



M&S TRAVEL AGENCY  
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In attention to: Mrs. Cristina Stefan, Director  
**Planning a trip**

16 February 2011

María García, Manager  
Beneluxlaan, 195 – 80943 Utrecht  
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Dear Mrs Cristina Stefan,

I am writing to you to inform about the importance of planning a trip in advance.

I would like to transmit you that in this company the most important aspect before offering a trip is to make all necessary preparations beforehand. As you know, we consider very useful not only to book all services we are consuming but also some has other optioned, just in case finally some of them do not work.

Therefore, I would like you to keep in mind our motto: *“The more planning, the less unforeseen events”*.

Yours sincerely,

María García  
Manager