

Obsah:

Unit 1	Making business contact.....	10
Unit 2	Presenting a hotel and its services	15
Unit 3	Developing business contacts.....	21
Unit 4	Enquiries and offers.....	26
Unit 5	Pricing and negotiating.....	31
Unit 6	Hotel websites	36
Unit 7	Cooperation agreements	41
Unit 8	Meetings	46
Unit 9	Invoicing and troubleshooting.....	51
Unit 10	Exhibitions and trade fairs.....	57
Lecture's notes		61