

DAY 1 – BACK OFFICE 1

Instructions

You received this email for our manager.

You have 120 minutes.

Internet is allowed.

Complete the document online and save it on your USB key and on the computer.

Name of files : Backoffice Name of competitor

Subject : Tasks of the day

Date : Thursday 14 September at 8:00

From : Hotel manager Maksym

To : Competitor

Good morning,

I hope you are in a good mood today.

I'm at the management meeting this morning.

We received a group request if you have time to process it.

Martha, the team leader, is off this morning.

The Shannon couple, room 302, on their honeymoon want a two-day program to discover the island, they are very sporty.

I'll let you deal with VIP day arrivals. As you can see, Mr Bart, one of our most loyal customers, is arriving this evening. I didn't have time to write him a greeting before leaving. As you know him well, could you write him a kind word of welcome?

Don't forget at 4:30 p.m., there is the training for the team.

Thanks for your help, see you very soon.

Best regards.

Maksym

GROUP REQUEST

Maud WHITTLE

Production manager

20 Rue Saint-Georges, 75009 Paris

Maud.whittle@fredfarid.com

[FRED & FARID](#)



FRED & FARID®
group

Good morning,

We would like to organize a team cohesion stay within your establishment.

Our communication agency has offices all over the world. Our employees come from Los Angeles, New York, Paris and Shanghai. We are going to celebrate the 10 years of the company, that's why you will find below our request.

- **Rooms: 30 managers in single use.**
- **From the Wednesday the 6th of December till the 08th of December**
- **Full board**

We would like to dine out one day after a relaxing afternoon.

Thank you for making us suggestions for unmissable restaurants and exceptional activities.

We also would like to offer a gift to each participant upon arrival to make this stay unforgettable.

Would you be kind enough to send us a personalized program for the 2 days that I am convinced will delight the participants?

Best regards.

Maud WHITTLE

Instructions

Consider the above request and write your offer to be addressed to M. Whittle.

Please note that the hotel has availability of Barth, Junior suite et Ocean Lux rooms.