

**Document 4:**

You sent the customers the brochures... and the morning after this fax message lands on your desk.

Dear Luisa,

We have received the brochures from the hotel and I am concerned that the hotel is of good quality, it does not look too good from the brochures.

Our client is in the same opinion and is prepared to spend more money for a better hotel. Please bear in mind that this is an incentive tour for the best automobile dealers in Germany.

Please advise about our concern. If you can rely recommend the hotel.

Kind regards

Wilhelm Schumacher

I. Answer the following questions:

1. Why are they not happy with the hotel?
2. What kind of action would they like you to take?
3. What is being suggested here?
4. 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.

II. Write a similar message, in which the customers say that what they wanted was a swimming pool and to be close to the beach. Say that you are worried, and that money is certainly not a problem.