* Writing

Writing a reply to a written reservation request: Conflrming a Reservation

1. The following extracts are from two difierent letters. One is a letter making a reservation; the other is a letter of conflrmation. Put the extracts in the right order to produce two correct letters.

Letter of reservation

e

Letter of confirmation

* Yours faithfully Susan Peacock Secretary
* I look forward to receiving your conflrmation.
* I would like to reserve four single rooms from 19th to 24th November for four of our managers.
* We look forward to receiving our guests.
* Dear Sir/Madam
* Thank you for your letter of 16th September. We are very pleased that you have chosen to use our hotel for your four managers who will be in Perth from 19th to 24th November.
* The rooms should be booked in the names of Bill Franks, Mary Black, Erik Petersson and Ann Jones.
* Could you please inform me of your rates and whether you ofier discounts for company bookings.
* I would like to conflrm your reservation for four single rooms for these dates. We are happy to be able to ofier you our corporate rates, details of which are enclosed.
* Yours sincerely, Peter Black Reservations Clerk
* Dear Ms Peacock

21

NOTE: If a letter begins *Dear Sir / Madam* it should end with *Yours faithfully.* You end the letter with *Yours sincerely* when the person is named in the greeting, e.g.: *Dear Ms Peacock.*

A less formal way to end a letter or e-mail is *Best wishes.*

1. Read the following fax message

FAX MESSAGE

Date:

From:

To:

Attention:

No. of pages:

31st April 2010

Peter Jones

Grand Hotel

Reservations

1

Could you please reserve a double room with bath and shower for Mr and Mrs Jones? They will be arriving on 18th May and staying for 5 nights. They are departing on the morning of 23rd May. My parents are an elderly couple, so could you please allocate the room on the lower °oors? Please conflrm availability and send details of payment.

Regards.

Peter Jones

A Complete the chart with the facts from the fax message.

Name of guest(s)

Number of guest(s)

Room(s) required

Dates

Special requests

* Write a reply to the reservation by fax. Use the following standard phrases:

Thank you for your fax of *: : :* (date)

We are pleased to conflrm your reservation as follows:

Room type:

Arrival:

Departure:

Room rate: *: : :* per night / person, including bufiet style / continental breakfast

* *: :* per night including half boardYour conflrmation number is *: : :*

We look forward to welcoming *: : :* (whom) on *: : :* (date).

22

Kind regards,

. . . (name and surname of the reservation agent)

RESERVATION CONFIRMATION

Date:

From:

To:

Attention:

No. of pages:

3. Complete the following letter using the words given in the box.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  |  | acceptable | guarantee booked reply accommodation available | | | |  |
|  |  | regret |  |  |  |  |  |
|  |  |  | |  |  |  |  |
| Dear Mrs Blackpool, | | | | | | | |
| In |  | |  |  | to your letter of the 9th July, for which we thank you, we | | |
|  |  |  |  | to say that we are unable to ofier you | |  | |

in this hotel during the flrst fortnight of August, as all our rooms have been for the o–cial delegates of the Arts Congress, which is to be

held during the above-mentioned period.

There are still several rooms at the Eden Hotel. The terms

at the Eden are slightly lower than at the Grand, but we ofier interchangeable lunch and dinner vouchers, making it possible for you to dine, once a day, at the Grand Hotel open-air restaurant.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| If this is |  |  | may we ask you to book as soon as possible, as it | |
| is impossible to | |  |  | accommodation after the 22nd July. |

We enclose a booklet and tarifi of the Eden Hotel.

Yours faithfully,

*: : :*

Key:

Ex. 1, p. 16: 1b, 2h, 3i, 4c, 5e, 6a, 7g, 8d, 9f