

## Memo Task

Congratulations! You are working in the booking section of Obidos Travel.

The phone rings...



Hello, this is Ahmed Jones from customer service. I need to speak to Caroline Rodriguez.

I'm sorry, Caroline isn't in the office just now. Can I help you?



Hmm, can you tell Caroline I need to discuss the complaint from this Mrs Harrison with her. I'll meet her at 11.30 tomorrow morning in my office. Tell her she needs to bring all the paperwork about the complaint with her.

Sure thing. Anything else?



Oh yes, tell her she needs to call me on extension 2403 by 11am if she can't make the meeting please.

I'll let her know. Bye!



**You** need to write a Memo **to Caroline** to let her know about this meeting.

Print the memo. Make sure your name, candidate number and centre number are in the footer. Check it carefully.