

Unit 3 | Making arrangements

A | Making restaurant reservations

1

Correction

1. true
2. false Keira works for Connor Building Products.
3. true
4. false He will be having dinner with four important customers.
5. false The bay window has a nice view of the river.
6. true
7. false
8. true Dinner will start at 7.30 pm

B | Welcoming visitors

- Neil Rogers:** Good morning, I have an **appointment** with Sandra Stolte.
- Secretary:** Good morning. You must be Mr Rogers. Frau Stolte will **be with you** in a moment. She's **just finishing** a phone call.
- Neil Rogers:** Thank you.
- Secretary:** Would you **please come this way** to our conference room. How was your flight to Berlin?
- Neil Rogers:** The flight itself was fine, but there was an **hour's delay**. Fortunately, I arrived last night, so I didn't have to rush things this morning.
- Secretary:** **How long** will you be staying here?
- Neil Rogers:** **I'm afraid** I have to return to Manchester this afternoon which means sadly I won't **be seeing a lot** of Berlin.
- Secretary:** Oh, what a pity. There's so much to see here. **Here we are**. May I take your coat?
- Neil Rogers:** Oh, yes, please.
- Secretary:** **Would you like** some coffee or tea?
- Neil Rogers:** Thank you. Coffee would be great, with **a little cream**, please, no sugar.
- Secretary:** **I'll be along** in a couple of minutes. Ah, Frau Stolte. **This is** Neil Rogers.
- Sandra Stolte:** Hello Mr Rogers. I'm Sandra Stolte. **Very pleased to meet you**. Sorry to **keep you** waiting. Do have a seat.

C | Making hotel reservations

2

From: AngelaSperber@IVETAG... .de To: women-on-the-board@royalplazabristol... .com Cc: Sent: Subject: Room reservation Attachment:
<p>Dear Sir or Madam,</p> <p>Would you please reserve a single non-smoking room for Ms Susanne Montanus who will be staying for three nights from 15 to 17 June. Ms Montanus qualifies for the special discounted room rate of £170 per night, since she will be attending the “Women on the Board Conference”. She is booked on flight no. BA739 arriving in Bristol at 9.30 pm. I look forward to receiving your confirmation.</p> <p>Yours sincerely Angela Sperber IVET AG</p>

D | Enquiries on the internet

Enquiry Form	
If you would like to make an enquiry or booking, please complete the following form.	
Please choose	Enquiry <input checked="" type="checkbox"/> Booking <input type="checkbox"/>
Name	Kate Paxton
Company	Sports Unlimited
Address	76 The Mall Stratford
Postcode	E15 1XD
Phone	020 8226 3112...
E-Mail	kpaxton@spul.co... .uk
Item required	Clown Bouncer
Second item	Mega 4-in-a-Line
Third item	
Fourth item	
Delivery required	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Staffing required	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Booking date(s)	4 September 201_
Occasion	Stratford Town Festival
Any additional comments or questions you may have	
<input type="button" value="Send enquiry"/>	