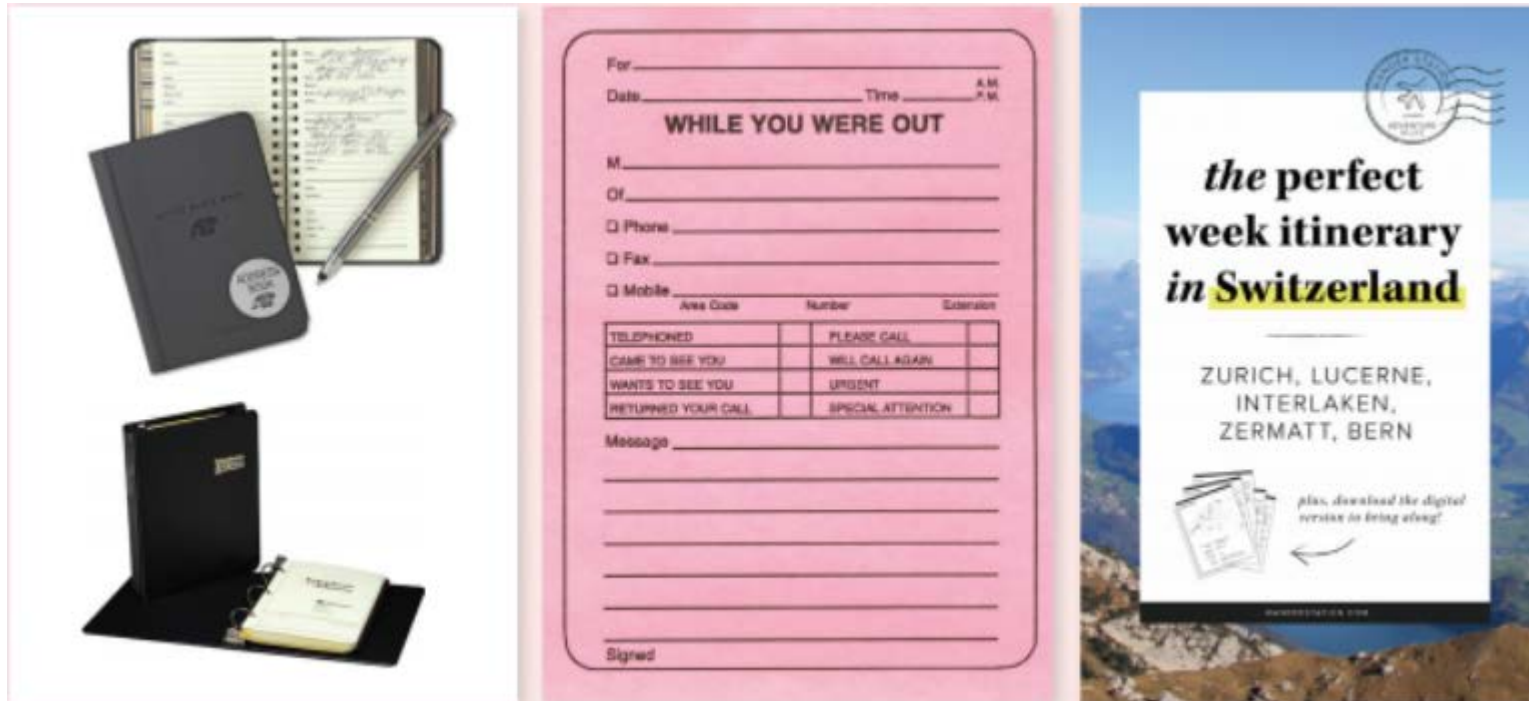


Unit 4

Itineraries, Letters, Note-taking



Look at the above pictures. Have you seen these before?
Discuss with your friends in pair or in groups, then report to class.

Introduction

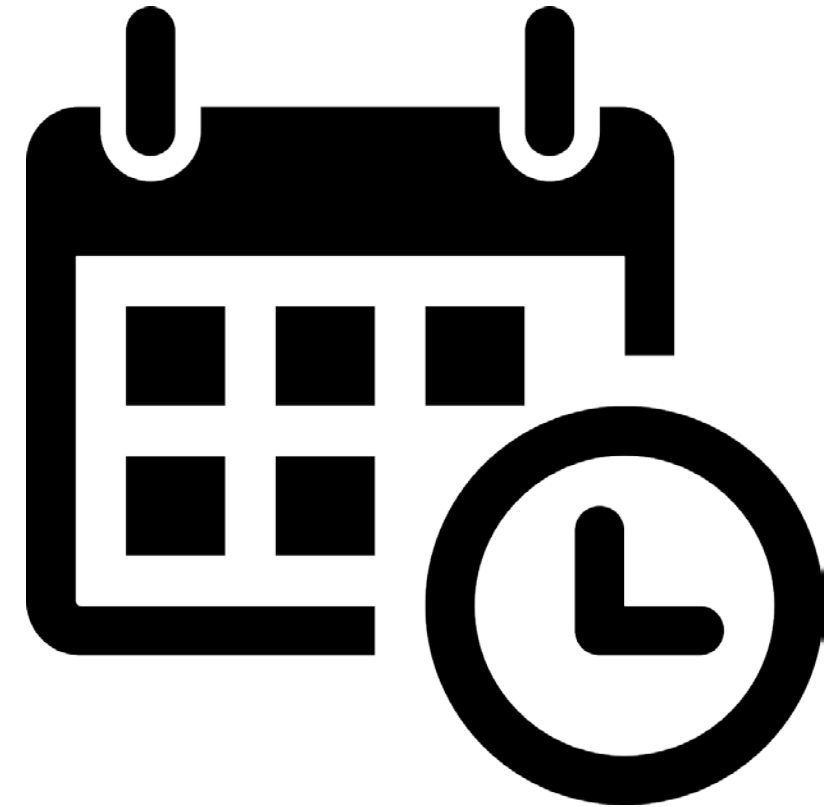
A person who works in an organization or any business sectors must employ various abilities in reading business documents; for examples, an itinerary, note-taking on the telephone or in the meeting and letters in various types. Here are definitions of the key words used in this unit.

- Itinerary?
- Note-taking?
- A letter?



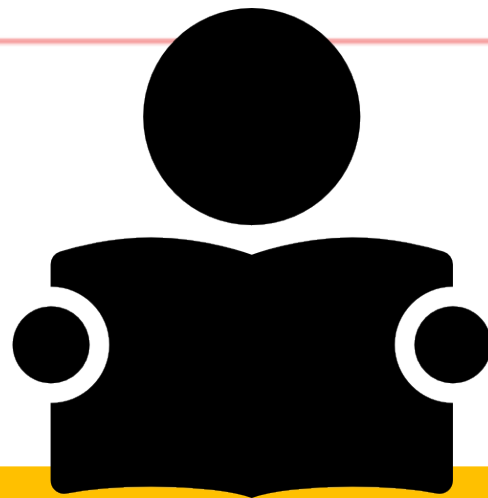
Start with the following Itinerary of travelling to OSAKA-KYOTO.

OSAKA - KYOTO				
2 Days				
Day	Hotel stop		Time	Activity
1	Osaka	Arrival	07 : 55 p.m. 10 : 30 p.m.	Arrival at Kansai Airport Check-in at the hotel
	Osaka	Osaka tour	07 : 00 a.m. 09 : 00 a.m. 12 : 30 p.m. 3 : 30 p.m. 6 : 30 p.m. 8 : 30 p.m.	Wake up Osaka castle Lunch at Endo Sushi Umeda Sky Building Tempozan Ferris Wheel Dotonbori
2	Kyoto	Kyoto tour	07 : 00 a.m. 08 : 00 a.m. 10 : 00 a.m. 11 : 30 a.m. 01 : 30 p.m. 06 : 00 p.m. 08 : 30 p.m.	Wake up Travel to Kyoto Check in at hotel Lunch Fushimi Inari Shrine Gion District Dinner



Letters

You are invited to help us celebrate 20 years of automotive service to the residents of Monroe County. We are happy to be the number one dealer in both sales and service for the State of Kansas. It's something we have worked hard to accomplish. Please drop in at 1600 Main Street during the month of June to enjoy summer refreshments and see the latest models. While you are there, remember to register for our big July giveaway.



Announcements

Please note that Monday, February 19, is President's Day. The store will be closed all day and will open again at 10 : 00 a.m. on Tuesday. We hope you will enjoy the holiday with your family and friends. For those of you who plan to go skiing, please come back safely.



New Business Location

This letter is to inform you that we have moved our business to a new location with a much larger parking lot. Our new address is 1600 Main Street, Springfield, Kansas. Our telephone and fax numbers remain the same.

We have enjoyed doing business with you and appreciate your support. We hope you will get acquainted with our new store soon. We have ample parking!



Note-taking Forms



MESSAGE

Date 15/03/2020

Time 10:45

To Bob Williams

From Janet Cooms

Telephone # (250) 479-1234

Telephon	<input checked="" type="checkbox"/>	Please Call	<input checked="" type="checkbox"/>
Called To See You	<input type="checkbox"/>	Will Call Again	<input type="checkbox"/>
Wanted To See You	<input type="checkbox"/>	Returned your call	<input type="checkbox"/>

Message She want to know what time you are meeting her at the restaurant

Rec'd By : Muriel

Write the name of the person the caller wanted to talk to here.

Write the name of the caller here.

Write the details about the call here.

Write your name here.



Exercise

- Use the following words in the box to complete these sentences.

1. The employee handbook gives detailed information about _____ .
2. The new location of our business has a much larger _____ .
3. We are happy to be the number one _____ in both sales service of this state.
4. Visit Hong Kong Islands to discover its _____ history and way of life.
5. We head off by car to _____ to the underground city of Derinkuyu.
6. All tourists _____ to the hotel upon arrival.
7. Please join our welcome _____ party in front of the bay.
8. You need to _____ at the hotel before going out for dinner.
9. I would like to _____ you about the closing days of this season.
10. We do hope that all of you _____ with our new business location.



Q & A
Time

