

Book a seat to London.
 Everything went wrong.
 After returning complain to the travel agency.

Mister Berry instructs his secretary to do some bookings for him at the local travel agency.

Berry I would like you to make some bookings for me at the local travel agency, as usual Quickfly.
 I've made a list. Please do it straight away.

She takes the list and leaves.

Pritchard I'll do that.

Miss Pritchard phones the travel agency Quickfly as soon as she is back in her office.
 Rrrring

2

Gannon Quickfly, good morning.
 Gannon speaking.

Pritchard Good morning.
 Pritchard here from Mylady Clothing.
 I would like to make a booking for our manager mister Berry.

3

Gannon Hi miss Pritchard.
 Good to hear from you again.
 So it's for mister Berry.
 Please let me have the details.

Pritchard Mister Berry would like to fly to London on July 8 and return on July 13. - late afternoon.

4

Gannon Right, got that.
 Let me take down all the details then I can check and come back to you.

Pritchard Ok, fine. He wants:
 a non-smoking quiet hotel room with wifi,
 vegetarian food on the flight and in the hotel.

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Travel Bookings

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Gannon Ok. Got it.

Pritchard Then a Mercedes with a chauffeur to pick him up at the airport and to be available to take him to the customers.

6

Gannon Yes.

Pritchard Finally, he wants to take his dog along and wants to pay with his Mastercard

7

Gannon Mastercard no problem, but hm, his dog? I don't think that is possible, but I will check.
I'll phone you back as soon as I have all the details.
Bye.

Pritchard *She sighs.*
Hope it's fine with taking that dog along. I don't want to dog-sit again.
Till later then.
Bye.

Miss Pritchard makes herself some coffee when the phone rings.

8

Pritchard Mylady Clothing.
Good morning!

Gannon Hi miss Pritchard. Gannon speaking.

9

Pritchard That was fast!

Gannon Everything sorted out, except for the dog and business class.
Dogs need a six month quarantine, sorry.
And business class is fully booked.

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Travel Bookings

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Pritchard *Sigh*
 So I'll have to look after Fifi again.
 What else can you offer me?
 The boss doesn't like economy class.

Gannon I have provisionally booked first class.
 Will that do?

 11

Pritchard That's fine.
 Thank you!

Gannon You can pick up the ticket at our counter at
 the airport.
 Check-in is at 17pm. The flight leaves at
 18pm.

 12

Pritchard Thank you.
 I'll tell my boss.
 Please email me the itinerary
 Bye!

Gannon I'll do that!
 Bye.

 13

Everything seems fine.
 Miss Pritchard takes her boss to the airport and
 looks after Fifi.

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It is July 18.
 Mister Berry is back at the office and he is really
 grumpy.

Berry What a horrible trip.
 Everything went wrong.

Pritchard Oh Oh!

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He tosses a piece of paper on miss Pritchards desk.

15

Berry Quickfly really made a mess of it.
 Never again.
 Here, I've made a list of my complaints.

She takes the list.

Pritchard Ok. And....

16

He rushes out of the office.

Berry You made those bookings!
 Sort it out!

She picks up the phone and calls Quickfly

Pritchard Ok.

Miss Gannon answers the phone and has to listen to the endless complaints:

17

Gannon Quickfly....

She rattles off the complaints.

Pritchard My boss was so cross!
 Everything went wrong and he blames you for it!
 Firstly he had to sit in economy class as some VIP got his first class seat.

Miss Gannon listens patiently takes down the details of the complaint.

18

Pritchard Then there was no Mercedes and he had to take a taxi.
 The hotel was a disaster. A non-smoking room ok, but the smokers corner was right beneath his window.

Pritchard And there was a party going on all night and he could not sleep.
 The Mercedes was still not there and he came late for his meeting.

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Travel Bookings

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Pritchard For breakfast bacon and eggs - he wanted vegetarian.
And to top it all, they charged him 50 Euro for using his Mastercard.

Pritchard And the last straw was when the manager called him a stupid German when he complained.
We are not used to getting such poor service from you.

20

Gannon But that is terrible.
We booked the best hotel, got the best car rental.....

Pritchard I'm afraid that will be the last order from us.

21

Gannon I am really so sorry.
I will investigate what went wrong and contact you then.
Please tell mister Berry that I really want to apologise for this.

Pritchard I'll do that.
Bye.

Write a letter and apologise to mister Berry for the poor service and all the problems caused.
Tell him what steps you have taken to ensure that this never happens again.

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LETTER Cover in the letter all the points he complained about.
