

## Module 4

### Correspondence in catering

#### A Different types of business correspondence

**1**

1. enquiry, 2. offer, 3. confirming a reservation, 4. complaint, 5. apology, 6. apology, 7. offer, 8. apology

**2**

10	We look forward to welcoming you to our hotel.	6	We are pleased to confirm your reservation from 25 June to 5 July.
3	Subject: Room reservation	12	Michaela Wesemann
8	one double room for € 99 per night and person.	14	Hotel Steigenberger Hof, Bonn
9	The room includes a whirlpool and a balcony.	13	Receptionist and reservations clerk
11	Yours sincerely,	1	To: pamela.wilson@supermail.com
2	From: steigenberger_hof@hotel.com	5	Thank you very much for your call.
7	According to your wishes we have reserved:	4	Dear Mrs Wilson,

**3**

From: steigenberger\_hof@hotel.com  
 To: m.boswell@supermail.com  
 Subject: Hotel room confirmation

Dear Mr Boswell,  
 Thank you very much for the room reservation that you made by phone yesterday.  
 We are pleased to confirm your reservation as follows: one double room for you, your wife and your baby from 12 July to 20 July. The price per night and person is € 88, including breakfast. Your baby's stay is free of charge. Your room is equipped with a minibar, internet access, TV and a bathroom with separate toilet.  
 We are looking forward to welcoming you at our hotel.

(your name)  
 Reservations clerk  
 Hotel Steigenberger Hof, Bonn

#### B Writing a letter of complaint and apology

**1**

English	English
1. at your expense	5. to handle
2. to forward	6. referring to
3. in due course	7. replacement delivery
4. to pay the costs incurred	8. to regret to report

**2**

1 February 20..

John Green  
 41 Gilbert Road  
 York  
 EH57 4JK  
 GREAT BRITAIN

Dear Mr Green

**Subject: Your complaint**

Thank you very much for your call of 31 January 20..

We are sorry to hear that you were dissatisfied with your recent stay at our hotel. You complained about noisy hotel guests next to your room for two nights and that there was no shower gel in your room. In addition you reported that the waitress in the restaurant was unfriendly and the food cold.

Please accept our sincere apologies for this. As compensation we would like to offer you a voucher for a weekend stay with full board free of charge at our hotel.

We are always seeking to serve our guests as perfectly as possible. We would like to ask you to give us a second chance to prove that we do our best to satisfy our guests.

We are looking forward to hearing from you soon in this matter.

Yours sincerely,

(your name)

Reservations clerk  
 Hotel Steigenberger Hof, Bonn

**3**

1. being, 2. staying, 3. to help, 4. working, 5. to call, 6. to hearing

#### C Applying for a job

**1**

(1) position, (2) training, (3) dishes, (4) quality, (5) apprenticeship, (6) prospects, (7) enclose, (8) references

**2**

Individuelle Lösungen.