



# ENGLISCH

SERIE

2

## TEXTPRODUKTION

**KANDIDATIN  
KANDIDAT**

Nummer der Kandidatin / des Kandidaten

Name

Vorname

Datum der Prüfung

**BEWERTUNG**

Fachbereiche

Erreichte Punkte / Maximum

Task A

/ 10

Task B

/ 15

**Total**

**/ 25**

**EXPERTEN**



**Erlaubte Hilfsmittel:** keine

**Prüfungsdauer:** ⌚ 40 Minuten

# A (10 POINTS)

You work for an international company in Switzerland.  
The department manager has left you the following message:

*Eine Gruppe japanischer Kunden besucht uns am 14. Juli. Sie verstehen gut Englisch. Bitte doch Megan, die Australierin vom Verkauf, unsere neuen Produkte vorzustellen. Sie hat eine Viertelstunde zur Verfügung. Nachher übernehme ich.*

Write an **e-mail** in English to Megan, including an appropriate *opening* and *closing line* as well as the following *contents*:

- ▶ Tell her about the situation.
- ▶ Explain the task and the time budget.
- ▶ Tell her what happens after she speaks.
- ▶ Offer your help.
- ▶ Thank her.

**Write between 40 and 60 words.**

To: Megan ..... From: .....  
Subject: .....

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**B (15 POINTS)**

Read part of a letter of complaint which you have received from a very good Canadian customer of your company:

After you had promised express delivery we only received the micro motors after two weeks, just to find that in the four boxes there were 200 instead of 250 motors, and 100 of these are a different model. You will agree that this causes us considerable inconvenience. Therefore, please dispatch the merchandise immediately and inform me about the situation.

Write a **letter** to Mrs Wilson, including an appropriate *opening* and *closing line* as well as the following *contents*:

- ▶ Date (write the month as a word).
- ▶ Refer to her letter.
- ▶ Apologise to the customer.
- ▶ Give a reason for the problem.
- ▶ Inform about the date and the type of transport of the new shipment.
- ▶ Offer a 15% discount.
- ▶ Tell her what to do with the other motors.
- ▶ She can contact you if necessary.

**Write between 80 and 100 words.**

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