

## INTERNET, MEMO & BUSINESS LETTER

### Scenario

You work for ACME TOOLS LTD, 45 Kensington Street, London W1 5BR

Mr John James who is a vice-president of the firm has asked you to make the necessary travel arrangements for his forthcoming visit to New York.

He wishes to leave London on the last Monday of next month and get to New York by 18:00 at the latest. He will return one week later.

He has asked you to book him into the New Yorker Hotel in Manhattan.



- 1) Use the Internet to find the flight details with British Airways.
- 2) Also search for details of The New Yorker Hotel. Mr James wants to stay in one of the Tower Suites for business travellers, what is the nightly rate for these rooms?
- 3) Prepare a memo to Mr James informing him of the details for his trip and the accommodation.
- 4) Prepare a business letter for Mr James to sign. The letter should be addressed to the hotel and include:
  - a) the correct layout for a business letter with fully blocked style and open punctuation;
  - b) confirmation of the hotel booking for six nights in a Tower Suite at the relevant rate per night;
  - c) a suitable closing paragraph.