

# PRACTICE ROLE-PLAYS (B)

FILE CARD

5B

Someone calls to talk to your boss, Andrea Koss. Ask the caller to spell his/her name / company name so you can write it down. Andrea Koss is not available - she is in a meeting and cannot be disturbed. Offer to take a message or say she will call back - later today.

If you plan to ask Andrea to call back, get a phone number.

FILE CARD

6B

Choose one of the identities given below. Call your partner to ask if you can visit him/her and try to make an arrangement today. You want to talk about his/her company's products.



Helge Viktor Koberg  
Account Manager

Hansum S.A.  
P.O. Box 484  
N-4088 Hordvik  
Norway  
Tel. 47-4-893198  
Fax. 47-4-893288

Chin Distribution Company

Pezar Chang  
Project Director

CDC (Malaysia)  
Korea Kinabalu  
Sabah  
Malaysia

Tel (60 88) 243799  
Fax (60 88) 243642

FILE CARD

7B

You are the secretary to Robin Freeley, Production Controller at Hamwell Ltd. Your boss is busy and cannot be disturbed. Deal with the caller and do not disturb your boss!

FILE CARD

8B

Choose one of the identities shown below:



Alexei Rublev

Sokolnicheskaya vst. 22  
Moscow 107111  
RUSSIAN FEDERATION  
Tel ++ 7 0 95 230076  
Fax ++ 7 0 95 230766



Katle Jensen

Vinmetal a.s.  
Bygdoy Alle 90 • 0273 Oslo • NORWAY  
Tel ++ 47 487 2285 Fax ++ 47 487 2378

Ring a Japanese contact called Ken Siam. You would like to meet him to talk about the potential of your products.

FILE CARD

9B

You are Production Manager at Salco Services. A supplier, Comcosol Ltd., telephones you. Here is an extract from your diary.

October	October
17 Monday Marketing meeting w/ Susan 4 p.m.	24 Monday
18 Tuesday Interview for sales job - all day	Susan 9.30 25 Tuesday
19 Wednesday Discuss interviews with personal 10/3 p.m. Planning meeting	26 Wednesday
20 Thursday	27 Thursday
21 Friday	Dinner at City Hall 28 Friday
22 Saturday	29 Saturday
23 Sunday	30 Sunday

FILE CARD

10B

You are still the Production Manager at Salco Services. A day after your conversation with Comcosol, you learn that you have to go to Japan on urgent business to discuss a legal problem. Unfortunately you must change your appointment with Comcosol.

Telephone Comcosol. Try to fix an appointment for the following week - when you have no commitments.

Write a fax to confirm the new arrangement.

file cards 1B to 19B

FILE CARD

11B

You have bought office equipment and stationery supplies from a company called Office Universe Ltd. Unfortunately there have been problems with the service. Here is a copy of the invoice they sent you for the last order:



Office Universe Limited  
430-4 Upper Richmond Road  
London SW15 2YJ England  
Telephone 0171 434 7272 Fax 0171 434 5286

## INVOICE

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

Your ref: OOU22.10  
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
3672-2	100	Coloured ring binders @ £2.10	£210.00
3482-1	100	Pack of dividers @ £0.56	£56.00

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.

### Note:

- The company normally give you 10% discount and normal terms are 60 days from invoice.
- The OU Catalogue offered ring binders at £1.50 and A4 copy paper at £1.45.
- They do not usually charge for carriage or packing on orders of over £200.00.
- You did not order any staples.
- You have used OU in the past and have had problems with wrong deliveries.
- Ask for your order to be despatched again and the wrong order taken away.
- Ask for a new invoice.
- Be prepared to say you will use other suppliers in future.