



Class Activity:	Topic 3 – Letter of Acknowledgement										
	Due: 15/09										
Student Name:											30
Student Number:	D	H	M								

Assume your employer *The Lake Hotel* has received the following letter from a prospective customer.

Dear Sir/Madam

Our company is looking to host our yearly management conference at your hotel for approximately 15 people for five days. We are hoping to pay R 2000 per person as this is a big booking and we would also make use of your conference facilities. Please inform me if you are able to assist. The date is provisionally booked for the 5th- 9th of October.

Yours faithfully

Mr Ray June

Your employer is very interested in this request especially because next month is often a slow month. However, the hotel's starting price for group bookings is R2500 per person.

Your employer has asked you to write to Mr. June, informing him that although your price is above his range, your services/facilities more than justify the higher cost. Your employer has also authorised you to offer sparkling wine on arrival, included in the cost per head, and all of their conference attendees will be permitted to make use of the hotel's gym facilities for free.

1. Based on the scenario above, compile a 'Letter of Acknowledgement' (30) to Mr. June.



<u>Acknowledgment Letter Assessment</u>	Allocated Mark	Possible Mark
Start with the acknowledgment		(3)
Say yes/no clearly		(3)
Give important detail in logical order		(3)
Close Courteously		(3)
Correct letter template was followed		(5)
RIPPA Principles and 7C's applied		(5)
Signature included		(1)
Spelling / Grammar		(5)
Professional Layout		(2)
TOTAL		30