Correspondence

Listening Customer messages

Listen to five voicemails. What does each caller want?

- **To change a booking**
- **To reserve an ensuite twin room**
- **To book a table**
- **Information about special events**
- **To check her booking**

Caller 1: .....
Caller 2: .....
Caller 3: .....
Caller 4: .....
Caller 5: .....

**4** Put the parts of the email in the correct order.

a ☐ We also confirm your table reservation for 4 on Saturday 21 June at 8.30 p.m.

b ☐ Benito Peres
Reservations

c ☐ Dear Mr Schmidt

d ☐ We have reserved two parking spaces for you in our basement car park as requested.

e ☐ We are pleased to confirm your reservation for 2 double rooms from 18 June to 22 June.

f ☐ Thank you for your email.

g [1] To: Mr J Schmidt

h ☐ With best wishes

i ☐ We look forward to seeing you on 18 June.

j ☐ Subject: Confirmation of booking

LIVEWORKSHEETS

**6** **More words to use** Match the abbreviations 1–10 with their meanings a–j.

| | | | | |
|---|---|---|---|---|
| 1 | [g] | asap | a | regarding |
| 2 | [ ] | encs | b | street |
| 3 | [ ] | incl | c | copy to |
| 4 | [ ] | no | d | per proxy (signed instead of somebody) |
| 5 | [ ] | plc | e | number |
| 6 | [ ] | pp | f | documents enclosed |
| 7 | [ ] | re | g | as soon as possible |
| 8 | [ ] | rd | h | public limited company |
| 9 | [ ] | st | i | included |
| 10 | [ ] | cc | j | road |

LIVEWORKSHEETS