

TASK 1 – SAMPLE ANSWER VERY HIGH FIRST CLASS MINUTES

Minutes of the meeting of  
the Board of Luxury Hotels Limited  
held in  
The Manor Hotel, WORTHING  
on Wednesday 3 February 2010 at 9.30am

**Apologies:** Tim Anderson, Minute Secretary.

**Minutes of the last meeting:** These were agreed and signed as a correct record.

**Matters arising:** None.

**The re-opening of The Manor Hotel after refurbishment – renovations and extension:**

- a) It was agreed that this will be marked by a celebratory reception on Saturday, 6 March 2010, in the first floor ballroom, from 7.30-9.00pm. We need to make arrangements for the reception and notify the press in order to get maximum publicity. It was agreed that we would invite local dignitaries, well-known regular guests etc.
- b) Most of the existing staff have been working in our other hotels during the refurbishment. It was agreed that the Human Resources department will need to advise them as soon as possible of when we're re-opening and check they are all available to take up their duties here again. We will also need to recruit new staff for the new sports facilities and ensure they are fully qualified and trained. It is also possible that we will need more staff for the hotel, too, as it is now larger. The Human Resources department will need to conduct a Resourcing Audit and report to Anne Hardingham.

**Correspondence:** An email has been received from our carpet suppliers, Magdalene, regarding the new carpet for the reception area and main staircase. They advised various problems with our order. It was agreed that Anne Hardingham would write to Magdalene, advising that they either supply our order as per our original specifications or we will be obliged to cancel.

**Any other business:** There was no other business discussed.

**Date, time and place of the next meeting:** It was agreed that the next meeting will be held on Wednesday, 3 March 2010 at 9.30am in The Manor Hotel, Worthing.

The meeting closed at 10.30am.

TASK 2 – SAMPLE ANSWER VERY HIGH FIRST CLASS LETTER

Luxury Hotels Limited  
The Manor Hotel  
The Esplanade  
WORTHING  
BN11 2EU  
UK

5 February 2010

Ref: AH/ag

Magdalene  
21, Rue Hélène Andrée  
VERSAILLES  
France

Dear Sirs

**Carpet for reception and main stairs**

We were dismayed to receive your recent email advising that you have problems fulfilling our order. Your advertisement stated that custom made carpet could be cheaper than choosing an existing design, and you originally confirmed this would be so in our case, yet now you are demanding 20% more than your original quotation. We would appreciate your explanation for this. Additionally, your advertisement advised that between eight and twelve colours could be selected to be woven into one design without any price increase, yet now you wish to limit our choice to five colours; we must advise you that we find this totally unacceptable. You agreed that our own design was fine before quoting us, so we fail to understand why you are now trying to persuade us to choose an existing pattern.

We would ask you to confirm immediately that you will supply our order as per our original specifications. If you are unable to do this, we will be forced to cancel the order. We therefore look forward to receiving this confirmation very shortly.

Yours faithfully

Anne Hardingham  
Chief Executive

# Memorandum

To: Paul Sheldon, Regional Head of HR

From: [Candidate's name], PA to Anne Hardingham, Chief Executive

Date: 5 February 2010

Ref: AH/cn

## **Staffing for The Manor Hotel**

Ms Hardingham wishes to advise you that the HR department urgently needs to advise all the original staff of The Manor Hotel when we are re-opening and check that they are all available. You will also need to recruit new staff for the sports facilities and ensure they are fully qualified and trained. Ms Hardingham wants a resourcing audit before she meets you. She is free for a two-hour meeting either from 11am to 1pm next Thursday, in our head office in Worthing, or from 11am to 1pm next Friday in our London office. Please let her know which is more convenient for you.

#### TASK 4 – SAMPLE ANSWER VERY HIGH FIRST CLASS PRESS RELEASE

### **Grand Re-opening of The Manor Hotel, Worthing**

After extensive renovation, The Manor Hotel will be celebrating its re-opening with a reception on Saturday 6 March 2010. Many celebrity guests are expected to attend, including Penelope Quieros, the famous diva, who recently vowed that The Manor Hotel is now one of the smartest she knows, and the hilarious interviewer, Graham T, who has often stayed at this hotel and will be returning for the reception.

They will no doubt be delighted by the new sports facilities, staffed with fully qualified personnel, and available to all guests. The hotel is offering some tantalising special deals. During March, guests booking within 48 hours of their stay can receive up to 30% discount off the normal rate. In addition, the hotel is offering a 3-night break for only £225 per person, which includes free dinner on the first night and a mid-week special for only £75 per person per night, which includes dinner, bed and breakfast.

Guests are encouraged to contact the hotel as soon as possible to take advantage of these irresistible offers.

The Manor Hotel  
The Esplanade  
WORTHING  
BN11 2EU  
UK  
Tel: 01475 78666  
Fax: 01475 78669  
[www.luxuryhotels.com](http://www.luxuryhotels.com)

TASK 5 – SAMPLE ANSWER VERY HIGH FIRST CLASS INVITATION

*Luxury Hotels Limited invites*

*to a celebratory reception to mark the re-opening of The Manor Hotel*

*on Saturday, 6 March 2010*

*from 7.30-9pm*

*in the first floor ballroom of the Manor Hotel*

*RSVP*

*Black tie*

*Anne Hardingham, Chief Executive*

*The Manor Hotel*

*The Esplanade*

*WORTHING*

*BN11 2EU*

*UK*

*Email: [ahardingham@luxuryhotels.com](mailto:ahardingham@luxuryhotels.com)*

## TASK 6 – SAMPLE ANSWER VERY HIGH FIRST CLASS ANALYTICAL REPORT

### **Financial Statement on the Refurbishment of The Manor Hotel, Worthing**

The refurbishment was deemed necessary as our income has been decreasing over the last four years and we needed to attract more guests. The loss of revenue during closure was £500,000 whilst the cost of the renovation was £2,500,000, giving a total cost of £3,000,000.

The running costs including the repayment of the loan will be £1,000,000 in year 3, at which time the estimated revenue will also be £1,000,000 and we therefore estimate that we will reach our break even point in the third year after re-opening.

**98 words**