


PRACTICE ROLE-PLAYS (A)

FILE CARD
5A

Select one of the Visiting Cards from those presented below. You are the person on the Visiting Card. You have been invited to a conference in San Diego, California. You need to speak to Andrea Koss, who is arranging the conference. You want to talk about the programme.


Naomi Singh
Product Support Development

Keyway Computer Systems
144 West 56th Street
Pittsburgh (PA) ++1 412 347889


R. Kailer

KAD Productions nv
Tubingenweg 320
7451 HD Halten
Netherlands Tel: (31) 548 786633
Fax: (31) 548 212187

FILE CARD
6A

Someone calls you about a visit to your company. You would like to meet the caller but cannot make any arrangements today – offer to call back tomorrow. Find out who the caller is and how you can reach him/her.


FILE CARD
7A

Select one of the two identities below and call Hamwell Ltd. You want to speak to the Production Controller, Robin Freeley. Introduce yourself and your company. You want to arrange an appointment to talk about your products.


HL Systems

Yutaka Sumi
Product Support Development

Hambol Systems
West Side Blvd 220-240
Washington DC 20500
USA ++1 202 44879797


I.E.P.O.
Carlos Ieronymidis

Iero S.A.
Enotria 320
Athens
Greece Tel: ++30 1 4562243

FILE CARD
8A

You are the Personal Assistant to your boss, Ken Stam. A caller rings to speak to him. Take down any details you need and promise to call back next week. Your boss is on holiday but you do not want to say this.

FILE CARD
9A

You are a Quality Control Manager for Comcosol, a software engineering company that supplies manufacturers with control systems. Ring one of your clients, Salco Services – and ask to speak to the Production Manager. You want an appointment to discuss some design modifications.

Here is a page from your diary. If possible you want to visit Salco the week of October 17th.

October	October
17 Monday <i>10am-12pm Sales meeting</i>	24 Monday <i>Budget meeting 9.30</i>
18 Tuesday <i>Marketing - all day seminar</i>	25 Tuesday
19 Wednesday <i>Trip to Bristol to see Mike</i>	26 Wednesday
20 Thursday	27 Thursday
21 Friday <i>Tour of factory 10/ New projects 2p.m.</i>	28 Friday <i>Planning meeting (all day)</i>
22 Saturday	29 Saturday
23 Sunday	30 Sunday

FILE CARD
10A

You are the same Quality Control Manager for Comcosol. You are in your office when the telephone rings.

FILE CARD
11A

You are an Order processor for Office Universe Limited, a London-based stationery and office equipment company. A customer rings with a problem over an invoice.

Here is a copy of the invoice:



Office Universe Limited
430-4 Upper Richmond Road
London SW15 5TY England
Telephone 0171 434 7272 Fax 0171 434 5286

INVOICE

Angus Ltd
Galloway Industrial Estate North Side
Unit 15
Aberdeen AB24 5TR

Your ref: OCU22.10
Our ref: RG34725

Part ref	Qty	Item	Price
2356-1	100	A4 Zoom Copy Paper @ £2.20	£220.00
4563-1	2	packs Marker pens @ £5.80	£11.60
2156-2	1	Staples 5000 pack	£5.20
2134-8	20	Rulers @ £0.80	£16.00
3572-2	100	Coloured ring binders @ £2.10	£210.00
3482-1	100	Pack of dividers @ £0.55	£55.00

Sub-total £473.00
Less discount 5% £23.65
Sub-total £449.35
VAT @ 17.5% £78.64
Sub-total £527.99
+ Carriage and packing £20 + £3.50 VAT @ 17.5% £23.50
TOTAL £551.49

Terms: 30 days from Invoice date.
Thank you for your custom.
Telephone or fax your orders to Julie 24 hours a day, 365 days a year.

Notes:

- You have checked with the original telephoned order and can find no mistake: the customer did order all the goods you have sent. You do sell cheaper copy paper and cheaper ring binders, but with different part reference numbers.
- You accept the customer should have received a 10% discount and free carriage and packing – offer to send a new invoice.
- Your company recently altered its terms to 30 days for all customers and all were notified in a separate letter.
- You cannot take back the order but if the customer is unhappy he/she can return the goods and no fee will be charged.
- Offer to send different quality (standard, not laser quality) copy paper and different ring binders (plain coloured).