

COMMUNICATING BY EMAIL

1. Find the correct order of the sentences and phrases to create an email to a customer about booking details.

With reference to your previous email, I am pleased to inform you that ...

I will forward your request to the booking agent.

I look forward to helping you plan your trip.

Some of the features of the package include ...

Please feel free to email me if you have any other questions or need any additional information.

Thank you for your inquiry regarding travel packages.

The price of the package holiday is ...

Dear Mr. Smith,

If you would like to book this holiday, please contact me at your earliest convenience.

Sincerely, ...

I have attached a brochure detailing...

2. Fill the gaps in the sentences with the words given.

contact inquiry regarding book request convenience detailing reference attached

1. I will forward your to a booking agent.

2. I have a brochure our best package.

3. Thank you for your travel packages to Rome.

4. If you would like to this holiday, please feel free tome at your earliest

5. Please put the number in the subject line of your email.