

QUESTION 10: PROPOSE A SOLUTION

Directions:

In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak. In your response, be sure to show that you recognize the problem, and propose a way of dealing with the problem.

Hello, I am Frank Lane. This morning, my son and I played in the hotel's park. When my son sat on the swing, it immediately went loose. The security guard responded to this emergency immediately and apologized for it. He actually wrote an incident report in his logbook. Tonight, my son is complaining about a painful wrist and I brought him to the hospital. The doctor advised my son to rest for two weeks because of the dislocated joint. This implies that he can't go to school for the said period. I would say, it is the hotel's responsibility to ascertain the safety of the facilities for your customers. The medical bill is considerably high and my child's schooling is badly affected. I do not know how you could help me on this matter. But I believe this is a result of your company's negligence then I should be fairly compensated.