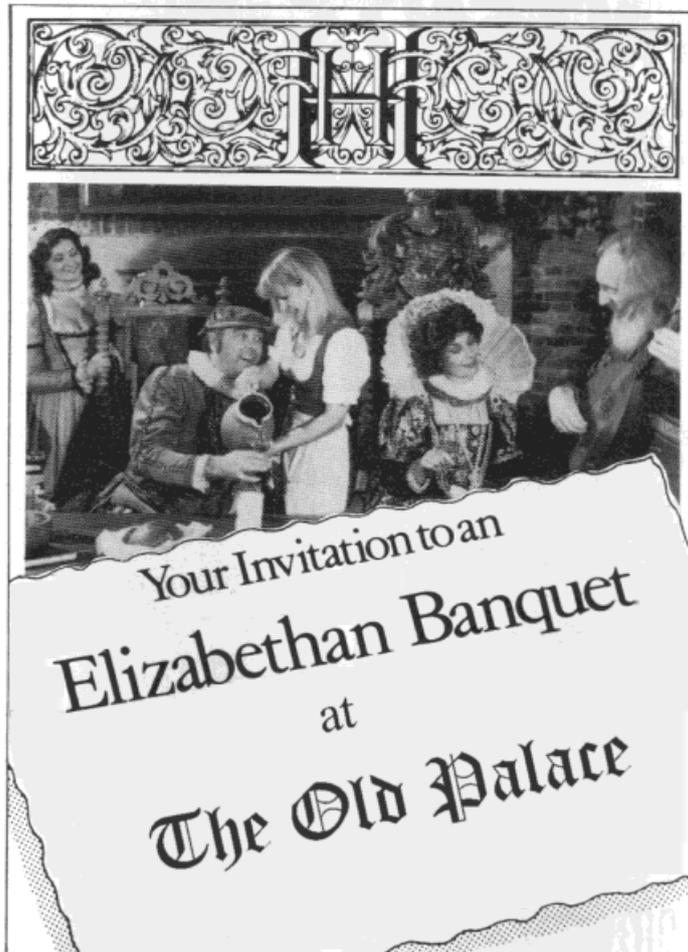
From

Park Hotel Helios
Via Filisto 80
96100 Siracusa
Sicily

Date: February 25, 1993
Number of pages: 1
Phone number: 0931 412233
Fax number: 0931 38096



Hotel Advertising



The Old Palace

Hatfield Park, Hatfield,
Hertfordshire AL9 5NE.

Five courses of fine English food, Wine and Mead¹ to overflowing, Dancers, Jesters, Mummers² and Minstrels all in the unique setting of the childhood home of Queen Elizabeth I. Banquets are held on Tuesdays, Thursdays, Fridays and Saturdays.

For bookings - direct using own transport, prices from £18.00 inclusive. Telephone Hatfield 07072 62055 or 72738.

London Agents providing

return coach to London West End. Prices from £27.00 inclusive. Telephone:

Travellers Check In.	71 580 8284
Frames Tours Ltd.	71 837 3111
Evan Evans Tours Ltd.	71 930 2377

Answer these questions

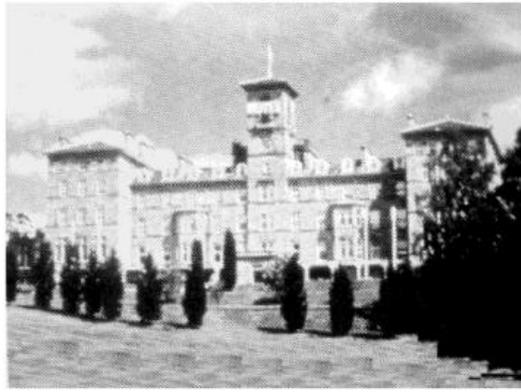
1. How many courses are served at the banquet?
2. Is there a limit to the consumption of wine and mead?
3. Who entertain the guests?
4. What is the setting where the banquet is held?
5. How often a week are banquets held?
6. What hotel are they held at?
7. How much does a guest pay if he reaches the place on his own?
8. Who are the travel agents providing return coach to London?
9. How much does a guest pay when booking through a travel agent?

¹alcoholic drink made from fermented honey and water

²actors in an old form of drama without words

HOTEL CORRESPONDENCE

10. Are there any extras in addition to the prices indicated?
11. What number do you dial if you want to make a booking?



FRANCE (1) 424 61722	GERMANY (089) 3108892
DENMARK 01 93 9008	USA (800) 222 3055
IRELAND (0001) 765181	

One call to Stakis brings you the best of over 30 British hotels!

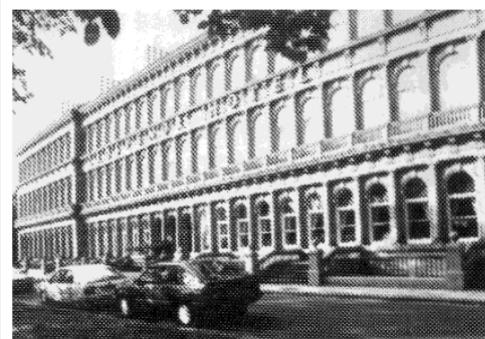
From the heart of London to the Scottish Highlands, Stakis have over 30 superb hotels to choose from: big city hotels, country house hotels and wonderfully located activity centre hotels, each with its own character and ambience.

Our big-value holiday package:

7 nights for the price of 6
plus free stays for younger children!

Ideal for holidays, perfect for business too - many Stakis hotels also offer splendid Conference Packages.

All rooms have en suite bathroom, colour television and phone, most have a hairdryer and trouser press. Leisure Club facilities range from swimming pools to saunas and solaria.



Stakis Grosvenor Hotel
Great Western Road, Glasgow G12 0TA

The best of service, the best of food, the best of British - and one call does it all!

Practice

1. Answer these questions

1. What do you think is Stakis Hotels?
2. Which European countries have Stakis hotels?
3. Where outside Europe does Stakis Hotels operate?
4. How many hotels does this hotel chain have?
5. Where are they located?
6. Does Stakis Hotels offer a holiday package?

HOTEL CORRESPONDENCE

7. What are its terms?
8. What facilities are businessmen offered?
9. What do you think is a Conference Package?
10. What can you find in the guest rooms?
11. What are Leisure Club facilities?

2. Write this enquiry

As a Tour Operator you have been requested to find a hotel in Glasgow which can handle the annual Convention of the International Dentists Association. The Convention will be held from 13 to 15 April inclusive and will be attended by 300 delegates. Write a letter to Stakis Grosvenor Hotel asking the following information:

- a. seating capacity of convention room;
- b. availability of three smaller meeting rooms for seminars;
- c. type of technical equipment provided;
- d. availability of private parking area;
- e. accommodation on half-board terms;
- f. special terms concerning the hotel Conference Package;
- g. availability of banquet facilities;
- h. availability of recreational facilities;
- i. places of interest to visit;
- j. public transport connections with the city centre;
- k. Agent commission.

HOTEL CORRESPONDENCE

		BONISSA LTD. WHOLESALE TOUR 41 BEN YEHUDA ST TEL AVIV TLX: (3) 41100 BOSA IL FAX: (3) 544
		FAX
From	To	
Charles West European Department Operation Manager	The Manager SHERATON HOTEL Via A. Da Messina 45 Tlx: 971438 SHERCTI	DATE: 17 Jan. 94 TIME: 15:15 PAGES: 1

Dear Sir,

RE: Tour of Sicily

Thank you for your fax dated 15 Dec. 93 outlining terms and conditions regarding a 4 day stay of our coach parties at the Sheraton. We have also received some brochures illustrating the Sheraton and the main tourist attractions of Sicily.

May I ask you to base your special rates offer on h/b terms and on not less than 25 people at a time. Please consider that a competitive rate is the major factor when it comes to deal with the Israeli market.

A combination of unique itinerary plus good and attractive price may do the difference between failure and success to penetrate the right target.

Looking forward for future mutual cooperation.

Yours faithfully,
Charles West
Operation Manager

Practice

1. Answer these questions:

1. Who sent this fax?
2. Who received it?
3. What date was it sent?
4. What is it about?
5. What did Sheraton fax on 15 Dec. 1993?
6. What else did the hotel send to Bonissa Ltd?
7. Have Bonissa Ltd accepted the terms faxed on 15 Dec. 1993?

HOTEL CORRESPONDENCE

8. What do the Israeli Tour Operators ask for by this fax?
9. What is really essential to face the Israeli market?
10. What two factors make a tour project successful?

2. Refer to the above fax and fill in the gaps in the passage below

On Catania Sheraton Hotel sends a fax to in which of a Sicilian Tour are outlined. Bonissa Ltd thank for the fax and the illustrating the main attractions of Sicily. They do not, however, seem satisfied with the terms on 15 December 1993 because by their fax of they ask the Sheraton Hotel to quote lower comprehensive of and related to coach parties of minimum people. They stress the importance of having since they represent the major factor in order to face the Israeli They are convinced that the combination of plus a convenient price may represent the key to

Come to Kent

The
Royal Oak
Hotel

and

**TRUST
TOURS**

Combine to give you a 2 or 3 day break out of London in the very heart of the Kent countryside, the 'Garden of England'.



The Royal Oak Hotel is a comfortable Georgian Coaching Inn renowned for its restaurant and wine bar. 21 rooms each with private bathroom and TV.

Upper High Street, Sevenoaks
Kent TN14 5GP

Tel. Sevenoaks (0732) 451109



TRUST TOURS with their comfortable coaches specialise in visiting those famous but often inaccessible places on everyone's schedule including Chartwell, Hever, Leeds Castle, Canterbury. 7 different carefully blended tour programmes every week covering 20 destinations.

Trust Tours
26 Amherst Road, Sevenoaks
Kent TN13 3LS Tel.(0732) 451731

1. Answer these questions

1. What's the subject matter of this advert?
2. Who are the advertisers?
3. In which town was the advert released?
4. What do you know about the Royal Oak Hotel?
5. Do you know what a Coaching Inn was?
6. How many rooms does the hotel have?
7. What other facilities does the hotel have?
8. What's the hotel renowned for?
9. Where is Sevenoaks?
10. How many tour programmes a week does Trust Tours carry out?
11. What destinations are covered?

2. Write this enquiry

You are planning to spend your next weekend with your family outside London. Write to Trust Tours asking for a brochure of their tour programmes and inquire whether they deal inclusive family packages.

HOTEL CORRESPONDENCE



Conigliaro Viaggi Snc

Piazza della Repubblica 11 - Siracusa

Tel. 0931 463909 Fax: 0931 69117

From		To	F A X
Marco Conigliaro DIVISIONE TURISMO	The Manager MUNCHEN PENTA HOTEL Hochstrasse 3 81669 München Germany	DATE: 25 May '94 TIME: 11:20 PAGES: 1	

Dear Sir,

Re: Group Inclusive Rates

In consideration of the growing number of clients asking to visit München during the next Oktoberfest, we would be interested in setting up inclusive rates with your hotel.

We are among the leading Travel Agents in Sicily with an annual traffic of over ten thousand people we send all over the world. We expect at least 300 people to come and visit München on next October. They would stay one to two weeks.

Accommodation should consist of double or twin rooms on full board basis. Please let us have all inclusive competitive rates as well as a number of brochures of your hotel.

Looking forward to hearing from you.

Yours faithfully,

Marco Conigliaro

HOTEL CORRESPONDENCE

Practice

Send a fax to CONIGLIARO VIAGGI Snc of Siracusa confirming the availability of the rooms he requires. Add that the lowest tariff you can quote for groups up to 300 clients is DM 200 pp. pd. This tariff includes double or twin room plus breakfast, lunch and evening meal.

München Penta Hotel

Hochstrasse 3, 81669 München

Tel.: 49 (89) 448 8277 Fax: 49 (89) 448 8217

From

To

F A X

Mr August Ziegler
c/o München Penta Hotel

CONIGLIARO VIAGGI Snc
Piazza della Repubblica 11
96100 SIRACUSA
Tel.0931 463909
Fax 0931 69117

Date:
Time:
Pages:

Dear Mr Conigliaro,

HOTEL CORRESPONDENCE

MÜNCHEN PENTA HOTEL

Hochstrasse 3, 81669 Munich, Germany
Tel: 49 (89) 4803-0
Telex: 529046 PENT D
Fax: 49 (89) 448 82 77



Location

In the city centre, near the River Isar and the world famous Deutsches Muuseum, in an office / apartment / showroom complex. 32 minutes to airport.

Accommodation

582 spacious air-conditioned and centrally heated rooms.

Room service until 11pm, laundry & valet, TV with movie channel, radio, direct dial telephone, mini-bar, hairdryer.



Facilities

Specialty restaurant, pub, bar and coffee shop in lobby area.

Car rental, travel, tour and theatre ticket desks, shopping arcade, parking facilities for 500 cars, business services, telex and cable facilities.

Indoor pool, sauna, massage, steam bath, solarium.

Meeting & Banqueting facilities for 600 Theatre style, 360 Classroom, 600 Reception and 420 Banquet.

Rates:	From	To	Plan
Single	DM420	560	CP
Double	DM520	720	

Tax and Service charge included

Major Credit Cards accepted.

HOTEL CORRESPONDENCE

Practice

1. Match the following sections with the paragraphs on the right

- | | |
|--------------------------|---|
| 1. Hotel name section | a. The Apollo boasts no less than six conference and banqueting suites and can cater from the smallest private dinner party right up to large conferences and banquets for 120. |
| 2. Location section | b. The 128 bedrooms are all equipped with colour television, radio, direct dial telephone, trouser press and tea/coffee making facilities. |
| 3. Accommodation section | c. Terms, Party rates, Bargain and Family Breaks available on request. Special reduction for children sharing parents' room. |
| 4. Facilities section | d. The Apollo Hotel
Hagley Road, Edgbaston, Birmingham
B16 9RA Tel: 021 455 0271 Telex:
336759 Fax: 021 456 2394 |
| 5. Room rates section | e. The Apollo is situated within easy walking distance of leading night clubs, just a few minutes from Birmingham City Centre, Birmingham New Street Station and the M5. |

1	2	3	4	5

2. The Secretary of the National Chamber of Trade, 59 Castle Street, Reading, Berks RG1 7SN has found these notes on her writing desk.

- | |
|--|
| a. Mr Henry Colmar and Mr Paul Chester will be attending the International Trade Meeting which will be held in Munich from 10th to 13th April, 1993; |
| b. Book two doubles under their names at the Penta Hotel; |
| c. Ask the hotel Manager to arrange for secretarial services for the 11th and 12th of April; |
| d. Ask for confirmation. |

HOTEL CORRESPONDENCE

3. Fill in the blanks with appropriate numbers of photographs and sentences given below.

Hotel name	Photo no.....	Paragraph letter.....
Location	Photo no.....	Paragraph letter.....
Accommodation	Photo no.....	Paragraph letter.....
Room service	Photo no.....	Paragraph letter.....
Meeting facilities	Photo no.....	Paragraph letter.....
Dining facilities	Photo no.....	Paragraph letter.....



1



2



3



4



5



6

- a. The hotel offers personal service of the highest standard that caters to every guest's individual requirements.
- b. Elegantly appointed rooms with air conditioning, radio, colour TV, in-house movies and direct-dial phone.
- c. Restaurant with local and international cuisine. You can sample the delights of our à la carte menu, based on fresh local produce.
- d. The Hotel is situated in the heart of Mayfair with splendid views of parks and close to shops, business and tourist areas.
- e. Hotel Inter Continental London 1 Hamilton Place, Hyde Park Corner London W1V 0QV
- f. The meeting room will seat 250 delegates. This facility is supplemented by a range of the most modern audio visual equipment with a team of skilled operators on site.

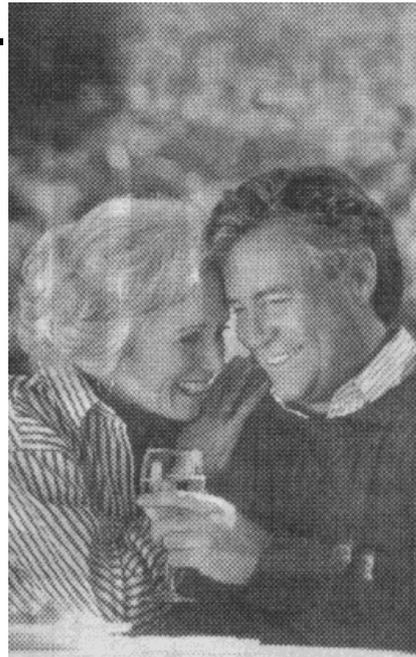
Getaway Breaks - Off Peak Rates

3 NIGHT BREAK AWAY FROM

£95

PER PERSON INCLUDING BREAKFAST
AND 3-COURSE DINNER

3 NIGHTS £95



White Hart Hotel, ANDOVER
Red Lion Hotel, BASINGSTOKE
Corby/Rutland, COVENTRY
Coventry Hill Hotel, COVENTRY
Old Grand Hotel, ENNIS
The Imperial, EXMOOR/BARNSTAPLE
St. James Hotel, GRIMSBY
The Crown, HARROGATE
Constable Country Hotel, IPSWICH
St. George's Hotel, LIVERPOOL
The Stradey Park, LLANELLI
The Metropole, PADSTOW
The Royal Hotel, SCUNTHORPE
The Dolphin, SOUTHAMPTON
Goddard's Hotel, SWINDON
The Giffard, WORCESTER

FORTE
*Leisure
Breaks*

If you are interested in this great offer from Forte, you may also be interested to know that the new 1994 Forte Leisure Breaks brochure is now available and contains many new features as:

- * LOW SEASON PRICING
- * B & B AT MANY HOTELS
- * ONE NIGHT STAYS
- * BARGAIN BREAKS

TO FIND OUT MORE ABOUT FORTE LEISURE BREAKS
OR TO MAKE YOUR BOOKING CONTACT YOUR
TRAVEL AGENT OR CALL

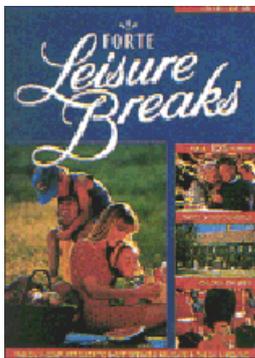
0345 40 40 40

Practice



1. You have decided to pick up a 3 night break away offer for £95 per person. Make your booking at St. George's Hotel, Liverpool. In order to facilitate your task, draw your letter following these steps: Refer to the advertisement released in *The Daily Telegraph* of January 7th, 1994;

- a. State the type of accommodation you require and the number of people concerned;
- b. State the starting night of the break;
- c. Give your time of arrival;
- d. Ask for written confirmation.



2. As you want to find out more about Forte Leisure Breaks, write to Forte Hotels Plc, St. Martin's House, 20 Queensmere, Slough, Berkshire SL1 1YY and ask for a copy of 1994 Forte Leisure Breaks brochure.

HOTEL CORRESPONDENCE

TAKE A SUMMER ESCAPE, WIN A VACATION FANTASY.



This summer, there are 15 weeks to escape, 15 Free Fantasy Vacations to win.

Each time and every time you take a Marriott Two For Breakfast™ Escape, your fantasy could become reality. Check-in and you could win:

7 days/6 nights at the Marriott of your choice anywhere in the world from Australia to London, Cairo to Cancun. Airfare for two. Free car rental. \$2,000 in Marriott Money.

Two for Breakfast rates are available at over 180 participating locations where we are proud to offer AT&T In-room Long Distance Service for your AT&T Calling Card, AT&T Universal Card and operator-assisted calls.

Call your travel agent for reservations or:

1 800 USA-WKND



TWO FOR BREAKFAST ESCAPE RATES

RESORT LOCATIONS: M-SU

BARBADOS
Sam Lord's Castle \$ 89

FLORIDA
Daytona Beach \$129
Fort Lauderdale \$119
Orlando World Center \$159

HOTEL LOCATIONS: TH-SU

CONNECTICUT
Hartford Farmington \$ 89
Stamford \$ 79

DISTRICT OF COLUMBIA
Washington Marriott \$109

FLORIDA
Biscayne Bay \$119
Fort Lauderdale Marina \$ 89
Miami Dadeland \$119
Palm Beach Gardens \$ 79

MARYLAND
Baltimore-Hunt Valley \$ 89
Bethesda \$ 84

MASSACHUSETTS
Boston Andover \$ 69
Springfield \$ 79

NEW YORK
Buffalo \$ 99
Long Island \$109
Syracuse \$ 89

PENNSYLVANIA
Harrisburg \$ 99
Philadelphia West \$ 99
Pittsburgh Gree Tree \$ 89

WEST VIRGINIA
Charleston Town Center \$ 79

CANADA
Toronto Airport C\$ 89
Toronto Eaton Centre C\$119

Practice

- 1. In the position of Sales Manager of Marriott Hotel at Stamford (Conn), write a sale letter to Horizon Tours, 50 Central Park South, New York 10019. Underline the advantages of your special offer as described in the Marriott advert above.*
- 2. You have decided to avail yourself of Marriott 'Two for Breakfast Escape' offer. Write to Marriott Escape Sweepstakes, POBox 1589, Fairport, NY 14450-7569 reserving accommodation for two at Orlando World Center. State the starting week, time of arrival and ask for fax confirmation.*
- 3. Referring to the above Marriott advert, write an enquiry to Marriott Escape Sweepstakes, POBox 1589, Fairport, NY 14450-7569 asking for major details concerning facilities and services provided by Washington Marriott.*
- 4. Answer these questions*
 - 1. Where in Florida are Marriott resorts located?*
 - 2. What's the per-night rate at Orlando World Center?*
 - 3. How many nights are you bound to stay to get the promotional rate?*
 - 4. Which days of the week is the hotel promotional offer valid?*
 - 5. Which hotel quotes the lowest rate?*
 - 6. What could you win when taking a 'two for breakfast escape' at a Marriott hotel?*
 - 7. Besides accommodation, what else is offered to winners?*
 - 8. What service inside the hotel room is offered to guests?*

Sales Promotion Letters

The most important hotel product is the guestroom. In most hotels room sales are the largest source of hotel revenue. But hotel guests normally expect other facilities and services. Considering that the demand for hotel accommodation fluctuates from day to day as well as from season to season, it is in the interest of hotel keepers to meet the guests' requirements regarding a variety of interior assets. Apart from those which are combined with the room itself – telephone, fax, television, computer connection, laundry, room service, security of valuables, etc. – there may be a wide range of hotel facilities which may make guests' stay an enjoyable one. The reception acts as a main source of information to guests but brochures, signs, and other promotional materials encourage the guests' use of hotel products. Restaurant and bar presentations, leisure travels, transport services, car parking, disco, exhibition rooms, car rental, flower shop, travel agency, coffee shop, cloak room, sauna, gymnasium, tennis courts, swimming pool, barber shop, and so on, are the most common facilities which need being promoted.

Restaurants serve meals and refreshments to either resident guest or non-residents. Depending on the customers' needs, an hotel may have one or more restaurants offering a range of differentiated products to different people. The provision of food and drink facilities may include a coffee shop, a cocktail bar, a grill room, and a carvery. They are designed for customers requiring light meals and snacks or grilled food items in a comforting atmosphere.

The best market opportunities for an hotel are function rooms for banquets, conferences and similar services. These opportunities stimulate a wide engagement extended to all other hotel facilities. In terms of revenue they prove to be the best source of income.

Sales promotion letters are typical tools designed to promote the above mentioned facilities. A sales promotion letter is a marketing letter the object of which is to elicit a positive response from the reader toward the product or service which is being offered. Promotion letters are mailed both to private individuals and associations, clubs, professional bodies.

Main points to consider when planning a marketing letter

When planning a marketing letter you should

- direct the reader's attention to the topic covered in the letter
- create an interest in the product or service you offer giving a compelling reason to continue reading
- arouse the reader's desire for the product or service
- persuade the reader to make a purchase (offer a reduction in selling price)
- get the reader to take action (mail the reservation card, phone today)
- personalise your letter using a friendly feeling

HOTEL CORRESPONDENCE

Useful phrases

I hope you'll give us the opportunity to help you

We look forward to doing business with you

I'll call you next week to answer any questions you might have

I enclose a coupon good for 10% off our regular rates.

We trust that once you try our you'll want it.

If your order reservation reaches us before you win a £50 discount voucher.

You'll find that our will enhance your work.

Please call us soon.

Call us today for your brochure. You'll be awfully glad you did.

Make your reservation now and we'll be very happy to welcome you.

HOTEL CORRESPONDENCE

1 Announcing a special presentation of Canadian Food.



April 10th, 1998

Mr John Sullivan
20, Marston Road
Oxford

Dear Mr Sullivan,

Subject: Special Presentation of Canadian Food

Our last presentation of Mexican food specialities was so welcomed that most attendees have requested us to repeat a similar performance. In fact, we are going to have another presentation to which we would like to invite others who love haute cuisine and can attend.

Don't miss this opportunity to enjoy authentic Canadian food. Mr Wolfman, Canada's leading exponent of indigenous cuisine, will be presenting his innovative menu at the Tower Thistle Hotel for lunch and dinner every day from the 21st until 28th April in the Princes Room Restaurant.

Mr Wolfman will prepare a selection of menus from £23.50 including such traditional delicacies as salmon, shell fish, wild berries, bison, and wild rice, all prepared in the special native way.

In order to enjoy this exceptional dining experience, we recommend you to reserve your table early for the day and time you would like to attend.

We look forward to welcoming you and your friends.

Yours sincerely
Barbara Grant
Barbara Grant
F&B Manager

HOTEL CORRESPONDENCE

1. Match the phrases on the left with the appropriate completion on the right

Prices are	on loan at many hotels
There's free accommodation	please contact sales office
Games are available	you'll find the same high quality service
For more information	for teenagers sharing their parents' room
Whichever hotel you choose	your meeting is a success
Inside this booklet	per room per night
Our quality restaurants	one or two double beds and bathroom
We hold the room	you'll find information on our packages
Efficient staff will ensure that	until 6 p.m.
Spacious room have	offer menus that suit every palate

1	2	3	4	5	6	7	8	9	10

2. Convert the following adjectives into adverbs:

near
merry
full
ready
private
traditional
late
happy
suitable
short

3. Complete the following phrases into meaningful sentences:

- The offer we have designed is ...
- b) It is our habit ...
- We are pleased to inform you that
- We would suggest you to ...
- Our package includes ...
- Our offer is valid until ...
- We are going to ...
- Don't miss the opportunity to ...
- We recommend you to .
- All that you have to do is

4. Write a letter to a prospective customer announcing a special food presentation. Refer to the success of this event in the past and give information about the dates the presentation will be held as well as price and contents of the menu. Invite the receiver to attend the forthcoming presentation.

② Offering Special Summer Savings

INTER-CONTINENTAL HOTELS

U.K. 0345 581444 - U.S.A. 1 800 327 0200

April 5th,

Mi Arthur Farrow 34,
Castle Street
Cambridge
CB3 OAJ

Dear Sir,

This is a special offer we have designed for our past guests. You are one of them. As is our habit, when working out a favourable initiative they may be interested in, we are pleased to inform them in the hope they may repeat a wonderful experience.

Next time you travel for a leisure break, why not make your stay a special visit and book a Global Offer? Our special Global Offer programme, available at the Inter-Continental Hotels illustrated in the enclosed brochure, offers you two breathtaking packages: Deluxe Plan and Global Options.

Deluxe Plan package includes:

- Junior Suite for two
- Full Buffet Breakfast for two
- Welcome Gift
- Welcome Drink
- Morning Newspaper
- City Information Pack
- Ali Taxes and Service Charges

Our special Global Options package includes:

- * double airline miles or points you can accumulate according to the frequent traveller programmes of our participating airline partners
- * plus your choice of one of the following:
 - a) \$25 credit per day for food and beverage, or laundry and valet service, or telephone and facsimile
 - b) A personal gift or amenity from the local region.

Offer available until 22nd December and based on availability and advance reservations. Option must be selected at time of reservation.

Owing to the limited number of rooms available on this promotion, we would suggest you to book early. No deposit is requested when booking: only a telephone call to the hotel of your choice. Alternatively you may fill in the reservation form you find in the brochure. We look forward to welcoming you again.

Cordially,

John Fletcher

John Fletcher
Sales Manager

Encl.: 1 brochure

HOTEL CORRESPONDENCE

1. Write sentences exemplifying these functions:

Introducing an offer

Describing the offer

Persuading the reader to make a purchase

Getting the reader to take action

2. Fill in the blanks with the appropriate words in the box:

amused, dish, enjoy, stay, available, youngest, choose, sharing, lunch, kids', aged

Whichever Holiday inn hotel you _____ there's always something for our _____ guests: at most hotels there is a swimming pool, children's play area In all hotels, when _____ their parents' room, children up to 19 _____ free, while children aged 12 and under also _____ free breakfast. In most hotels when you have _____ or dinner in the hotel restaurant children _____ 12 and under can choose a free _____ from the special _____ menu. While you relax they can keep themselves _____ with the games from the Family Fun Library which is _____ at participating hotels.

3. Choose the right word:

1. The menu *affected* / *effected* my decision to accept the invitation
2. *Bring* / *take* him a glass of beer
3. What are you *doing* / *making*?
4. I *told* / *said* that I was tired
5. *Wait* / *expect* a minute, please
6. A receptionist *carries out* / *unwinds* several duties
7. White wine is an excellent *compliment* / *complement* to smoked salmon
8. I've never seen him: he must be a *regular* / *chance* guest
9. A *resort* hotel is a *short stay* / *long stay* hotel
10. Guests generally settle their account when *checking-in* / *checking-out*

4. Holiday Inn London Mayfair offers a special 8 hour package (including conference room rental, morning coffee / tea, lunch, afternoon tea / coffee) at very competitive rates. These rates are priced per delegate and include fax and service charges. Write a circular to promote this sale offer.

③ Selling a Christmas Break



THE OLD SWAN HOTEL

Swan Road, Harrogate
North Yorkshire HG1 2SR
Telephone: 0423 500055 Telex: 57922

December 2nd

Mr Henry Wallace
75, Moor Road
Leyburn, DL8 5DJ

Dear Mr Wallace,

Christmas is getting near and we, at the Old Swan Hotel, are preparing everything to let you relax and enjoy the merry making of the season to the full. The bellboy's ready to greet you, the chamber-maids have prepared your room, so stow your bags and your worries and slip back into an old fashioned celebration with all the festive trimmings, that recaptures the atmosphere of the past.

Our Christmas Break includes the following:

- 3 nights' accommodation (24th-26th December) in a twin, double or single room with private bathroom.
- Full traditional breakfast each morning.
- Minimum 3 course dinner or buffet each evening.
- Traditional 4 course festive lunch with all the trimmings on Christmas Day.
- Buffet or 3 course lunch on Boxing Day.
- Welcome reception on Christmas Eve.
- Morning coffee and afternoon tea each day.

You'll enjoy a warm welcome, friendly atmosphere, great company plus superb food and entertainment, to make sure this is a Christmas celebration to remember. I'm sure you are by now picturing the magic moments waiting for you. I'll help you dream: just think of the afternoon tea in the evocative Garden Room, the champagne cocktails in the Lounge Bar, the Christmas Eve dinner... a sumptuous experience that'll make you so glad you came! While the Christmas Carols still linger in your heart, and you're sipping a drink amid smiling friends, a gourmet traditional Christmas Lunch is awaiting you on Christmas Day and later... a Buffet Dance... all night long. Boxing Day will be a splendid mixture of indoor and outdoor entertainment. Treasure Chase, pantomime, jokes, carol singers, buffet lunch, tea dance, and an unforgettable Dinner & Cabaret.

HOTEL CORRESPONDENCE

The tariff is £350.00 per guest and covers the period from the afternoon of 24th until the morning of 27th December. It includes accommodation, meals and entertainment as detailed above as well as VAT at 15%. The tariff we quote is far below the value we offer. All considered this is an opportunity not to miss, a chance to grasp immediately.

Don't give up the opportunity of enjoying a three day holiday in the style that suits you. Come on, make your reservation now and we'll be very happy to welcome you.

Sincerely Yours,
John Barnes
 John Barnes
 The Manager

1. Supply questions to these answers starting them by using who, what, what for, why, when, how much, how many, how long, etc. as in the example:

The bellboy's ready to greet you = Wh's ready to greet me?

- | | |
|-----------|---|
| 1. _____ | The bellboy's ready to greet you |
| 2. _____ | We are preparing everyting to let you relax |
| 3. _____ | The chamber-maids have prepared your room |
| 4. _____ | Traditional breakfast is offered each morning |
| 5. _____ | This is a three course lunch |
| 6. _____ | I am welcomed by the manager |
| 7. _____ | You're sipping a drink amid smiling friends |
| 8. _____ | Buffet dance will last all night long |
| 9. _____ | The tariff is £350.00 |
| 10. _____ | I take part because I want to enjoy myself |

2. Match the words in the first column with their synonyms in the second column:

1. affect	a) demand
2. support	b) connection
3. boost	c) resign
4. call for	d) take care of
5. key	e) back
6. link	f) examine
7. quit	g) object to
8. look after	h) influence
9. look into	i) important
10. fill in	j) suppose
11. mind	k) increase

HOTEL CORRESPONDENCE

12. expect	1) complete
------------	-------------

1	2	3	4	5	6	7	8	9	10	11	12

3. Supply the following sentences with appropriate prepositions:

- 1) Looking forward _____ hearing _____ you, we are
- 2) It depends _____ the rate you charge
- 3) We would like to listen _____ some music
- 4) I rely _____ your ability
- 5) I've been waiting _____ him half an hour
- 6) The person I'm writing _____ is my father
- 7) I'm thinking _____ what you said
- 8) Please look _____ the children while I am out
- 9) I'm going to look _____ the matter more carefully
- 10) I'm looking _____ Sloane Street: where is it, please?

4. As a sales manager of Forte Posthouse Hotel you are going to organize a Bridge Weekend. The offer price is £126. 00 per person based on two people sharing a twin or double room. The programme includes: * welcome reception *four bridge playing sessions * 2 nights accommodation * full traditional breakfast every morning * Saturday buffet lunch & Sunday lunch * three course table d'hôte dinner with coffee each morning * VAT at 17.5%. Write a circular sales letter and see how you can tempt your potential guests into choosing a special interest holiday for their next weekend break.

Hotel Vacancies

PHRASEOLOGY USED IN VACANCY ADVERTS

The most common phraseology of this kind of advertisement covers the following points:

1. the type of job advertised
2. the requirements, skills and qualifications the applicant should have
3. duties involved and career prospects
4. salary/wages offered
5. where to channel application and curriculum vitae

I. Phrases regarding the type of job advertised

1. We currently have two vacancies for two floor attendants.
2. We are looking for an able and watchful young housekeeping supervisor with job experience in large hotels.
3. We are currently seeking to recruit a reception clerk having pleasant appearance, excellent skills in oral and written English, and experience in computer-based work.
4. We are looking for a well organized person with good typing, an aptitude for detail, pleasant telephone manner and an ability to communicate with people.
5. A kitchen assistant cook is required at Norfolk Hotel.

II. Phrases regarding the applicant's skills and qualifications

1. Candidates should have two years' experience.
2. The knowledge of a foreign language would be an advantage.
3. Ability to work under pressure and effectively communicate with clients is essential.
4. Experience in a similar position would be welcome.
5. Previous experience in...would be advantageous with appropriate qualifications to A Level standard.
6. This is essentially an administrative post, but experience of computer-based work is desirable.
7. The ideal candidate will be diligent, meticulous with an eye for detail, able to deal with people at all levels and work under pressure.
8. Our job is open to all persons irrespective of sex, marital status, race, disability or sexual orientation.
9. Excellent secretarial skills essential.
10. Experience an advantage but not essential as training will be given.
11. The candidate we are looking for should have a minimum of two years' experience.
12. Excellent skills in oral and written English essential.

HOTEL CORRESPONDENCE

13. A good working knowledge of French is desirable.
14. Candidates must have at least a diploma in Hotel Management .
15. Word processing experience/knowledge useful but not essential as training will be given.
16. Flexibility, ability to work under pressure and a sense of humour are all essential. The position calls for a great deal of enthusiasm plus the ability to succeed in a challenging environment.
17. Applicants should be able to organize social and community activities and work with a variety of individuals and groups from the local community.
18. Candidates aged 35-50, will not have less than five years management experience in a hotel or holiday village environment.

III. Phraseology regarding duties involved and career prospects

1. This is a full time position including Saturdays, with a day off in lieu.
2. Post is currently 29 hours per week including Mon-Fri, 9 am - 1 pm and remaining hours by arrangement. Post may become full-time in near future.
3. This is a very busy department and duties include all secretarial work ensuring the smooth running of the departmental office, responsibility for the departmental library and there is plenty of contact with the public.
4. Normal working hours are 9.00am to 5.00pm with one hour for lunch but, at certain times, a degree of flexibility is necessary.

IV. Phrases regarding salary or wages offered

1. We offer a competitive starting salary and an attractive range of benefits.
2. A competitive wage is offered along with holiday, sickness and pension scheme.
3. An attractive salary is offered depending on age and experience.
4. This position offers excellent career opportunities and carries an attractive salary plus the normal range of employee benefits.
5. The rewards include an attractive starting salary, congenial working conditions, 5 weeks holiday, pension scheme, etc.
6. Remuneration includes salary (paid in US\$), free furnished accommodation, insurance, pension, cost of living allowance, annual home leave travel, etc.
7. Salary is commensurate with the experience required for the role.

V. Closing phrases regarding where to channel application and curriculum vitae

1. Handwritten applications please to.....
2. If you believe that your ability and experience qualifies you for this important post, please send a comprehensive CV to...
3. If you are interested in our vacancy please contact...
4. To be considered please write to our advising consultant,...
5. If you are keen to contribute to the future of our environment, and believe you have the determination necessary to fill this challenging position, send your full CV to....
6. If you have the necessary drive and motivation, together with the relevant experience to succeed in a position with excellent career prospects, please write with full details to:...

HOTEL CORRESPONDENCE

7. Application forms and further particulars available from the Personnel Officer, 35 Queen Street, Oxford OX1 1EF.
8. Applicants should send current Curriculum Vitae, recent salary history, names and addresses of three professional referees and photo copies of supporting documents before 15 March 1992 in confidence to the Personal Manager, ILCA, P.O. Box 5689, Milano, Italy.
9. Please submit in confidence a comprehensive CV to...
10. If you think you are the right person to fill this vacancy, please send your full CV, including salary progression details, to our Personnel Officer...

1



Sales & Marketing Manager

£40,000 package

HOTEL INTER-CONTINENTAL LONDON situated in the heart of the business and financial centre, is a 308 bedroomed hotel with a comprehensive business centre and meeting facilities. The hotel has a considerable Banqueting and Conference trade and recent promotion has created an exciting opportunity for a dynamic and talented Sales & Marketing Manager.

The Role

This appointment will take full responsibility for controlling and managing the resources available to the Hotel with the objective of maximizing the financial standing of this business concern. The emphasis will be on co-ordinating and delivering high quality customer service and care and initiating marketing projects which identify and exploit new areas of business opportunity.

The Candidate

The position demands a Business Manager with vision and leadership who has strong team-building and motivational skills. The ability to negotiate and plan effectively are critical candidate qualities, as are computer literacy and knowledge of at least one Continental European language. Candidates must have a relevant background of commercial experience within a results-oriented environment where there has been strong business development and marketing exposure.

If you think your abilities and aspirations are ready for the role, please write with full CV to:

**Hotel Inter-Continental
Hamilton Place
Hyde Park Corner
London W1V 0QY**

1. Answer these questions?

- ◆ Where is the Inter-Continental located?
- ◆ How large is it?
- ◆ What facilities does it offer?
- ◆ What position is being offered?
- ◆ What is the role related to the job advertised?
- ◆ What skills and qualifications should the candidate have?

2. Refer to advert 1 and complete these phrases

- ◆ The position implies responsibility for...
- ◆ The objective to achieve is...
- ◆ The emphasis will be on co-ordinating... and initiating...

3. What areas of business opportunity can you identify?

2

CONTRACT MANAGER

An experienced person with a track-record from the Hotel Industry, is required to head and develop a newly established 4-star hotel located in Florence and provided with 200 rooms and 10 suites, two restaurants, bar lounge, tennis courts, swimming-pool, meeting facilities seating up to 350 delegates.

The person we need should be aged 35-45 and be of graduate level. He should speak at least two European languages and possess the natural ability to define and promote selling strategic directions. Impeccable appearance, strong interpersonal skills and enthusiasm are essential qualities. The appointment is for two years in the first instance with the possibility of renewal. Salary negotiable.

Interested applicants should send a detailed CV to Sam Reeves, Personnel Services, Inter-Continental Hotels, Kew Bridge Road, Brentford, Middlesex TW8 0EB

3

THE CUMBERLAND HOTEL

is offering a challenging position for an experienced

HEAD RECEPTIONIST

aged 25-30 years and with broadly based computer and administration skills. It is envisaged the successful applicant will have a minimum of two years' experience and a good working knowledge of English, French and German. He will be qualified to degree standard, have a smart appearance, be able to appreciate customers' needs, be self-motivated and have sound business sense to be successful in an environment where service counts.

An attractive salary and benefits package will be negotiated.

APPLICANTS SHOULD SEND A DETAILED CV TO GEORGE BACON, THE ASSISTANT MANAGER, THE CUMBERLAND HOTEL, MARBLE ARCH, LONDON W1A 4RF.

4



TRAINEE RECEPTIONIST

We require a trainee who wishes to make a hotel career. We are a 120 roomed hotel with computerized facilities, dealing with business clients from Europe and overseas countries. The successful candidate must be willing to learn, show ability to work under pressure, possess communicative skills and a good knowledge of French and German. Some experience of computer-based work is desirable.

Salary negotiable.

Interested persons should apply in writing to the Reception Manager, Forte Crest, Manchester M22 5NS.

HOTEL CORRESPONDENCE

Practice

1. Read again advert 2 and complete this table

The hotel	is located in..... and comprises..... rooms and suites. Its main facilities are.....
The job advertised is
The person	age:.....education:..... previous experience in..... foreign languages: natural ability: qualities: length of appointment: salary:
Application to
CV	<input type="checkbox"/> yes <input type="checkbox"/> no

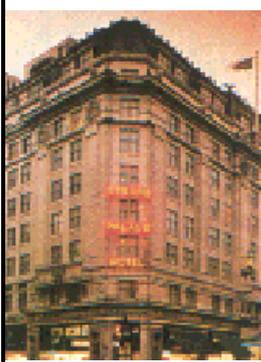
2. Refer to advert 3 and say whether these statements are true or false

	True	False
1. The Cumberland Hotel needs an experienced Head Receptionist	<input type="checkbox"/> /	<input type="checkbox"/>
2. The candidate should have some computer knowledge	<input type="checkbox"/> /	<input type="checkbox"/>
3. Administration skills are not necessary	<input type="checkbox"/> /	<input type="checkbox"/>
4. Qualifications include a hotel degree	<input type="checkbox"/> /	<input type="checkbox"/>
5. The age range is between 25 and 30 years	<input type="checkbox"/> /	<input type="checkbox"/>
6. The applicant should have a smart appearance	<input type="checkbox"/> /	<input type="checkbox"/>
7. The position advertised is for a female applicant	<input type="checkbox"/> /	<input type="checkbox"/>
8. The salary is related to performance	<input type="checkbox"/> /	<input type="checkbox"/>
9. Further benefits are granted in addition to salary	<input type="checkbox"/> /	<input type="checkbox"/>
10. Customers' needs come first	<input type="checkbox"/> /	<input type="checkbox"/>

3. Refer to advert 4 and answer these questions

- What's the name of the hotel?
- What's the position required?
- What kind of clients arrive at the Forte Crest ?
- Where do they come from?
- What personal qualities should the candidate have?
- What about his/her qualifications?
- What is the salary granted?

5



ASSISTANT CASHIER

is required to work in our offices. Candidates should be proficient in typing and prepared to use computer typesetting systems.

They should have good secretarial skills and an ability to take charge of computerized accounts.

Salary negotiable according to experience.

Please write, enclosing your CV, to Barbara Hutton, The Strand Palace, 372 The Strand, London WC2R 0JJ.

6

RECEPTIONIST/CASHIER

We require an experienced Receptionist / Cashier, the ability to use a telex, fax machine, type and deal with cash necessary. Experience with a busy Kinsman switchboard is essential. Good working conditions. Please telephone for appointment: Mrs L.Faber, Prestonfield House Hotel, Edinburgh, 031 - 668 3346

7



NIGHT MANAGER

An opportunity has arisen for a suitable applicant looking for the chance to use his/her initiative and gain invaluable experience and responsibility.

This position would suit 22/23 year old person with front office experience wishing to join a hotel and company offering them security and promotional prospects.

Apply to:

The Personnel and Training Manager
The Kennedy Hotel
Cardington Street
London W1.
Tel: 01-387 4400



MVCT10-751

1 9 8 6

HOTEL CORRESPONDENCE

1. Read adverts 5-6 and complete the table below.

	ADVERTISER	POSITION	SKILLS & QUALIFICATIONS	SALARY
Advert 5				
Advert 6				

2. Refer to advert 7 and answer these questions.

1. Who released this advert?
2. What's the position offered?
3. How old should the applicant be?
4. Which department should he be assigned?
5. What advantages does this post offer?
6. Does the post imply career advance?

3. Look at the following adjectives and insert them into the appropriate box.

- | | | |
|-------------|------------------|-------------|
| correct | honest | operative |
| skillful | self-disciplined | talented |
| experienced | resourceful | creative |
| energetic | self-motivated | responsible |
| able | efficient | scrupulous |
| dynamic | active | reliable |
| mature | skilled | qualified |

Adjectives connected to moral behaviour	Adjectives connected to education	Adjectives connected to mental behaviour	Adjectives connected to operational aspects
.....
.....
.....
.....
.....
.....
.....
.....

8

HOUSEKEEPER

Housekeeper required immediately for this prestigious privately owned, country house hotel, 4 star AA, Rac. Recommended in most major guides. Similar experience preferred but person looking to further their career will be considered. Commonsense, good organising skills and the ability to communicate with guests and staff essential. Permanent position to commence approximately mid February. Must be car owner. Accommodation available. Please reply to Mrs. D. Burt, General Manager, with full CV, salary expectation and photograph.

THE NARE HOTEL

Carne Beach, Veryan
Nr Truro, Cornwall
TR2 5PF

1. Complete these phrases

1. The advertiser is.....
2. is the position advertised.
3. The Nare Hotel is a 4-star.....
4. AA stands for.....Assotiation.
5. RAC stands forAutomobile Club.
6. This hotel is recommended in.....
7. The preferred candidate is one with...
8. Position is effective from.....
9. The candidate should own.....
10. CV stands for
11. Application should be provided with.....

9



CHAMBERMAIDS

are currently required by central leading London Hotel. Aged 18+, male or female. The position calls for moral integrity, total commitment, ability to work flexibly under pressure. Duties include serving breakfasts and cleaning guestrooms. Applicants should speak some English, have an educational background and inter-personal skills. We offer accommodation, meals on duty, pension scheme and

£120 p.w.

Please contact Mrs Susan Simmons, Head Housekeeper, on 071 439 6535

2. Match these words to the ones listed below.

ability / during work / easy going / honesty / involvement / now / preparation / principal / require / urgent.

1. call for
2. under pressure
3. commitment
4. leading
5. flexibly
6. background
7. on duty
8. currently
9. integrity
10. skill

HOTEL CORRESPONDENCE

10



The Cumberland Hotel

requires

Chambermaids (m/f)

to join our Housekeeping Dept. If you are a friendly, reliable and hardworking person, this is a good job opportunity. Duties include cleaning rooms, baths, and corridors. Benefits include live-in accommodation, meals, one day off per week, uniform, pension scheme and

£130 p.w.

Please call Personnel on 071 262 1234 to arrange an interview

11

CLEANERS

required at Manor House Hotel, various hours between 9am and 8pm. We offer meals on duty and

£100 p.w.

Please telephone Personnel on 0926 423251

12

HOTEL ASSISTANT CHAMBERMAID

Required four or five mornings per week, 8 am to 1,30 pm.-
Tel. Oxford 243236

Read adverts 10-12 and complete this table

	Advert 10	Advert 11	Advert 12
Advertiser			not mentioned
Position advertised			
Duties			
Benefits			
Wages per week			

HOTEL CORRESPONDENCE

13

THE SWAN HOTEL

due to re-organization of Catering Services

requires

COMMIS CHEF

to work in the busy hotel kitchen (300 covers per day) in a brigade of 7.

Good pay, 5 weeks holiday, pension scheme.

Apply sending a CV and two names for references to:

The Manager, The Swan Hotel, Park Road, Oxford OX1 3PG

14

THE KENNEDY HOTEL

Cardington Street, London NW1

FLOOR HOUSEKEEPERS

Required experience of Servicing / Cleaning bedrooms and the ability to supervise. We are also looking for a

LINEN KEEPER

who will also take on Floor Housekeep responsibilities.

In return, we can offer meals on duty, uniform and a weekend premium for working Saturdays and/or Sundays.

Contact: Personnel and Training Manager

Tel: 387 4400

15

CHEF / COOK and BAR / RESTAURANT STAFF

as from October 1993, required for small hotel. Central Region. Full-time positions, non seasonal.

Accommodation provided.

QUINTON ENTERPRISES

Tel. 031- 228 6022

16

THE RED LION HOTEL

24 London Street, Basingstoke,
Hampshire RG21 1NY

requires a full-time

Storekeeper

Experience of stock control essential.

Applicants must be mature and fit.

Further particulars may be obtained from **Thomas Richard**, Catering Dept.,

Tel. 0256 28525.

17

RESTAURANT STAFF
We currently have vacancies for
Breakfast Waiter/esses, Breakfast and
Lunch Waiter/esses, and Evening Dinner
Waiter/esses, for our Planters
Restaurant.

**FLOOR SERVICE
WAITER/ESS**

For our Breakfast Floor Service
operation.

**SEASONAL LUGGAGE
PORTER**

No experience is required, but pleasant.
Personality and a smart appearance is a
must.

TELEPHONISTS - P/T

To cover evenings and/or weekend
duties. Experience of PABX-3 an
advantage.

For further information contact:

Personnel, The Kennedy Hotel
Cardington Street
London NW1
Telephone: 387 4400

18

KENNEDY Hotel

NW1

Has the following Food & Beverage Vacancies

SOUS CHEF

Experience required with
City & Guilds or equivalent.

STOREMAN

Responsible to F&B Controller. Involves some
manual + figure work.

**BREAKFAST FLOOR SERVICE
SUPERVISOR**

Experience required with an ability to supervise

**BREAKFAST MANAGER/
SENIOR SUPERVISOR**

To run breakfast operation and assist Restaurant
Manager. Previous experience necessary.

P/T EVENING RESTAURANT CASHIER

4 evenings per week.

Contact

Food & Beverage Manager on

01 - 387 4400

HOTEL CORRESPONDENCE

1. Write the Italian translation for each of the following types of job

1. Commis chef
2. Chef cook
3. Floor housekeeper
4. Floor service waitress
5. Seasonal luggage porter
6. Sous chef
7. Linen keeper
8. Storekeeper
9. Storeman
10. Breakfast floor service supervisor

2. Give the English equivalents for these I adverts

The Royal George

mencari

BARMAN

Anak muda dan berpenampilan menarik.

Diutamakan memiliki pengalaman 2 tahun. Mampu bekerja dibawah tekanan, ketrampilan berkomunikasi, knowledge of English work.

Remunerasi dapat dinegosiasikan berdasarkan pengalaman.

Bagi yang berminat dimohon menghubungi Direktur Personalialia, The Royal George, Tay Street, Perth, Perthshire PH1 5LD.

TEL. 0738 24455

Direktur Personalialia

Kandidat yang kami cari harus memiliki wawasan ketrampilan, kemampuan berkomunikasi, selera humor, dan perilaku ritel.

It should also be able to assess the level of staff preparation and organize educational activities to increase its level of efficiency. Kami menawarkan gaji

£ 20,000 per-minggu

Ditambah lagi dengan berbagai benefit seperti: penginapan, makan, asuransi kesehatan, cuti tiga minggu, dan jaminan pensiun di hari tua

Jika anda yakin bahwa anda adalah orang yang tepat untuk menempati posisi ini, silahkan menghubungi:

Tel. 071 629 9400

PERSONIL UNTUK DAPUR DAN RESTORAN

Dicari untuk Grand Central Hotel mulai november mendatang. Dibutuhkan yang berpengalaman kerja, usia tidak lebih dari 30 tahun, menguasai bahasa Inggris dan Perancis, bersedia bekerja dengan waktu yang fleksibe.

Benefits meliputi akomodasi dan makan, satu hari libur dalam seminggu, seragam dan gaji

£200,00 per-minggu

Bila anda berminat, silahkan hubungi Kantor Personalia di **071 385 4455** untuk mengatur wawancara.

Letters of Application

A TYPICAL PROCEDURE OF STEPS TOWARDS A JOB Analysis of a possible situation

If you look for a clerical job, you may want to have a look at the vacancies column of a newspaper. In most cases, in fact, the starting point to look for a job is an advertisement.

Let's assume that you may be interested in obtaining the position of secretary at THE CONGRESS HOTEL. In such a case you write **an application letter** and send it to the Manager or person mentioned in the advert. If they find that your qualifications and skills meet their requirements, you may get a **favourable reply** (or letter arranging interview) and be asked to sit for an interview. Depending on the results of this personal contact, you might get a **letter of appointment**. If, instead, on the basis of your qualifications or of the interview outcome, they feel that you are unfit for the vacancy, then you will get an **unfavourable reply**.

COMMUNICATION FEATURES BETWEEN EMPLOYER AND APPLICANT

EMPLOYER

He places an **ADVERTISEMENT** in a newspaper

He may send a **FAVOURABLE REPLY** inviting the applicant to an interview.
He may decide for a **LETTER OF APPOINTMENT**

He may send an **UNFAVOURABLE REPLY**
To the applicant

APPLICANT

He sends an **APPLICATION** and a **CURRICULUM VITAE** to the employer

Essential points

A letter of application for a hotel job is just like a sales letter, that is a letter in which you try to sell your qualifications, your training and your experience. The general principles outlining the drafting of this letter lay emphasis on three essential points. You must:

- ◆ arouse the employer's interest in your qualifications;
- ◆ convince him by means of your past record and testimonials;
- ◆ persuade your prospective employer to grant you an interview and eventually give you the job.

Useful advice

Here are several further points to consider in connection with a job application letter solicited by a newspaper advertisement. Before writing an application you should:

- ◆ think of all the things that a prospective employer needs to know and remember to follow a logical sequence when exposing them;
- ◆ keep your application short and consistent with the information required;
- ◆ study the wording of the advertisement carefully because from it you may be able to judge much about the advertiser;
- ◆ read the requirements for the post closely and state clearly which you are able to fulfil;
- ◆ highlight skills, qualifications, experience and personal interests which you think may interest your prospective employer stressing the concept that the purpose of your letter is the success of the hotel, not merely your getting a job.

Letter pattern

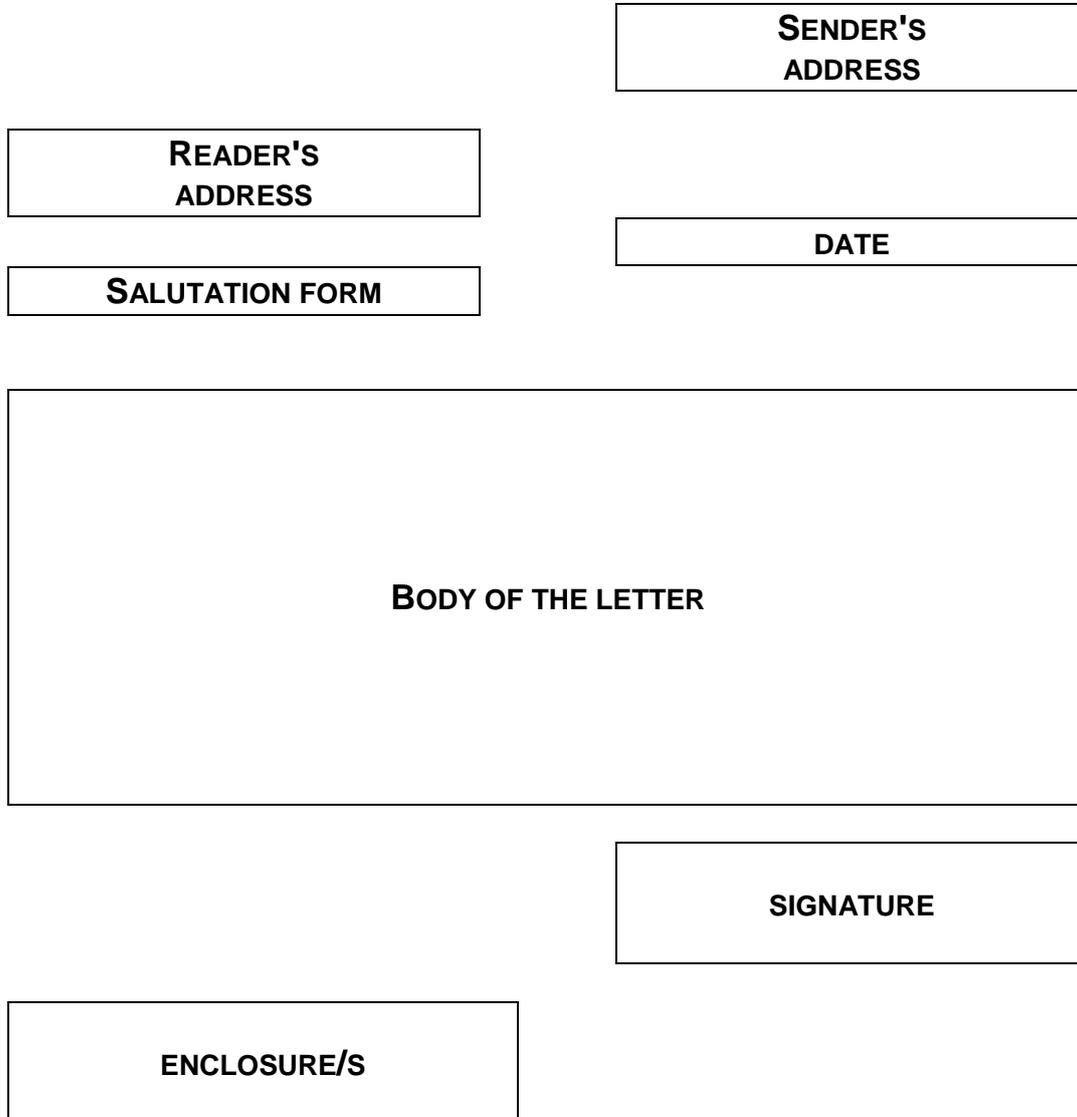
An application letter is commonly made up of three distinct parts:

- ◆ the introductory part in which you state source of information and reason for writing;
- ◆ the main body in which you refer to your education, qualifications and past experience. If you have been asked for a CV, you need not include such information in the letter: you just enclose your CV.
- ◆ the closing lines in which you express the hope or ask for an interview.

HOTEL CORRESPONDENCE

Here follows the layout of an application letter:

LAYOUT OF AN APPLICATION LETTER



HOTEL CORRESPONDENCE

EXAMPLE OF AN APPLICATION LETTER

20 East Street
Epson
Surrey KT17 1HR

20 East Street
Epson
Surrey KT17 1HR

Ms Joy Day
The Congress Hotel
Oxford OX1 1HR

Ms Joy Day
The Congress Hotel
Oxford OX1 1HR

Dear Ms Day,

With reference to your advertisement in The Oxford Times of today, I should like to apply for the post of Secretary.

I am 20 years old and single. Since 1990 I have been working as assistant secretary at the Hendon Hotel in Leeds. I have also attended a one-year course in WP and EDP.

I apply for this position because I feel that my co-operative and responsible attitude is suitable for the duties which the post involves.

For further information on my personality, please apply to the Manager of the Hendon Hotel.

I hope you will consider my application favourably and grant me a personal interview.

Yours sincerely

Robert Kent
Robert Kent

Encl. CV*

*Curriculum Vitae

Labels and arrows in the diagram point to: Sender's address, Reader's address, Salutation form, Date, Opening sentence, Body of the letter, Closing sentence, and Enclosure/s.

As we can see, an application letter in connection with an advert should contain:

- An opening sentence which refers to the advertisement concerned
- A description of the applicant's personal details such as age, marital status, education, qualifications and any job experience
- Any information about the applicant which may interest the employer
- References for further information
- The request for an interview

Practice

1. Complete the following sentences

1. I am writing with reference to your advertisement...
2. I am writing to apply for the vacancy of...
3. I wish to apply for...
4. I have learnt that there is a vacancy
5. I see from your advertisement in..... that you are looking for...
6. I have a good working knowledge of...
7. I graduated in 1985 from the University of...
8. I have been employed as...
9. The reason why I wish to leave my present position is that...
10. The enclosed curriculum vitae will give you details of...
11. I hope that you will grant me...
12. I hope you will consider my application favourably and...

2. Put the paragraphs of this application letter in order

- a. I am 24 years old and unmarried. For the past six years I have been working as Head Receptionist at The Court Hotel of Pembroke.
- b. Yours faithfully
- c. I would like to join a bigger concern in order to get more experience and responsibilities.
- d. I am writing to apply for the vacancy of Conference and Banqueting Manager advertised in today's issue of THE EVENING NEWS
- e. I enclose a curriculum vitae with extensive details regarding my education, qualifications, and job experience.
- f. Patricia Winter
- g. Dear Sir,
- h. Trusting that my application will be considered favourably, I should be glad if you could grant me the favour of an interview.

1	2	3	4	5	6	7	8

What is a Curriculum Vitae?

It's a kind of information chart about the applicant. The information includes personal details, educational background, qualifications, work experience, languages spoken, personal interests. Since it is a summary of one's career, it is called a *résumé* in the USA. This is a form of Curriculum Vitae:

CURRICULUM VITAE	
Surname
First name (s)
Data and place of birth
Nationality
Address
Telephone number
Sex & Marital status
Education
Qualifications
Languages
Work experience
Interests
References

Here is an advertisement published by THE SCOTSMAN:

HOTEL CORRESPONDENCE

Assistant Receptionist

is required for our Reception Dept. The position will lead quickly to a front office Manager's position. A good working knowledge of English and French is essential as well as some experience of computerized front office administration. Commencing salary will be according to age and experience.

Please apply in writing with full CV to Mr David Clarke, General Manager, Caledonian Hotel, Princess Street, Edinburgh EH11 2AB

This is a letter of application for the job of Assistant Receptionist advertised in THE SCOTSMAN. Reference to the advertisement is made in the opening sentence.

1

26 Park Lane
Canterbury
Kent CT1 1TU

15 December, 1993

Mr David Clarke
General Manager
Caledonian Hotel
Princes Street
Edinburgh EH11 2AB
Scotland

Dear Sir,

I am writing in reply to your advertisement in today's THE SCOTSMAN concerning the post of Assistant Receptionist. I enclose my curriculum vitae from which you can see details covering my education, qualifications and practical experience.

I believe I have the personal qualities to contribute to the prestige of the Caledonian Hotel.

If you consider that my experience and qualifications are suitable, I would be available for an interview at any time.

Yours faithfully

George Masters

Enclosure:1

HOTEL CORRESPONDENCE

Note:

We could use a subject heading to refer to the advertisement. In such a case the above letter could start like this:

Dear Sir,

Assistant Receptionist, The Scotsman, 15 December

It may interest you to consider my qualifications, as specified in the enclosed CV, for the above post.

.....
This is the applicant's curriculum vitae enclosed in letter 1:

CURRICULUM VITAE

Surname	Masters
First name (s)	George
Date and place of birth	9 February, 1971 - Canterbury
Nationality	British
Address	26 Park Lane, Canterbury Kent CT1 1TU
Telephone number	0227 - 509745
Sex & marital status	male / single
Education	Chaucer High School 1985- Kent Hotel School 1989-199
Qualifications	Five months' course on WP and French & German Courses taken Berlitz School.
Languages	English (mother tongue), French, C
Work experience	Trainee Receptionist at Park Ho London (1993-present)
Interests	Computer, sport, reading
References	Mr Peter Rye, Kent Hotel School, Canterb. Mr Ken Richmond, the Manager of Park Ho

HOTEL CORRESPONDENCE

What is a cover letter?

A cover letter is a business letter where you usually write personal information that can highlight your demand for the position you apply to. This is an example of an ad and relative cover letter drawn from www.cover-letter.co.uk:

<p>Daily News - Apr 17 2012 </p> <p>Sales Executive - Construction Sales Account Manager Basic Salary 25k-30k, OTE 35k-40k Location: Central London, covering South East England</p> <p>An outstanding opportunity has arisen for a Sales Executives to sell the company's high quality range of manufactured heavy plant machinery. As market leading distributors in this market, we are well placed to achieve 30% growth in sales this year, following an aggressive marketing campaign that is already resulting in increased enquiries from target client base.</p> <p>You will be working as part of a dedicated professional sales team, dealing with high level contacts in the construction industry as well as local authorities, civil engineering and road construction industries.</p> <p>Consequently, you will need to demonstrate a strong track record of success in selling high value products or services to this buyer profile. Candidates require excellent written and verbal communication skills together with the determination to succeed in a highly competitive sales environment. Please address all enquiries, quoting reference SE0406 to:</p> <p>Mr J Morgan HR Manager Any Company Any Town England AT1 1AT Telephone 0208 000 0000 Fax 0208 000 0001</p>	<p>Your Address Goes Here Home Telephone Mobile Telephone</p> <p>Mr J Morgan HR Manager Any Company Any Town England AT1 1AT</p> <p>Apr 17 2012 </p> <p>Sales Executive Vacancy Reference SE0406</p> <p>Dear Mr Morgan, I read your advertisement, as referenced above, in today's edition of the Daily News and would like to apply for the position.</p> <p>As you will see from my enclosed CV, I am currently employed in a similar position at XYZ company, selling specialist construction vehicles ranging from £75,000 to £700,000 in value to the same client group indicated in your advertisement.</p> <p>I have been with the company for three years and have thoroughly enjoyed my time there. However, as you might have read in the press, the business has been sold and this has caused me to consider my position. Your company appears to be proactive in its approach to marketing and I am excited at the prospect of working with a more dynamic, sales focused organisation.</p> <p>I live in the central London area and am happy to travel extensively, staying overnight if required to do so.</p> <p>If you feel that my application is suitable, I would be pleased to attend an interview with you at your convenience and with this in mind, I look forward to hearing from you shortly.</p> <p>Yours sincerely, Your Name Here</p>
---	--

HOTEL CORRESPONDENCE

Not all applications are in reply to advertisements. There are, of course, other methods of obtaining jobs. This is the case of the speculative applications, which are usually written without any reference to an ad. Applying for a job you are particularly interested may sometimes bring satisfactory results. Your application might coincide with a decision to increase staff, or there may be a vacancy to fill. The following could be an appropriate letter.

2

6 Market Road
Liverpool
L6 9LG

10 May, 1993

The Manager
The Imperial Hotel
North Promenade
Blackpool
Lancashire FY1 2HB

Dear Sir,

I write to enquire if you have an opening for a qualified 25-year aged Night Manager.

After leaving High School, I attended a three year course at the Hotel and Restaurant School of Swansea and have since covered the position of Head Receptionist at the Forte Crest of Belfast. Working in my present position I have had the possibility of getting a sound basic training in handling with clients, meeting their needs and taking on management responsibilities. I have also acquired a good working knowledge of Front Office cashiering operations as well as an excellent command of French and German languages.

I believe I have the necessary energy, enthusiasm and commitment this position demands. I feel also to possess communicative skills and the ability of co-ordinating services and motivating staff to a better performance.

If you think you may be interested in my services, I should be grateful if you would grant me an interview.

Yours faithfully,

Laura Williams

HOTEL CORRESPONDENCE

Practice

1. Supply appropriate information for the headings listed in the Curriculum Vitae

golf, tennis, cycling, travelling / a one year course on Desk Top Publishing and Word Processing / female / divorced / 0321 - 668421 / 155 Euston Road, London NW1 / British / Front Desk Cashier at The Swan Hotel, Bath / Carpenter / Leeds / Milton High School 1975-1979 / Alice / 15 February 1961 / Mr Cameron Douglas, The Swan Hotel, Bath / French, Spanish

CURRICULUM VITAE

Surname
First name
Date and place of birth
Nationality
Address
Telephone number
Sex and Marital status
Education
Qualifications
Languages
Work experience
Interests
References

HOTEL CORRESPONDENCE

2. Fill in the blanks supplying the appropriate missing words

extensive, skills, approach, Manager, granted, answer, issues, two years, below, reason, lead, courses.

Dear Sir,

In to your advertisement in today's issue of The Evening Standard, I give the particulars requested.

I am at present employed with Forte Hotels Plc where I cover the position of Deputy at the Post House Hotel of Cardiff. My only for wishing to make a change is that I may improve my position. For the last I have attended two evening on Hotel Law and Management. I believe I have organisational and communication, as well as the ability to and motivate human resources.

May I stress that I have also an knowledge of all hotel departments.

As to my personal qualities I am innovative, self-sufficient, confident, well organised and proactive in my to day to day

I hope that I may be an interview.

3. Write the questions to which these are the answers. The first is done for you:

Question: What's the applicant's nationality?

Answer: Italian

Q:.....

A.: Elisa Forte

Q:.....

A.: 9th September, 1967

Q:.....

A.: Siracusa

Q:.....

A.: Viale Teracati, 50

Q:.....

A.: married

HOTEL CORRESPONDENCE

Q:.....

A.: Accountant

Q:.....

A.:Istituto Tecnico Commerciale 'F.Insolera'

Q:.....

A.: English and German

Q:.....

A.: Receptionist / Cashier

Q:.....

A.: Forte Agip, Siracusa

Q:.....

A.: I lost my job owing to redundancy

Q:.....

A.: Music, sport, reading

4. Write a letter of application for the position of Hotel Financial Controller

HOTEL FINANCIAL CONTROLLER

for privately owned luxury 4 star Hotel in South Kensington.

Reporting to the General Manager, you must have sound Managerial & Controlling experience in all areas including Sales/Bought Ledger, Revenue Control, VAT & Payroll.

You must also be able to direct and coordinate the accounts team of three and implement thorough systems of control.

Please forward your curriculum vitae to:

Mr David Patterson
General Manager
Harrington Hall
5-25 Harrington Gardens
South Kensington SW7 4JW

SECRETARY

Ideal position for enthusiastic young person who can show initiative and has a sense of humour. Fluent English essential. Good administrative and word processing skills required. For further details contact:

Liz Jewer
Personnel and Training
Manager
The Kennedy Hotel. Tel: 387
- 4400

HOTEL CORRESPONDENCE

5. Write a letter of application for the position of Secretary advertised by The Kennedy Hotel

HOTEL CORRESPONDENCE

Application Forms

Application Forms may be used to apply for a position. Here follows an Application for Employment form Mr Aldous Miles has asked for and filled for the position of Credit Controller at The Kennedy Hotel of London.

<p style="text-align: center;">MOUNT CHARLOTTE THISTLE HOTELS Head Office 2 The Calls, Leeds LS2 7JU AN EQUAL OPPORTUNITIES COMPANY</p>	
<p>APPLICATION FOR EMPLOYMENT</p>	

Personal Information

LAST NAME (Mr., Mrs., Miss, Ms) *Aldous*

FIRST NAME *Miles*

ADDRESS ... *55, Christchurch Rd., Bournemouth BH1 3PA*

TELEPHONE: home *0202 751273* work

BIRTHDATE *09/09/67* ... BIRTHPLACE *Ely* NATIONALITY ... *British*

NATIONAL INSURANCE No. *75 24 55 64*

MARITAL STATUS single married divorced separated widowed

CHILDREN No. *no* AGES

ETHNIC ORIGIN white black African black Caribbean Asian Oriental

Education and Qualifications

Secondary and Further Education

NAME, TYPE AND LOCATION OF ESTABLISHMENT	FROM	TO	CERTIFICATES GAINED (PLEASE GIVE SUBJECTS AND GRADES)
<i>Kilburn Polytechnic</i>	<i>1980</i>	<i>1982</i>	<i>GCE O' level in:</i>
<i>London NW6</i>			<i>English Lang/Lit a. Economics</i>
<i>Waltham Forest Collage</i>	<i>1982</i>	<i>1983</i>	<i>GCE A' level in Law</i>
<i>Wolsey Hall Corras.</i>	<i>1983</i>	<i>1984</i>	<i>GCE A' level in English</i>

Other Qualifications (e.g. languages, skills etc., please give full details)

Wordprocessing Intermediate French Intermediate

Lotus 1 2 3 advanced

Job Information

What position are you applying for? *Credit Controller*

When would you be able to start work *Any time after March 20*

Salary range *£230.00 to £250.00 p.w.*

HOTEL CORRESPONDENCE

Employment History

Starting with your most recent job, please give your employment record over the last 3 years. If you have been unemployed at any time, please give the address of the Employment Service Agency which you attended.

FROM	TO	NAME AND ADDRESS OF EMPLOYER	YOUR POSITION AND DUTIES	YOUR FINAL SALARY
1991	1993	Norfolk Hotel	Accountant	£240.00 p.w.
1986	1990	British Telecom	Accountant	£220.00 p.w.
1985	1986	London Transport	Accountant	£200.00 p.w.

General Information

How did you learn of this vacancy? Through The Evening Standard

Have you worked for Mount Charlotte Thistle Hotels before? YES NO

Have you been convicted of a criminal offence? YES NO

Do you hold a valid driving licence? YES NO

Medical History

Are you receiving treatment for any medical condition? YES NO

Have you been ill for at least two days on more than 6 occasions during the last 12 months? YES NO

Have you been ill for more than 20 continuous days during the last 12 months? YES NO

Have you ever had a nervous breakdown? YES NO

Have you ever suffered or do you suffer from any of the following:
 Allergy, Epilepsy, Typhoid, Diabetes, Recurring Diarrhoea, Skin Disease, Ear Infection? YES NO

If yes, put a ring around the appropriate disease(s)

Do you smoke? YES NO

What is your height and weight? 6 ft 2 inches / 12 st 7 lbs

How would you describe your present state of health? Excellent

Who should be contacted in an emergency? John Miles 2 Blake St. Tel. 071. 63251

Signed: Aldous Miles Date: 7 March, 1994

For Office Use Only

Interviewer: Liz Jenner

Overall Impressions: Reliable. No objections to covering night shift
Self-confident, dynamic and organised personality

Position: Credit Controller Remuneration: £270.00 per week Live in/out:

Letter of Appointment

As a rule this is a simple straightforward letter confirming arrangements made at an interview. The following is an example of letter offering employment.

The Kennedy Hotel

Cardington Street, London NW1 2LP Tel: 071-387 4400 Telex: 28250 Fax: 071- 387 5122

15 March, 1994

Mr Aldous Miles
55 Christchurch Road
Bournemouth BH1 3PA

Dear Mr Miles,

Further to your recent interview with our Personnel and Training Manager Miss Liz Jewer and our telephone conversation of this morning I have pleasure in offering you the position of Credit Controller here at the Kennedy Hotel commencing on Monday, 21st March 1994.

You will be working a 5 day, 39 hour week Monday to Friday with the occasional week-end duty, and will be paid a gross weekly salary of £270.00 on a living-in basis.

Wages are paid on a weekly basis direct into a Bank / Building Society account so I would be grateful if you would bring in your details on commencement.

I would be grateful if you could just drop me a line to confirm your acceptance of the position.

I look forward to welcoming you to the Kennedy Hotel and hope that you will be happy working here and for Mount Charlotte/Thistle Hotels.

Yours sincerely,

Neil J. Bramigan

Neil J. Bramigan
GENERAL MANAGER

HOTEL CORRESPONDENCE

Letter of Acceptance

Dear Sir,

I am pleased to accept your offer for the position of Credit Controller at The Kennedy Hotel on the terms stated in your letter of 15 March 1994.

I confirm I can take up my duties on 21st March. The day before, I will report to the personnel office to fill out the necessary forms and to arrange for an orientation session.

I thank you again for giving me the opportunity of joining the Kennedy staff and assure you that I shall do everything I can to meet the standard of service you expect.

Yours faithfully,

Aldous Mile

Negative reply to Applicant

Dear Sir,

Thank you for your interest in the position of Assistant Restaurant Manager at The Victoria Hotel. I have carefully considered your application and the enclosed CV. I regret, however, to tell you that I do not feel you have the qualifications necessary to the role. As a matter of fact you have always carried out your work under supervision without ever taking on any responsibilities to fulfill a similar job.

I feel certain that you will find a position where you can use your talents and experience to good advantage.

Yours faithfully,

HOTEL CORRESPONDENCE

Language notes on education & further qualifications

In the British system of education

1. a degree is the academic title that you get when you have passed a University or Polytechnic course. A graduate is a person who holds a degree (a graduate in law, history / a law, history graduate)
2. a diploma is a qualification awarded by a University or more often by a College of higher education. A holder of a diploma or of a certificate (a 'graduate' in USA) is a person who has attended a technical college, a school of business, a college of commerce, etc.

a degree in Law, in Arts, in Foreign Languages, in Science, etc. / a diploma in accountancy, in agriculture, etc. / to be a qualified accountant (=essere diplomato in ragioneria) / I hold a diploma (=sono diplomato). / I hold a degree / I am graduate (=sono laureato) / I have a degree in law (=sono laureato in legge) / Do you hold a diploma or a degree? / Do you have a diploma in accountancy?

Practice

1. Play the role of the Interviewer and ask your partner appropriate questions according to the following list of items:

ITEMS	SUGGESTIONS
surname	
first name	
date of birth	
place of birth	
marital status	single, married, separated, divorced, widowed
nationality	
address	
telephone No.	
education	different schools, colleges and universities; Favourite subjects. Diplomas, degrees and paper qualifications
further qualifications	any other training the applicant may have on wordprocessing, management and administration, Windows 3.1 financial applications, Microsoft Excel, VAT & Payroll, EDP, etc.
languages spoken and degree of fluency	beginner, intermediate, advanced level. Working knowledge. Language skills: listening, speaking, writing, reading. Practical experience abroad.
job experience	office work, manual work, any previous hotel job
references	references from school or job environments
interests	social, cultural, sporting, recreational interests

HOTEL CORRESPONDENCE

2. Read the letter below and answer the questions

The Kennedy Hotel

Cardington Street, London NW1 2LP Tel: 071-387 4400 Telex: 28250 Fax: 071- 387 5122

10th November 1993

Miss Susan Spencer
c/o Westland Hotel
Bayswater Road
London W2

Dear Miss Spencer,

Further to your recent interview with our Assistant Front House Manager Miss Deirdre Reid I have pleasure in offering you the position of Shift Leader here at the Kennedy Hotel commencing on Monday, 22nd November 1993 at 10.00 a.m.

You will be working a 5 day, 39 hour week on a rota basis and will be paid a gross weekly salary of £134.55 on a living-in basis with the week-end bonus paid if worked as discussed at the interview.

Wages are paid on a weekly basis direct into a Bank/Building Society account and as it is Company policy to pay one week in hand you will receive your first payslip on Friday, 3rd December. I would be grateful if you could bring in your details on commencement.

The staff accommodation is situated at 64, Kings Cross Road. Your room will be serviced and ready to move into the week-end before so I would be grateful if you could give me a quick ring nearer the time to arrange for the collection of the keys.

I look forward to welcoming you to the Kennedy Hotel and hope that you will be happy working here and for Mount Charlotte/Thistle Hotels.

Yours sincerely,

Elizabeth Gladdy

Elizabeth Gladdy
PERSONNEL & TRAINING MANAGER

- a. What's the applicant's name?
- b. What's the position being offered?
- c. What date does Miss Spencer start working?
- d. Who was the hotel interviewer?
- e. How many days a week does Miss Spencer have to work?
- f. How much a week will she be paid?
- g. Will she be staying in or out of the hotel?
- h. Does she have to work on week-ends?
- i. Which day of the week is she paid?
- j. What's the method of payment?
- k. Does Miss Spencer sleep inside the hotel?
- l. Where is the staff accommodation?

Phraseology for Application Letters

Opening paragraphs referring to an advert:

With reference to your advert for an accountant, I should like to apply for this position

From your advert released in today's Trading Gazette I understand that there is a vacancy for an Assistant Manager in your building enterprise.

With reference to your advertisement for a secretary in today's The Oxford Times, I take the liberty of offering my services in said capacity.

I refer to your advert in The Economist of this week and should like to apply for the post of Chief Accountant.

I am writing in connection with the advertisement released in today's Daily Mirror for the post of a part-time Secretary in your trading organization.

I should like to apply for the position of Shorthand-Typist in your Abingdon office.

In connection with your advert released in this week's People, I should be grateful if you could send me an application form regarding your position of Production Engineer.

I am very much interested in your vacancy for Assistant Editor and should like to apply for it.

I should be glad if you would consider my application for the post of Showroom Receptionist you have advertised in British Trade of this week.

Your advertisement in today's Daily Telegraph for the position of Analyst / Programmer in your organization has aroused my interest.

I understand from the Trade Gazette of this week that you are planning to open a new branch in my town. As I think you will need office staff, I would be pleased to be considered for the position of analyst / programmer.

In reply to your advertisement in this week's People, I'm sending you herewith my curriculum vitae and some certificates of the educational courses I have attended.

Further to your advertisement in today's La Repubblica, I wish to apply for the post of Production Engineer.

Opening paragraphs in a speculative application:

I should be pleased to know if there is any vacancy for Lab Assistant in your firm.

I have learnt from Mr Anthony Masters, your agent in eastern Sicily, that you need a qualified correspondent with a good command of business English.

HOTEL CORRESPONDENCE

I wonder whether you have a vacancy in your trading organization for an experienced salesman.

I understand from Mr H.Lloyd, who is your sole agent in Wales, that there is a vacancy in your firm for the position of Graphic Designer.

I have been informed that you are looking for an Investment Consultant for the Middle East and take the liberty of offering you my services for the vacancy.

Having heard that you are going to expand your business in this area, I think you may need the services of a Financial Consultant who has been operating in this market for over twenty years.

I hope there is a vacancy in your organization where I could give full scope to my computer skills.

Phrases and Paragraphs referring to age, education, qualifications, a.s.o.:

I am 25 years old and unmarried

I am 25 years old and married

My age is 32 and am married with two children

I shall be 23 next month and have completed my military service

I am 20 and, after getting my diploma in 1990 with a good report, I served my apprenticeship with Messrs..

I am 25 years old, unmarried and got my BCS three years ago at the University of..

I was educated at...

I feel particularly qualified for..

I graduated in computer science at the University of..

I am fully conversant with export documentation

I am well acquainted with budget and cost control

My knowledge of English is above average

I am twenty-two, single and UK resident for the past two years.

I am 20 years old and live in Edinburgh where I have just finished a two-year course on international marketing strategies.

I am 18 and have finished my studies at the Istituto Tecnico Commerciale "F.Insolera" in Siracusa obtaining my Diploma in Accountancy and Computer studies with full marks.

I am 22 and single. I have got a Diploma in Accountancy and for the last two years I have been working as accountant with a local export firm gaining a good background in international trade.

I got my diploma in Accountancy in 1990 at the Istituto Tecnico Commerciale "....." in Bologna and have followed a training course which included two foreign languages (German and English), Lotus 123, a relational database and a word processing programme.

HOTEL CORRESPONDENCE

I am 27 years and married with one child. I got my accountant's diploma from the Technical Institute of Napoli where I have improved my professional skills both on account of a well qualified job and by attending evening training courses on aspects concerning with finance and small businesses management.

As regards my qualifications, I have got a Degree in Economics and five years of management experience in developing projects in the Middle East.

Paragraphs which may arouse the employer's interest:

I feel I have a particular bent towards this job and am sure that my knowledge of English and German would facilitate any foreign contacts required by the job itself.

The reason why I apply for this position is that I feel that my co-operative and responsible attitude is suitable for the duties which the post involves.

The reason why I apply for this position is that I feel I have a particular bent for this job on account of my co-operative and responsible attitude.

I am confident I can meet your requirements because I like a position which requires communication skills and love working on my own initiative.

I consider this an excellent opportunity to join an environment where my good standard of education allows me to give full scope to my dynamic and communicative personality.

On account of my extensive travelling throughout Europe, I got in touch with the leading European distributors and am thoroughly acquainted with Customs regulations in force and business prospects.

I believe that my knowledge of the market trends along with my experience in financial matters could be mutually advantageous.

As regards my qualifications, I have got a Degree in Economics and five years of management experience in developing projects in the Middle East.

On account of my qualifications and previous experience, the services I would offer include financial planning, budgeting, accounting and internal control functions.

I have a good knowledge of computerised accounts and a long experience of secretarial work.

Paragraphs used for supplying references:

References from my former employers are available on request.

The following people will be pleased to provide you with any information you may need as to my character and personality.

Mr John Stevens, my present employer, will be pleased to give you any information you may need on my ability and trustworthiness.

The following people agree to supply references for me.

Should you require any references about my working skills, please apply to my present employer.

HOTEL CORRESPONDENCE

My present employers are ready to supply references concerning my abilities and personality.

Should you need any additional information about my character and suitability for the job, please apply to the following people who are pleased to act as referees for me

The following people have allowed me to mention their names as referees.

For any information you may wish about my skills and personal qualities, please apply to ...

My former employers have agreed to act as referees and would be pleased to provide any information on demand.

Paragraphs used for requesting a personal interview and closing the letter:

I should be pleased to come for an interview at your convenience (when it is convenient for you)

I hope that both my education and previous experience in this kind of work may help you to consider my application favourably.

If you find that my qualifications meet your requirements, I should be pleased to be called for an interview.

I hope you will find my qualifications suitable for the job and call me for a personal interview.

I enclose a detailed CV and trust you will consider my application favourably.

If you find my qualifications suitable, I hope you will give my application favourable consideration.

I hope you will consider my application favourably and give me the opportunity of an interview.

Should you require any further information, I would be pleased to come for an interview.

I should be very grateful if you could grant me an interview.

Should you need additional information, would you mind granting me a personal interview?

I shall be pleased to provide any further information you may require and hope I may be granted an interview.

Language Notes

I understand you are seeking an employee
I have been given your address by..
I think I have the qualifications you require
I am acquainted with..
I feel I have..
I feel I am the right person you need

I am sure I can fill the position to your
complete satisfaction
I am interested in filling the position of..
As you can see from the enclosed CV
to be conversant with..
to apply for a job
to apply for the position of...
to graduate
to get a degree
to get / to obtain a diploma from
with full marks
to attend / take / hold a course
to make arrangements
to grant the favour of..

So che cercate un impiegato
il vostro indirizzo mi è stato dato da..
Credo di avere i requisiti che richiedete
sono al corrente di..
ritengo di avere
ritengo di essere la persona giusta che vi
occorre
Sono certo di poter coprire il posto con
vostra piena soddisfazione
Sono interessato a coprire il posto di..
come potete vedere dall'accluso CV
essere pratico di
fare domanda per un lavoro
fare domanda per il posto di...
laurearsi / diplomarsi (in USA)
ottenere una laurea
diplomarsi presso
a pieni voti
frequentare un corso
prendere accordi
concedere il favore di..

Adverts and Applications

1

ADVERTISEMENT

UNIVERSITY OF OXFORD

Institute of Economics and Statistics

RESEARCH ASSISTANT

A research assistant is sought for an 18 month UNO-funded project on financing of Japanese industry. The applicant is required to have a Degree in Economics, will ideally be proficient in Japanese, possess computing skills and have knowledge of industrial policy and strategic management.

The salary is experience related beginning at £15,800. Applications with names of two referees to Mr Alan Scott, Institute of Economics and Statistics, St Cross Building, Manor Road, Oxford OX1 3UL, by 1 October 1990.

Application Letter

43 London Wall
London EC2M 5TB

June 5th, 1990

Mr Alan Scott
Institute of Economics and Statistics
St Cross Building
Manor Road
Oxford OX1 3UL

Dear Sir,

Referring to your advertisement in "The Oxford Times" of today, I apply for the post of research assistant.

I am 25 years old and not married. After getting a degree in Economics in 1988 from the University of Rome, I attended an MBA one-year intensive course at the European University at Antwerp, Belgium, with a programme focusing on business management and information systems. In October 1989 I started a 9-month language and business seminar at the Scottish Centre for Japanese Studies, followed by a 3-month stage of language, business and cultural study at the Graduate School of Policy Science, Saitoma University, Japan. This stage has provided me with the language and business skills necessary to operate in the Japanese business world.

I consider this an excellent opportunity to join an environment where my good standard of education allows me to give full scope to my dynamic and communicative personality.

The following people have agreed to provide references:

Mr David Lewis, Studies Co-ordinator, European University, Antwerp

Mr M.J.Pearson, Director of the Scottish Centre for Japanese Studies, Glasgow

I trust that my qualifications meet your requirements and hope you will call me for an interview.

Yours faithfully
William Brunel

ADVERTISEMENT

ARMSTRONG STAFF BUREAU

EXECUTIVE PA

Our client, a very substantial name in the world of Electronics, requires a resourceful PA with the confidence and presence to deal at the highest levels. Maturity and sound administrative experience are needed to handle this important and sometimes pressurised role. It is envisaged that together with sound commercial experience you will have a good educational background, possibly to degree level, and a working knowledge of a second European language (preferably German). Career prospects are good and salary will depend on the age and expertise of the applicants. Please send applications to:

ARMSTRONG STAFF BUREAU,
8a Market Square, Witney. - Tel. 3404

Application Letter

18 Station Hill
Reading

April 10th, 1990

Messrs

ARMSTRONG STAFF BUREAU,
8a Market Square
Witney.

Dear Sirs,

I refer to your advert in The Economist of this week and should like to apply for the post of Executive PA. I am 25 years old. I graduated in Science Communication at the Imperial College, London, and, in order to acquire a commercial education, I have also followed a University research seminar on market analysis with particular emphasis on the needs of industry and commerce.

I have got a good command of German and French and have spent several months both in France and Germany to improve my accent as well as my listening and speaking skills. While in Germany I have also attended a short intensive course on PC-based business packages.

The qualifications I have, together with my imagination, initiative and enthusiasm as well as the ability to organize and to work under pressure, allow me to perform the duties this demanding position involves. Equally important are my good interpersonal and communications skills and the potential for broader responsibility.

I enclose copies of my educational qualifications and hope you give me the opportunity of an interview.

Yours faithfully,
Henry Wilson

ADVERTISEMENT

ACCOUNTANT

We are a rapidly expanding group of Furniture Manufacturing companies with a major new factory in Bicester. We are seeking an enthusiastic Accountant who will be responsible to the Group Financial Director also based at Bicester, to take charge of our computerised Accounts Department.

The job will entail taking responsibility for day to day running of the Accounts Department and developing working systems, designed to control all activities of our business. The vacancy has arisen because of the continued expansion of both our factory at Bicester and our Group.

Please apply in writing to S.J.Fox, Group Financial Director, WILLIAM BARRET LTD, Launton Road, Bicester.

Application Letter

19 St Mary's Street
Wallingford, Oxon
OX10 0EW

August 15, 1991

Mr S.J.Fox
Group Financial Director
WILLIAM BARRET LTD
Launton Road
Bicester

Dear Sir,

With reference to your advert released in today's British Trade I should be grateful if you would consider my application for the post of Accountant.

I am 22 and single. After getting my diploma in Accountancy in 1988 with a good report, I followed a one-year training course in computer business software. I am well acquainted with WP, Lotus 123, Relational Data Base and Harward Presentation Graphics.

For the last two years I have been working as accountant with Messrs Cole & Brady, a local export firm, gaining a good background in international trade. This experience has made me fully conversant with Customs formalities and export documentation.

The reason why I apply for this position is that I consider this an excellent opportunity to join a Group where I could have better career prospects and give full scope to my dynamic personality.

If you feel that my qualifications meet with your requirements, I hope you will call me for an interview.

Yours faithfully
Thomas Grant

HOTEL CORRESPONDENCE

FAVOURABLE REPLIES TO APPLICATIONS

1

M I D L A N D T R A V E L S

8 Butcher Road, Banbury

Miss Mary Jones
34, Beach Road
Eastbourne
Surrey BN22 7EY

15th April, 1990

Dear Miss Jones,

We refer to your application for the post of Travel Consultant and think that your qualifications meet our requirements.

We are pleased therefore to call on us for an interview next Friday at 9 a.m. If you should be unable to attend for the date and time suggested, will you please let us know so that we can arrange another date.

Yours sincerely
William Barret
Staff Manager

2

T H E C O N G R E S S H O T E L

Park End Street - Oxford OX1 1HR

Mr Robert Kent
20 East Street
Epson
Surrey KT17 1HR

May 15th, 1991

Dear Mr Kent,

Thank you for your application of May 5th. We are pleased to inform you that we have found your qualifications suitable for our vacancy and would like you to call at our offices on May 25 next at 10 a.m. for an interview and a practical WP test.

If you are unable to attend for the day and time suggested, please contact us to arrange another date.

Yours sincerely
Joy Day
Personnel Manager

HOTEL CORRESPONDENCE

LETTERS OF APPOINTMENT

1

M I D L A N D T R A V E L S
8 Butcher Road, Banbury

Miss Mary Jones
34, Beach Road
Eastbourne
Surrey BN22 7EY

5th May, 1990

Dear Miss Jones,

Following your interview last week I have the pleasure of offering you hereby the post of Travel Consultant in our Travel Agency based at Marston.

The starting salary is £15,500 a year, rising by annual increments of £500 to £18,000. You are entitled to four weeks' paid holiday a year and sick leave. Office hours are 9.0 am to 5.30 pm, with an hour break for lunch. As outlined at the interview, the appointment may be terminated by two months' notice in writing at any time on either side.

I should be glad if you could begin working on May 15 next. Looking forward to the pleasure of having your assistance,

Yours sincerely
William Barret
Staff Manager

2

T H E C O N G R E S S H O T E L
Park End Street - Oxford OX1 1HR

Mr Robert Kent
20 East Street
Epson
Surrey KT17 1HR

June 15th, 1991

Dear Mr Kent,

We have great pleasure in informing you that the post of Secretary has been awarded to you. In accordance with the arrangements made at the interview, this appointment carries a starting salary of £16,000 a year, with annual increments depending on your efforts and ability.

Your duties will begin on 1st July next and you will start working under the direction of the hotel Manager. Please let us have a confirmation of your acceptance by return of mail.

Yours sincerely
Joy Day

HOTEL CORRESPONDENCE

UNFAVOURABLE REPLIES TO APPLICATIONS

1

March 3rd, 1991

Dear Sir,

Thank you for your application which we have carefully considered, but we regret having to inform you that our vacancy for an accountant has already been filled.

Yours sincerely,

Ken Brown

Personnel Manager

2

5 April, 1991

Dear Madam,

With reference to your application of 5 March last for the position of Secretary / PA, we deeply regret to inform you that we found your qualifications unsuitable for the above job.

Yours sincerely

Brian Kellog

Secretary

3

June 21st, 1991

Mr Richard Benton
25, Dover Street
London, EC2

Dear Sir,

Thank you for your letter of 2nd last applying for the post of Research Assistant in our organization. We have carefully considered your application but, on account of more suitable qualifications, we have decided to award the position to another applicant.

We are however favourably impressed by your qualifications and have filed your application. Should a future vacancy arise in which we think you would be better suited, we will not fail to let you know.

Yours truly

Norman Steinmetz
Director