



Business course, level A2

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Writing an email to book a hotel

Pošto smo uporedili ponude hotela i odabrali onaj koji ima najbolji odnos kvalitet/cena/udaljenost od mesta konferencije, vreme je da rezervišemo hotel. U prethodnom modulu smo vežbali da zovemo telefonom i rezervišemo, a sada ćemo poslati imejl.

1. Kao subjekat mejla predlažem da što konkretnije napišeš, na primer *Booking, 3 nights next week*.
2. Kada pišeš hotelu, mejl možeš početi sa *Dear* ime hotela ili sa *Hello*.
3. Navedi datum koje želiš, vrstu sobe i eventualno uslugu koju tražiš, na primer doručak.
4. Ukoliko su ti potrebne još neke informacije, recimo parking mesto, ili imaš posebne zahteve, kao što je bezglutenski doručak obavezno to napiši.
5. Traži da potvrde rezervaciju. Ukoliko želiš da te kontaktiraju telefonom, ne zaboravi da daš svoj broj telefona!

Evo jednog primera:

Dear Sunset Hotel,

I would like to reserve a single room for three nights with breakfast included, from 20-23 October. Could I have a quiet room with a garden view if possible?

I will arrive at about 10 p.m. and I have an early meeting the next morning, so please could you leave an ironing board and an iron in the room?

Being your frequent guest, I have a card discount of 5%. Can you please confirm that it is 76 pounds per night with breakfast included?

Please confirm the booking as soon as possible and let me know if you need any further information.

Many thanks.

**Kind regards,
Mirko Stojanović**

Hajde sada da provežbamo još malo. Ime hotela je Central, potrebna ti je dvokrevetna soba na dve noći, od 5. do 7. novembra. Dolazite kolima, te želiš i parking mesto. Cena je 98 funti jedno noćenje. Želiš da platiš karticom firme na licu mesta. Gledaj model i modifikuj po potrebi. Idemo polako.

Dear Hotel Central,

I would like to reserve a double room for two nights with breakfast included from 5 to 7 November. Is it possible to have a double room with two single beds?



We are coming by car, so we will need a parking space during our stay, could you confirm availability?

Could you also confirm that the rate is 98 pounds per room per night breakfast included and if it is possible to pay by a company card upon arrival?

Please confirm the booking and let me know if you need any further information.

Many thanks.

***With kind regards,
Slavica Nikolic, CEO Solutions ult.***

Verujem da ovo nije bilo previše zahtevno. Naravno, ovi primeri ti mogu poslužiti kao model kada sledeći put rezervišesh hotel.