

**KMK-Fremdsprachenzertifikat**  
**Mündliche Prüfung: Interaktion**  
**Role Play: Complaint**

**ROLE A:**

You work for :           Getränke König  
                                  Wagenburgstr. 40  
                                  70186 Stuttgart  
                                  Tel: 0711/55894612  
                                  Fax: 0711/55894722

You saw an advertisement in a German magazine and you ordered 3000 sets of long drink glasses from                   Wexford Crystal plc.

Sanditon Ave  
County Cork  
Ireland  
Tel: 003-5321-45861  
Fax: 003-5321-45866

The consignment arrived punctually, but inspection has revealed that some glasses are broken, some are smaller than others and some have the wrong colour. Additionally they haven't granted the promised cash discount of 3%.

You ring the Export Department and complain about it. Make suggestions how to solve the problem and try to come to an agreement.

<b>INVOICE</b>				
Qty (set)	Item Description	Order Number	Item Price	Total Price
1,000	Long drink glass 'Bac' red	R 125	€2.50	€2500.00
1,000	Long drink glass 'Ron' blue	B 456	€2.75	€2750.00
1,000	Long drink glass 'Teq' green	G 789	€3.30	€3300.00

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**ROLE B:**

You work for:           Wexford Crystal plc.  
Export Department  
Sanditon Ave  
County Cork  
Ireland  
Tel: 003-5321-45861  
Fax: 003-5321-45866

Your customer 'Getränke König' from Stuttgart, Germany, ordered the following items seen in an advertisement you placed in a German magazine. You sent the following invoice with delivery.

<b>INVOICE</b>				
Qty (set)	Item Description	Order Number	Item Price	Total Price
1,000	Long drink glass 'Bac' red	R 125	€2.50	€2500.00
1,000	Long drink glass 'Ron' blue	B 456	€2.75	€2750.00
1,000	Long drink glass 'Teq' green	G 789	€3.30	€3300.00

Your customer calls you because she is not satisfied with the consignment as some items are broken or wrong, a 3% cash discount has not been granted. Prepare yourself to react adequately. Try to come to an agreement.