

## Faxes

**FALCON HOTELS**

**FAX**

**TO** Alice Wong

**Fax No** 00 852 7514329

**FROM** Zofia Nadstoga  
Reservations Dept. Falcon Hotels

**Fax No** 020 7945 2647

**Date** 5 July

**No of pages** (including this) 1

Dear Ms Wong

This is to confirm your booking for a single room from 20 July to 27 July inclusive at a rate of £150.00 per night (excluding Sales Tax). As requested, we will hold your room until midnight on the day of your arrival. We look forward to meeting you shortly.

Yours sincerely

*Zofia Nadstoga*  
Zofia Nadstoga

Information transmitted by fax may be presented in various formats, for example in letter, memo or note form.

Faxes may contain the following headings: To / From / Date / Subject / No. of pages / Fax numbers

The style of a fax message may be formal, informal or neutral depending on the subject and recipient.

## Agendas

Always put the title, date, time and venue (place).

Larger meetings and committee meetings may also include the following:

- a) Apologies for absence
- b) Matters arising from last meeting
- c) Correspondence
- d) Date of next meeting

A.O.B. means *any other business*. This is for other relevant issues that were not included in the agenda.

### Management meeting

#### AGENDA

**Date:** 1 March  
**Time:** 14.00  
**Venue:** Room 23M, Shaw House

1. Complaints about reception staff.
2. New brochure.
3. Price list for next year.
4. New product presentation.
5. A.O.B.

Minutes of the management meeting

Date 1 March  
 Venue Shaw House, Room 23M  
 Present Chris Glover, Bill Brace, Gill Winstanley,  
 Iwona Pawlowska, Gareth Massey

1 Guidelines for reception staff

Following recent complaints about the attitude and professionalism of the reception staff, we all agree that it is essential to produce a set of written guidelines. The Human Resources Department will also arrange additional customer service training to take place over the next two months.

Action by IP 8 March

Action minutes are intended to make sure that decisions of the meeting are understood and carried out.

2 New brochure

The Marketing Department is speaking to all senior managers about this on an individual basis. A draft brochure will be circulated so that it can be approved and sent to the printers by 15 March to be ready for next month's trade fair.

Action by BB 5 March

There is a brief summary of the discussion for each item on the agenda.

3 Price list

We agreed that our new prices this year will be contained in a separate booklet, rather than as part of the New Product Brochure. An updated list is being compiled.

Action by BB 15 March

The initials of the person responsible for carrying out any action required are given in the margin, along with any deadline.

Next meeting: 18 March, 11.00 a.m.  
 Venue: To be confirmed

An action plan focuses on key events and is usually based on a timetable. Sentences are short and imperatives (complete, agree, etc).

Action plan

We plan to launch the new range in November. The following stages are all critical to the success of the launch.

January

Complete test marketing and report back findings to Research and Development.

April

Agree final specifications with manufacturers. Book advertising space with media agency.

May, June

Manufacturing.

July, August

Distribution of stock to key wholesalers.

September, October

Advertising campaign including interviews and features.

November

Launch at Milan Trade Fair.