

APPENDICES

มหาวิทยาลัยราชภัฏสุราษฎร์ธานี
Buriram Rajabhat University

APPENDIX A

Conversations of the Strategies Used in Greetings and Replies to Greetings

Classified by Patterns

Pattern MHS – MHG

Conversation 1

- Hotel staff:** Hello . Can I help you?
Hotel guest: I have a reservation.
Hotel staff: Sure on which name. Wait here, please.
Hotel guest: -----
Hotel staff: Here is your key, someone will bring you there.
Hotel guest: Thank you.
Hotel staff: If you need anything else please let me know.

Conversation 2

- Hotel Staff:** Welcome to my place. How can I help you?
Hotel guest: Do you have still room available?
Hotel Staff: Yes.
Hotel guest: How much is it?
Hotel Staff: 400 baths during the festival.
Hotel guest: OK. Can we stay until the festival, so the 20th?
Hotel Staff: Yes. No problem.
Hotel guest: So, we can book from now to the 20th so 7 days?
Hotel Staff: Yes, you can. Can you fill the register please?
Hotel guest: Yes, no worries.
Hotel Staff: Now, I show you your room.
Hotel guest: Do you have towels & toilet paper?
Hotel Staff: Yes. I'll bring them later.
Hotel guest: Thanks a lot.
Hotel Staff: Thanks.
Hotel guest: We'll come later to have a coffee with my wife?

Hotel Staff: OK.

Conversation 3

Hotel Staff: Welcome sir.

Hotel guest: Good morning.

Hotel Staff: Excuse me sir, do you have a reservation?

Hotel guest: Yes, the name is Neville, I pre booked a deluxe room for me and my wife.

Hotel Staff: Welcome Mr. and Mrs. Neville, yes will be staying with us for two nights.

Hotel guest: Yes. we are to see to enjoy the rolling stones, and see some of the sights.

Hotel Staff: That's sounds wonderful sir, we hope you enjoy your trip here.

Hotel guest: Thank you, its been a long journey.

Hotel Staff: Sir, you will be staying room 303 here is your key.

Hotel guest: Thank you.

Hotel Staff: Breakfast will be served between 7 and 10 a.m. Room service is available 24 hours.

Hotel guest: Yes, Thank you.

Hotel Staff: The gym and the restaurant are located on the 21st floor.

Hotel guest: O.K.

Hotel Staff: If you need further assistance please contact the reception at any time.

Hotel guest: Thank you I will.

Hotel Staff: Thank you Mr. and Mrs. Neville please enjoy your stay.

Hotel guest: Thank you.

Conversation 4

Hotel Staff: Hello.

Hotel guest: I have a reservation for two night?

Hotel Staff: What is your name please?

Hotel guest: Mr. Ian Fitton.

Hotel Staff: OK. May I have your passport please?

Hotel guest: Here you are.

Hotel Staff: Thank you.

Hotel guest: I would like to pay cash for my stay.

Hotel Staff: That is no problem.

Hotel guest: Thank you very much.

Hotel Staff: Have a nice stay.

Conversation 5

Hotel Staff: Hello.

Hotel guest: I want to stay a several days. Can I see some rooms?

Hotel Staff: Yes, we are pleased to show you.

Hotel guest: Thank you. How much for the room day?

Hotel Staff: 550 baht for each day.

Hotel guest: O.K. I will stay one week.

Hotel Staff: Breakfast is from 7 to 10 a.m.

Hotel guest: Thank you.

Hotel Staff: The boy will bring you to the room.

Pattern MHS – FHG

Conversation 1

Hotel Staff: Sawadikap.

Hotel guest: Have you rooms?

Hotel Staff: Yes.

Hotel guest: How much?

Hotel Staff: 240 baht.

Hotel guest: O.K. we can check?

Hotel Staff: Yes, no problem. Your room number is 308.

Hotel guest: Thanks.

Conversation 2

Hotel Staff: Hello. May I help you?

Hotel guest: Yes, we have a reservation.

Hotel Staff: Yes.

Hotel guest: We have a voucher.

Hotel Staff: Yes.

Hotel guest: Here it is.

Hotel Staff: They take the voucher.

Hotel guest: We need a double room.

Hotel Staff: You get room number 409.

Hotel guest: Yes, thank you.

Hotel Staff: You are welcome.

Conversation 3

Hotel Staff: Yindeetonrap krap.

Hotel guest: Hello. Thank you. We have made a reservation.

Hotel Staff: Do you have a voucher?

Hotel guest: Yes, here you are.

Hotel Staff: Thank you. Room number is 411.

Hotel guest: Thank you.

Hotel Staff: Please call me if you want anything more.

Hotel guest: I will. Thanks.

Conversation 4

Hotel Staff: Good morning, Madam. May I help you?

Hotel guest: Good morning. I am Lily. I want to check in, please.

Hotel Staff: Excuse me, Madam. Are you Lily Watson?

Hotel guest: Yes.

Hotel Staff: O.k. Your room is on second floor, room 223 and this is your key.

Hotel guest: Thank you.

Conversation 5

- Hotel Staff:** Hello. How may I help you?
- Hotel guest:** Hi. I'd like to make a reservation.
- Hotel Staff:** A moment, please. OK. For what date?
- Hotel guest:** June 24th.
- Hotel Staff:** How many nights will be staying?
- Hotel guest:** 3nights. What's the room rate?
- Hotel Staff:** 1500 bath a night plus tax. Would you like me to reserve a room for you?
- Hotel guest:** Sure, please.
- Hotel Staff:** Your name.
- Hotel guest:** Nancy Anderson.
- Hotel Staff:** Miss Anderson. How will you be paying?
- Hotel guest:** Cash, please. Is it covering breakfast right?
- Hotel Staff:** Yes.
- Hotel guest:** OK. Here is the money.
- Hotel Staff:** Thank you. OK. You're all set and we'll see you on the 24th

Pattern FHS – MHG**Conversation 1**

- Hotel Staff:** Welcome to the Petchkasem Grand Hotel. How may I help you?
- Hotel guest:** Yes, I have a reservation under "Corrion"
- Hotel Staff:** Wonderful, yes I found your reservation here.
- Hotel guest:** Let me double check is it a non smoking room?
- Hotel Staff:** Yes, the entire found is non smoking room?
- Hotel guest:** What tie does the swimming pool close?
- Hotel Staff:** At 8 p.m.
- Hotel guest:** Thank you.
- Hotel Staff:** Thank you. Have a nice stay.

Conversation 2

- Hotel Staff:** Hello.
- Hotel guest:** My name is Odd Moller. Here is my id card.
- Hotel Staff:** Oh, yes. You've already booked.
- Hotel guest:** Can you bring my luggage to the room.
- Hotel Staff:** Yes.
- Hotel guest:** Thank you. When is the breakfast?
- Hotel Staff:** From 6 to 10 a.m.

Conversation 3

- Hotel Staff:** Good morning, Sir. May I help you?
- Hotel guest:** I want you help me. Do you have me any room available?
- Hotel Staff:** Yes, we have a double room available.
- Hotel guest:** What type of room?
- Hotel Staff:** It's one thousand five hundred baht included breakfast. Would you like to take a look?
- Hotel guest:** You talk what type of the room. Double or single room?
- Hotel Staff:** Double room.
- Hotel guest:** Double room. O.K.
- Hotel Staff:** Yes. This way please.

Conversation 4

- Hotel Staff:** Good morning Mr. Brandon. Enjoy Sangran day.
- Hotel guest:** Thank you very much and happy new year too.

Conversation 5

- Hotel Staff:** Good morning Sir. Can I help you?
- Hotel guest:** Yes. May I want the room, please?
- Hotel Staff:** What kind of room do you want?
- Hotel guest:** I want a double room, please.
- Hotel Staff:** Double room. How long do you stay?
- Hotel guest:** I stay only 2 days. What's the prize of room per night?

Hotel Staff: It's 800 baht per night.

Hotel guest: O.K.

Pattern FHS – FHG

Conversation 1

Hotel staff: Sawasdeeka.

Hotel guest: Sawasdeeka. I am curious if you have a room for the night?

Hotel Staff: Yes we do. How many nights you want to stay?

Hotel guest: Three nights. How much is it?

Hotel Staff: 480 baht.

Hotel guest: Okay.

Hotel Staff: Your room number 422. This is your key.

Hotel guest: Thank you.

Conversation 2

Hotel Staff: Sawatdeeka.

Hotel guest: Sawatdeeka. Have you rooms?

Hotel Staff: Yes.

Hotel guest: How much?

Hotel Staff: 240 baht.

Hotel guest: OK. We can check?

Hotel Staff: Yes, no problem? Your room number 312.

Hotel guest: Thank you.

Conversation 3

Hotel staff: Welcome madam.

Hotel guest: Yes. I want a room, please?

Hotel Staff: Double or single?

Hotel guest: single, please.

Hotel Staff: 600 baht per night. How many nights do you want to stay?

Hotel guest: two nights.

Hotel Staff: O.k. your room is 514 on the fifth floor.

Hotel guest: Thank you.

Conversation 4

Hotel staff: Good evening.

Hotel guest: Good evening. I would like a double room, please?

Hotel Staff: Yes.

Hotel guest: How many baht per night?

Hotel Staff: 650 bath. How long you stay here?

Hotel guest: three nights.

Hotel Staff: May I have your name please?

Hotel guest: Emily Alson.

Hotel Staff: Yes. This way, please.

Conversation 5

Hotel staff: Good morning. How can I help you?

Hotel guest: Thank you. I would like a room for three nights, please?

Hotel Staff: O.k. Double right?

Hotel guest: Sure.

Hotel Staff: your name, please?

Hotel guest: Senny Young.

Hotel Staff: O.K. This is your key room number 424.

Hotel guest: Thank you.

Pattern MHG – MHS

Conversation 1

Hotel guest: Swadee kap.

Hotel Staff: Swadee kap.

Hotel guest: We have booked two rooms.

Hotel Staff: OK. Kap, what is your name?

Hotel guest: Toby.

Hotel Staff: Yes we have room for you.

Hotel guest: Thank you.

Hotel Staff: How will you be staying?

Hotel guest: Two nights please.

Hotel Staff: Thank you.

Conversation 2

Hotel guest: My name is Terfe Soerensen. I've booked a room here.

Hotel Staff: May I look at your passport please? Please fill out this paper.

Hotel guest: Why? It has already given you the information by internet.

Hotel Staff: Please sign the scheme, then.

Hotel guest: O.K. Can you give me a good room?

Hotel Staff: Yes, we have only good rooms at the hotel.

Hotel guest: That's good.

Hotel Staff: You're room number will be 514. They boy will follow you up.

Hotel guest: Thank you so much. It has been a pleasure to seeing you.

Hotel Staff: Hope you will have a pleasant stay, Sir!

Conversation 3

Hotel guest: Hello, I have a reservation.

Hotel Staff: What is your name please?

Hotel guest: Mr. Hardy.

Hotel Staff: Thank you, room number 404.

Hotel guest: O.K. Thank you. Which way to the lift?

Hotel Staff: Over there sir.

Hotel guest: Thank you.

Conversation 4

Hotel guest: Sawatdeekrap.

Hotel Staff: Sawatdeekrap.

Hotel guest: Do you have one room to sleep tonight?

Hotel Staff: Yes, I have one room for you this night.

Hotel guest: For two people and one baby.

Hotel Staff: Yes, we have that for you.

- Hotel guest:** How much for one night, please?
- Hotel Staff:** 1200 baht per night.
- Hotel guest:** O.K. I take this one maybe I will stay 2 nights. Is it possible?
- Hotel Staff:** Of course. This is your key number 512.
- Hotel guest:** Thank you.
- Hotel Staff:** The boy will take you there.

Conversation 5

- Hotel guest:** Sawatdeekrap.
- Hotel Staff:** Sawatdeekrap.
- Hotel guest:** Do you have room available for tonight?
- Hotel Staff:** I have room for you.
- Hotel guest:** How much?
- Hotel Staff:** 1500 baht per night.
- Hotel guest:** O.K. I take one room for one night, please.
- Hotel Staff:** Of course. Your room number 309. This is your key.
- Hotel guest:** Thank you.

Pattern MHG – FHS

Conversation 1

- Hotel guest:** Good morning. How are you?
- Hotel Staff:** Fine. And you?
- Hotel guest:** I am o.k. Thank you.
- Hotel Staff:** Can I help you, Sir?
- Hotel guest:** Yes. I want to fine the room for one night?
- Hotel Staff:** It's about one thousand per night cover breakfast, Sir.
- Hotel guest:** I will a room for one month. How much the price is going down?
- Hotel Staff:** Yes. The hotel has 20% down, Sir.
- Hotel guest:** O.K. I will fine the room there.
- Hotel Staff:** O.K. this way Sir.

Conversation 2

Hotel guest: Hello. What time does the restaurant open?

Hotel Staff: The restaurant opens from 9 p.m.

Hotel guest: Oh! Thank you.

Hotel Staff: You're welcome.

Conversation 3

Hotel guest: Good evening.

Hotel Staff: Good evening.

Hotel guest: Do you have available room tonight?

Hotel Staff: yes, the rate is 25\$

Hotel guest: Do you have internet access?

Hotel Staff: Yes, we have wireless if you have computer you can use the internet network for an additional 5\$

Hotel guest: O.K. I like a room, please.

Hotel Staff: Would you like smoking or non-smoking room

Hotel guest: Non-smoking.

Hotel Staff: How will you be paying?

Hotel guest: Visa. Here you are.

Hotel Staff: How many people?

Hotel guest: Two.

Hotel Staff: Would you like a king size bed or two double bed?

Hotel guest: King size bed, please.

Hotel Staff: You are in room 241. It's on the second floor. Here is the key, sign here please.

Hotel guest: What time is checking?

Hotel Staff: eleven o'clock

Hotel guest: O.K. Thank you.

Conversation 4

Hotel guest: Hello.

Hotel Staff: Hello. Imperial hotel how may I help you?

Hotel guest: I like to make a reservation, please.

Hotel Staff: Just a moment. O.K. for what date?

Hotel guest: 20th

Hotel Staff: How many night you will be staying?

Hotel guest: Three nights. What's prize?

Hotel Staff: 25 \$ a night with tax. Would you like me reserve a room for you?

Hotel guest: O.K.

Hotel Staff: Your name, please.

Hotel guest: Tony Jones.

Hotel Staff: Mr. Tony. How will be you paying?

Hotel guest: Visa.

Hotel Staff: O.K. You are all set. Will you see on the 20th.

Hotel guest: O.K. Thank you.

Conversation 5

Hotel guest: Hi. Could I have awake up call at seven o'clock, please?

Hotel Staff: Which room number, Sir?

Hotel guest: 3232.

Hotel Staff: O.K. I will make the record of that.

Hotel guest: Thank you.

Pattern FHG – MHS**Conversation 1**

Hotel guest: Good morning, do you have any free rooms?

Hotel Staff: Yes, we have. How many nights would you like to stay here?

Hotel guest: Just a couple of night.

Hotel Staff: How many people?

Hotel guest: There are two of us.

- Hotel Staff:** O.K. great. Here your key, number 401 9th floor.
- Hotel guest:** Thank you. Oh! And just to know, how much for night?
- Hotel Staff:** 500 baht.
- Hotel guest:** Could I pay by visa?
- Hotel Staff:** Yes, of course. Now, can I have your personal details and your documents?
- Hotel guest:** Of course, here my ID.
- Hotel Staff:** Thank you. How some of our staff will help you with the suitcase?
- Hotel guest:** No matter, thank. We have just a backpack.
- Hotel Staff:** O.K. I've finished, here your ID.
- Hotel guest:** Thank you. See you.
- Hotel Staff:** See you tomorrow morning for breakfast from 8 a.m.
- Hotel guest:** O.K, thanks.

Conversation 2

- Hotel guest:** Hi, I've a reservation.
- Hotel Staff:** What is your last name?
- Hotel guest:** Conien.
- Hotel Staff:** Yes, you stay 20 to 23. This is your key number 203.
- Hotel guest:** Thank you. What time is the breakfast?
- Hotel Staff:** It's from 7 to 9 a.m.
- Hotel guest:** Do you have a safety box?
- Hotel Staff:** Yes, we have in the hotel.
- Hotel guest:** Thank you.

Conversation 3

- Hotel guest:** Sawadika.
- Hotel Staff:** Sawadikap. Can I help you?
- Hotel guest:** Have you rooms?
- Hotel Staff:** Yes.
- Hotel guest:** How much for each night?

Hotel Staff: 350 baht.

Hotel guest: Of course. Can we check?

Hotel Staff: Yes, how many night do you stay?

Hotel guest: Just two night, please.

Hotel Staff: OK. your room number 417.

Hotel guest: Thank you. What time I have to check out?

Hotel Staff: 12 o'clock. Have a nice staying.

Hotel guest: Thank you.

Conversation 4

Hotel guest: Sawadika. Do you have a room?

Hotel Staff: Yes.

Hotel guest: How much is it?

Hotel Staff: 450 bath per night.

Hotel guest: OK. I will stay for two night, please.

Hotel Staff: Of course, your room number 213. Here is the key.

Hotel guest: What time is the breakfast?

Hotel Staff: From 7 to 10 a.m.

Hotel guest: Thank you.

Conversation 5

Hotel guest: I want a room for two people, for three nights please.

Hotel Staff: Ok, You just need you to fill in this form please. Do you want breakfast?

Hotel guest: Yes, please.

Hotel Staff: Breakfast is from 7 to 10 each morning in the dining room.

Here is your key. Your room number is 345, on the third floor.

Enjoy your stay.

Hotel guest: Thank you.

Pattern FHG – FHS

Conversation 1

Hotel guest: Hello, I've booked a room at the name Guilli.

Hotel staff: Yes, for 3 days isn't it?

Hotel guest: Yes.

Hotel staff: Follow this man he will show you your room.

Hotel guest: Thanks.

Conversation 2

Hotel guest: Good morning. Do you have any free rooms?

Hotel staff: Good morning. Yes how many do you need?

Hotel guest: Totally, we are 4 people so we need 2 rooms.

Hotel staff: O.k. for how many nights?

Hotel guest: For two nights, please.

Hotel staff: O.k. Could I have your documents for check you in?

Hotel guest: Sure! Here you are.

Hotel staff: Queen or king size bed?

Hotel guest: Queen size, please.

Hotel staff: Your room numbers are 438 and 439 at the 4th floor.

Hotel guest: O.k. Thank you. Sorry is the breakfast included in the price?

Hotel staff: Yes, it opens at 6 a.m. and closes at 10 a.m. Here your key.

Hotel guest: O.k. Do I have to pay now or after the stay and how much is it?

Hotel staff: It's 1000 \$ for both night and don't worry you can pay and the end of your vacation here.

Hotel guest: Thank you. I will call if there are some problems.

Hotel staff: Yes, call me for any kind of problem. Have a nice stay.

Hotel guest: Thank you.

Conversation 3

Hotel guest: Good morning. I've booked a room for 2 nights.

Hotel staff: OK. What's your name?

- Hotel guest:** Rocca.
- Hotel staff:** Let me check, ok. your room is the number 336.
- Hotel guest:** Perfect is the breakfast included?
- Hotel staff:** Of course, the service is open from 6 a.m. to 11 a.m.
- Hotel guest:** That's right.
- Hotel staff:** Do you need something else?
- Hotel guest:** Yes, I'm going to my massage lesson tomorrow morning.
Could you call a taxi for me?
- Hotel staff:** Yes, when do you want to leave?
- Hotel guest:** At 9 a.m. is it possible?
- Hotel staff:** Of course.
- Hotel guest:** Can I pay now?
- Hotel staff:** Up to you. A single room for 2 nights is 1000 baht.
- Hotel guest:** Perfect.
- Hotel staff:** Here you are, the key.
- Hotel guest:** Thank you so much.
- Hotel staff:** My pleasure if you need something call the number 0.
- Hotel guest:** OK, bye bye.

Conversation 4

- Hotel guest:** Hello. Could you tell me if you have a room available for tonight?
- Hotel Staff:** Yes, we have. How many people are you?
- Hotel guest:** Three but we just need one room.
- Hotel Staff:** OK. so you can add an extra bed.
- Hotel guest:** OK. fine. How much is it for one night?
- Hotel Staff:** 700 bahts.
- Hotel guest:** OK. fine. What's time do we have to check out?
- Hotel Staff:** 12:00 a.m. OK. your room number 405.
- Hotel guest:** Thank you.

Conversation 5

Hotel guest: Good morning. I've booked a room. Could you please show me that? I'm Sofia Bresciqni.

Hotel Staff: Morning miss, just a minute. Let me check.

Hotel guest: Don't worry.

Hotel Staff: OK. everything is alright, your room is the 593 at 5th floor.

Hotel guest: Perfect! What about the breakfast?

Hotel Staff: You can come every time, the restaurant is opened from 8:30 to 11:30.

Hotel guest: That's right. May I ask you some information about Surin?

Hotel Staff: Of course you can.

Hotel guest: So, I wanna go to the stadium for the show. How can I go there?

Hotel Staff: You should take a taxi some of them are waiting outside.

Hotel guest: That's sound good. Thank you. What about the payment?

Hotel Staff: Yes, you can pay when you want, that's no a problem.

Hotel guest: Thank you, see you later.

Hotel Staff: You're welcome, nice to meet you. And welcome to Surin have a good permanence.

Hotel guest: Thank you bye bye.

APPENDIX B

The List of Experts

1. Doctorate Chookiat Jarat,
The English Lecturer at
Buriram Rajabhat University
2. Mr. Chowit Phuwong
The English Lecturer at
Buriram Rajabhat University
3. Mr. Michael John Connolly
The retired teacher from England

APPENDIX C

Letter for Experts

มหาวิทยาลัยราชภัฏสุราษฎร์ธานี
Buriram Rajabhat University



No.045.11/3122

Buriram Rajabhat University
Jira Road, Mueng District,
Buriram 31000, THAILAND

April 1, 2012

Dear Dr. Chookiat Jarat,

Subject: Requesting to be the Expert for the Research Instruments

Buriram Rajabhat University (BRU) presents its complement to Dr. Chookiat Jarat, The English Lecturer, Buriram Rajabhat University to be the expert for the research instruments. I would like to inform you that Miss. Wanida Jaiwangchana, a student studying in Master of Arts Program in English at BRU, is conducting the research, entitled "**Speech Acts of Greetings and Replies to Greetings in the Hotel Business**" under the supervision of Assistant Professor Dr. Nawamin Prachanant, Chairperson of the Thesis.

In this regard, BRU strongly believes in your kindness to be the expert for giving suggestions in her research instruments.

Thank you very much for your cooperation.

Your sincerely,

(Assistant Professor Dr.Suthiap La-ongthong)

Dean of Graduate School

Buriram Rajabhat University

Office of Graduate School

Tel. 0 4461 1221, 0 446 1616 ext. 3806

Fax 0 4462 2858



No.045.11/๑ 122

Buriram Rajabhat University
Jira Road, Mueng District,
Buriram 31000, THAILAND

April 1, 2012

Dear Mr. Chowit Phuwong,

Subject: Requesting to be the Expert for the Research Instruments

Buriram Rajabhat University (BRU) presents its complement to Mr. Chowit Phuwong, The English Lecturer, Buriram Rajabhat University to be the expert for the research instruments. I would like to inform you that Miss. Wanida Jaiwangchana, a student studying in Master of Arts Program in English at BRU, is conducting the research, entitled "**Speech Acts of Greetings and Replies to Greetings in the Hotel Business**" under the supervision of Assistant Professor Dr. Nawamin Prachanant, Chairperson of the Thesis.

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Thank you very much for your cooperation.

Your sincerely,

(Assistant Professor Dr.Suthiap La-onghong)

Dean of Graduate School
Buriram Rajabhat University

Office of Graduate School

Tel. 0 4461 1221, 0 446 1616 ext. 3806

Fax 0 4462 2858



No.045.11/7122

Buriram Rajabhat University
Jira Road, Mueng District,
Buriram 31000, THAILAND

April 1, 2012

Dear Mr. Michael John Connolly,

Subject: Requesting to be the Expert for the Research Instruments

Buriram Rajabhat University (BRU) presents its complement to Mr. Michael John Connolly, The retired teacher from England to be the expert for the research instruments. I would like to inform you that Miss. Wanida Jaiwangchana, a student studying in Master of Arts Program in English at BRU, is conducting the research, entitled "**Speech Acts of Greetings and Replies to Greetings in Hotel Business**" under the supervision of Assistant Professor Dr. Nawamin Prachanant, Chairperson of the Thesis.

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Your sincerely,

(Assistant Professor Dr.Suthiap La-ongthong)

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