

MEMORANDUM

To: Your name (Personal Assistant)

From: Gary Martin (Managing Director)

Date: Today's date

Re: Miami Conference 18th – 20th next month

I have to be in Miami for a business conference on the dates above.

I want you to book me a flight with Delta Airlines on the 17th, returning exactly one week later.

I think the flight is out of Gatwick.

Depending on the departure time, can you check the trains from home to London Gatwick and see if it is feasible for me to travel from home on 17th?

If not, can you find a hotel near Gatwick Airport for me?

The conference is being held in the Sofitel, one of the airport hotels in Miami, so can you book me into any 4 star that's near the airport.

I'll also need to hire a car while I'm over there. I usually rent with Alamo. Can you check the details for me – I usually book midsize?

The websites that you may find useful are:-

Rail: www.railtrack.co.uk

UK Hotels: www.a2btravel.co.uk

Air: www.ebookers.co.uk

Hotels: www.hoteldiscount.com

US car hire: www.alamo.com

Notes for you to follow:

1. Find air travel details (15 minutes)
2. Check rail times to accommodate these – don't forget return journey (10 minutes)
3. Check Gatwick hotel (if necessary 10 minutes)
4. Check car hire (10 minutes)
5. Check Miami hotel (10 minutes)
6. Collate all info and leave computer to compose your reply (15 minutes)
7. Type up and print out memo containing the details I asked for (10 minutes)

Total time allowed for this exercise: 80 minutes