

Name _____ Date _____



You work for Sunset Travel Agent. One of your daily tasks is to answer customer enquiries.

Tasks

- You will need a copy of the emails and an information sheet (page 2-3)
- You will need to use the internet for Task 3.
- Please send a copy of all your emails to your tutor.
- Remember to do a spell check before clicking **send**.

You have received three emails.

Read each one and send a REPLY.

Remember to include the name of the customer and the information required.

Name _____ Date _____

Emails

Task 1

Dear Sir/Madam,

Please can you book an appointment with one of your travel consultants for Friday and email the details? Thank you.

From Mrs Smith

Task 2

Dear Sir/Madam,

Please can you email me the total cost of how much I would need to pay to take one bag on a flight with Sunset Air? I am booked on a return flight to Scotland.

Thanks

Maggie O'Brien

Task3

Dear Sir/Madam,

I am thinking of surprising my wife by booking a holiday to Grenada for two weeks. My friend told me you were the best at finding the cheapest priced flights. Please can you email me the cost of the cheapest flight and the name of the airline to Grenada? I would like fly out as soon as possible.

Regards, Mark Howard

Email scenario – Sunset Travel Agent



Notes _____ Date _____

Information Sheet

Appointment diary for Sunset travel consultants

Sunset Travel Agent				Day: Friday
	Jack		Mark	Kerry
9am			Jo, Jerry, Paul	Robert
10am			Noddy	Sharon
11am			Peter	Mark
12pm			Isaac Newton	India
1pm	Gerry		Albert Einstein	Rita
2pm	Katie & Michael		Benjamin Franklin	
3pm	Ola & Margaret		Charles Windsor	
4pm	Betty & Jo		Camilla Parker	
5pm	Jane & Emma			
6pm				
7pm				
Closed				

SUNSET AIR BAGGAGE FEES	Cost
One Bag – Per bag / Per One Way Flight <i>(a return flight would be double the price)</i>	£10
2nd & 3rd Bag – Per bag / Per One Way Flight	£20

Email scenario – Sunset Travel Agent



Notes _____ Date _____

Extension Task

Compose and send three emails answering the following customer questions.

You will need to log onto the following website to research your answers:

www.ryanair.com/en/questions/baggage

Dear Sir or Madam,

Please could you tell me if it is possible to bring a parachute?

Faithfully

Miss B Highlyfly

Dear Sir or Madam,

Can I check-in a musical instrument or purchase an extra seat to carry it in the cabin?

I look forward to your reply,

Mr B Trombone

Dear Sir or Madam,

My suitcase has been damaged it was brand new and cost me £75. What do I need to do to make a baggage claim?

Yours faithfully

Mrs S Boney