

Document 10a:

Yet another change....

Alicante
Fax 0034 96 592 6542
1 pages

Re: Group

Dear Marisa,

Due to the heavy rain in Spain, please turn the program round, so that the conference takes place on Saturday Nov 7th and the testing on Nov, 8th.

The other points of the program (Dinners) remain unchanged.

Kind regards

Wilhelm Schuhmacher

I. Answer the following questions:

1. On receiving this fax, what should the travel agent do?
2. Find any style, grammar or spelling mistakes in the text. From those, decide if they just indicate poor grammar, or there are cases in which the message is simply not understandable.

Document 10b:

And something sent...

Viajes Maripepa
Att. Luisa Martínez
Pintor Aparacio
E-03003 Alicante

Frankfurt, 22.10.2005

Dear Luisa,

Enclosed please find 2 Logos, which the person who picks up the groups at the airport should hold clearly visible in their hands, for the groups participants to find them.

This is specially important for the group arriving from Paderborn since they will have no Tour conductor with them.

Kind regards

Wilhelm Schuhmacher

I. Answer the following questions:

1. How many pages did this fax have (at least)?
2. Out of the two logos, which one is most important and why?
3. Find any style, grammar or spelling mistakes in the text. From those, decide if they just indicate poor grammar, or there are cases in which the message is simply not understandable.

Document 10c:

A bread-and-butter letter... and that's it!

Dear Luisa,

Thank you very much for the fine organization of the above incentive. Everything went very well, after all due to your fine flexibility in changing the program even at last minute notice.

Please advise if there are any outstanding amounts to be paid, since I want to close the file.

Kind regards

Wilhelm Schuhmacher

I. Answer the following questions:

1. Are there any more services required from the travel agency?
2. Is the customer happy? Why?
3. Find any style, grammar or spelling mistakes in the text. From those, decide if they just indicate poor grammar, or there are cases in which the message is simply not understandable.