ISABEL ASSIST

Managing a group booking enquiry

Booking and customer communication sample

Independent sample project. Saviring Stuudio, the customer, address and all booking details are fictional.

Brief

A fictional pottery studio receives a company enquiry for an eight-person team event. My role is to collect the details, ask the studio to confirm availability and pricing, and keep the customer informed about the next steps.

Customer email

“Hi! We'd like to organise a pottery workshop for eight colleagues on 20 February. Would an afternoon session be possible, and how much would it cost? Most of us have never tried pottery before. Best wishes, Anna”

First reply to the customer

Subject: Pottery workshop enquiry for eight participants

Hi Anna,

Thank you for getting in touch. I'd be happy to help with the details of your team event.

I've noted 20 February and eight participants. Please let me know your preferred afternoon starting time and whether you would like instruction in Estonian or English.

I'll pass these details to the studio instructor to check availability, a suitable workshop format and pricing. I can then send you a specific quotation. No time slot is reserved at this stage.

I'll send you another update by 15:00 on 15 January, even if some details still need to be confirmed.

Best wishes,
Isabel
Saviring Stuudio Customer Support

Internal next step

Enquiry received on 14 January 2027. I will ask the customer for their preferred starting time and language, and the instructor for availability, a beginner-friendly format and the total price. The studio owner approves the quotation.

Confirmation and booking overview

Sample case BR-2027-008

Confirmation scenario: the customer chose 14:00 and instruction in Estonian. The owner approved availability, the two-hour workshop, total price and terms; the customer accepted the quotation.

Booking confirmation to the customer

Subject: Your team event on 20 February is confirmed

Hi Anna,

Your pottery workshop is confirmed. Here are the key details:

Booking reference: BR-2027-008
Date: 20 February 2027
Time: 14:00–16:00, local time in Estonia
Participants: 8; instruction in Estonian
Venue: Saviring Stuudio, Näidise 8, Tallinn
Agreed total price: €280
The workshop is suitable for beginners. The agreed price includes instruction and materials. Please arrive about ten minutes before the start. The studio will send the invoice separately.

If your group size or other plans change, please reply to this email. Changes and cancellations are handled under the terms sent with your quotation.

We look forward to welcoming you.
Isabel
Saviring Stuudio Customer Support

Booking tracker

Reference	Status	Next action	Owner
BR-2027-008	Confirmed	Confirmation sent; add event to calendar	Isabel
BR-2027-008	Invoice pending	Send invoice based on approved quotation	Business owner

In this sample, the owner approves availability, pricing and terms. No real booking, invoice or calendar event has been created.