



ROLE-PLAYS – REVISION – PONA VLJANJE:

**- DEALING WITH A COMPLAINT – TOURISM AND
HOSPITALITY**

**- PARTICIPATING IN A MEETING 2 – TRADE
WRITINGS, STR. 26 – TR (WORKBOOK);
STR. 55 (ZAD. 14), TH (BOOKS)**

WRITING AN INVOICE – TRADE

ROLE – PLAY

PARTICIPATING IN A MEETING 2 – TRADE, ZA TR



DEALING WITH A COMPLAINT – TOURISM AND HOSPITALITY



DEALING WITH A COMPLAINT, P. 46

TOURISM AND HOSPITALITY

Professional practice Dealing with complaints

Match the phrases in the box with the advice below.

I'm (very / terribly) sorry. What seems to have happened is that ...
There's been a misunderstanding. We'll look into the matter and ...
I suggest that we ... I'll see to it straightaway.
I do apologise for the inconvenience.
Thank you for bringing the matter to my attention.
There seems to have been a problem / a mix-up.

- if the guest is angry go somewhere private
- listen carefully to the complaint and don't interrupt or argue
- thank the person for bringing the matter to your attention
1. Thank you for bringing the matter to my attention.
- speak normally without raising your voice
- apologise for the inconvenience
2.
3.
- explain what happened
4.
5.
6.
- explain what action will be taken and how soon
7.
8.
9.



INVOICE (PISANJE FAKTURE)

- Company name
- Company address
- Company telephone number and email address.
- Company number
- **VAT** registration number (if VAT registered)

Invoice number:

For example: If you provided services for IBM and the BBC, for IBM you could use IBM001 and IBM002, etc. For the BBC you could use BBC001 and BBC002.

- Date: the date the invoice was raised.
- Due date: the date by which payment should be made. Normally 30 days after the invoice date.

SOURCE: How to prepare an invoice.

https://www.contractorcalculator.co.uk/how_to_prepare_an_invoice.aspx

Web



INVOICE (PISANJE FAKTURE)

Fees:

For example:

This section requires the following:

- A description of the services provided
- The gross amount due.
- The VAT amount, if you are VAT registered.
- The total amount due.

20 Days @ £500 per day	Amount:	£10,000
	VAT:	£2,000
	Total:	£12,000



WRITING: REPLYING TO REQUESTS, STR.

4 April 2003

Dear Mr and Mrs Blakr

Thank you for your¹ for information on escorted
journeys to Central Europe. I have also enclosed² a brochure
which you may find useful. In particular, given your requirements, I
recommend:

- Highlights of Central Europe (page 72, tour code 1958A). This holiday lasts 14 days and covers Warsaw, Krakow, Budapest, Vienna and Prague.
- Best of Central Europe (page 68, tour code 1938A). This tour leaves from Berlin and covers Warsaw, Krakow, Brno, Prague and Dresden.

These excursions are accompanied by an experienced travel guide and accommodation in first class hotels with service charges and portorage

.....³. We are currently offering⁴
if the Highlights of Central Europe tour is booked and paid for before the end of
the month.

.....⁵ for both of these tours and we would be more than
pleased to⁶ for your holiday. If you require any further
assistance⁷.

.....⁸.

Michelle Packard

Travel Consultant

Replying to requests

14 Complete the letter with the phrases from the box.

yours sincerely

I am pleased to enclose

there is current availability

thank you for your recent request

included in the price

£100 off the brochure price

make the necessary arrangements

please do not hesitate to contact us

WRITING – A LETTER, STR. 26 IN WORKBOOK - TR

ASTRA OFFICE SOLUTIONS

100 Alexandra Road – Birmingham

14 October

Ms Sandra Perkins
Purchasing Manager
United Freight Agencies
Liverpool

Dear Ms Perkins,

As Head of our Customer Service Department, ... *I have pleasure in* ... ¹ enclosing our latest catalogue, featuring our exciting new range of office equipment and furniture at the most competitive prices currently on the market.

..... ² if you could let us know which of our products would be of particular interest to you. Once we have this information, ³ an expert from our sales staff to visit your company in order to carry out a detailed needs analysis and produce a unique office solution for you, entirely free of charge.

Our expert would also give you ⁴ of our special offers. At Astra Office Solutions, we offer our regular customers more than just discounts. For example, there is a two-month free trial period for all electrical equipment, including photocopiers, and much more.

If you would like to ⁵ a visit from our expert, please inform us of a suitable ⁶

We look forward to hearing from you.

Yours sincerely,

Ammar Seldimi

Sales Manager

THANK YOU FOR YOUR ATTENTION!

