1. From Jacqueline

I am traveling to Gyeongju on 28 Sep and plan to stay for 1 night at Hotel Concorde. I would like to find out the room availability for a Double room, non smoking, for 2 adults.

Could you let me know the room rates, and how we can get to the hotel. We plan to arrive in Gyeongju from Seoul on the train.

Hotel Reply

Hello, This is concordehotel ^^

Your reservation is change.

Guest Name : Jacqueline Chin Yoke Lan
Arrival Date : 2010 / 9 / 28
Departure Date : 2010/ 9/ 29
Duration : 1 nights
Room Type : 1 Deluxe Double (1 bed)
Room Rate : 1 Night Room ₩2,600 korean/won.
2. From Steve

Hi, I stayed in your great hotel Saturday night for the Triathlon in Gyungju. I seemed to have left my cell phone in room 743. Did you find it?? If so, can it be mailed to me in Daejeon?

Hotel Reply

Hello~

This is Concorde hotel^^

Thanks for using our hotel.

We found you're cell phone, but we could not find.

I'm so sorry.

Have a nice day.
3. Request for information

Dear Sir/Madame,

I’d like to get some information about rooms and availability at your hotel.

I have two adults and one teenager traveling to Seoul. They need a room for two nights on May 26 and May 27.

1. Do you have rooms available on those nights?
2. What are the rates and taxes?
3. Do you have wheelchair access?
4. What is the best way to travel to your hotel from the airport?

Many thanks for your help and information.

Rob

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Reply from Westin Chosun Seoul

Dear Mr. Rob

Greetings from the westin chosun seoul!
Thanks for the warm attention to us.

We have Executive Deluxe Room for the period May 26-27 which is KRW 410,000 for 3 people(21% of VAT, service charge not included).
We don't have special wheelchair access but elevator and you can use the Korean airline limousine bus from airport to our hotel(KRW 15,000 for a person) or you have a choice of booking transport service from hotel(KRW 135,000 for 1 car)

If you need further assistance, please do not hesitate to contact us.
Thank you.

Best regards,
Dear Mr. Rob,

Warm greeting from Best Western Premier Songdo Park Hotel!

Thank you for your deep interest in us.

Regarding your inquiries,

1. All of types of rooms are available on 26 and 27 May.
2. Premier Double or Twin room rate is 137,500KRW per night subjected to 10% tax. Additional cost for breakfast per person is 18,000KRW subjected to 10% tax.
3. Premier Double room is wheelchair accessible.
4. Please find the attached file regarding transportation information.

If you would like to make a room reservation, choose room type and breakfast option and send us credit card information for guarantee only.

Should you have further inquiries or schedule changes, contact us at any time.

Thank you.

**Personal regards,**

**Reservation**

*Director of Rooms*

*Best Western Premier Songdo Park Hotel*

*Tel: 82 32 210 7000*

*Fax: 82 32 210 7100*

*Email: rsv@songdoparkhotel.com*
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| 1 | Ideas | Clearly stated reason for writing  
The message talks directly to the receiver  
Answers all questions |
| 2 | Organization | Salutation  
Ideas in body presented in a logical order  
Closing |
| 3 | Voice | Clear tone  
Polite |
| 4 | Word Choice | Business etiquette  
Plain English |
| 5 | Sentence Fluency | Variety of sentences (long and short)  
Maximum 20 words per sentence.  
Don’t repeat sentences |
| 6 | Conventions | Correct grammar and spelling  
Correct capitalization and punctuation  
No emoticons or funny symbols |
| 7 | Presentation | Completed fields (e.g. subject line)  
Good line spacing; use short paragraphs (not a block)  
Easy to scan |
Read the email and write an answer. Use the 7 rules to help you write a good answer.

You work at the Shilla Hotel in Seoul. Write a reply to this email.

Dear Sir/Madame,

I’d like to get some information about rooms and availability at your hotel.

I have two adults and one teenager traveling to Seoul. They need a room for two nights on May 26 and May 27.

1. Do you have rooms available on those nights?
2. What are the rates and taxes?
3. Do you have wheelchair access?
4. What is the best way to travel to your hotel from the airport?

Many thanks for your help and information.

Rob
Possible email reply

Dear Rob

Greetings from The Shilla Hotel in Seoul.

I am very happy to answer your questions about our hotel.

1. Yes, we have rooms available on May 26 and May 27.

2. The charge will be 380,000KRW per night. This room has one double bed and one single bed. The nightly rate does not include 21% tax and service charge.

3. We have one room with wheelchair access and it’s available during your stay.

4. A taxi from Incheon Airport to the Shilla Hotel will cost about 40,000KRW. Depending on traffic the ride will take about 45 minutes.

I hope you enjoy your trip to Seoul and look forward to serving you at the Shilla Hotel.

If you would like to make a reservation, click here.

Best Regards,

Ji-eun

Reservations Manager
Shilla Hotel
Seoul, South Korea
http://www.shilla.net
Correct edits for Editing Exercise

Did you know that bats are mammals? We know they are mammals just like us because they are warm-blooded. They are the only mammals that know how to fly. Bats are nocturnal which means they sleep during the day and are awake at night.

Bees are interesting animals. The honey bee can fly at a speed of 15 miles per hour. A hive of honey bees has about 40,000 bees in it. The honey bee has five eyes. A worker bee will make $\frac{1}{12}$ of a teaspoon of honey over its lifetime. Bees have been making honey for about 150 million years.

Did you know that a person can live without food for a more than a whole month? A person can only live for about one week without water. We need water more than we need food. 97% of Earth's water is in the oceans. Just 3% of the earth's water can be used for drinking water. 75% of the world's fresh water is frozen in the North and South polar caps.