

Grammar/Mechanics Challenge - 2

Document for Revision

The following e-mail message has many faults in grammar, spelling, punctuation, capitalization, word use, and number form. Pay attention to developing a conversational but professional tone, using familiar words, and striving for positive expression. Revise the message keeping in mind the guidelines in the Grammar/Mechanics Handbook. When you finish your revision, print the message with a 1-inch top margin. Do not print these instructions.

Date: Thu, 28 Sept 2003 10:00:43 EDT
To: Erin.Powers@crestline.com
From: Richard.Randolph@crestline.com
X-Mailer: AOL 3.0 16-bit for Windows sub 58
Subject: USE OF WEB IN HOSPITALITY INDUSTRY

Dear Erin:

Pertaining to your request I finalized some research on the utilization of the Web in hospitality operations. Perhaps the most extraordinary things that I learned are that the internet is considered the major driver of change in the lodging industry! Its allready changing the way we offer services, reshaping organizational structures and altaring the relationships between our guests and us.

In a survey of two thousand mangers the Hospitality information technology association uncovered some really weird findings. Hereinafter is a quick rundown of the survey results.

- Internet service is rapidly becoming the most sought-after amenity in Hotel Rooms.
- Two thirds of the respondents worked at propertys that had Web cites.
- A large majority said that a outside party had created there Web site.
- The average cost for creating a Web site was estimated at two thousand dollars and the cost of maintainance is two hundred and fifty dollars a month (requiring five man hours).
- 56% of the respondents said that there guests could make reservations using their Web site.

If we fail to develop our own Web cite, in my opinion I don't see how we can hope to compete in the rapidly-changing hospitalaty industry. Please advice me if you want me to begin preliminary plans for developing such a site.