

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.

Hi, my name is Johanna Parker. Yesterday, I shopped in your supermarket. I bought ingredients for my baking class. I have been your loyal customer for 5 years now and I have confidence of the quality and freshness of your product until today. As I opened the box of powdered cocoa, I saw some grayish particles and the smell is awful. I immediately check the label and was shocked to discover that it is expired and there were three boxes not fit to be consumed. I am sorry but I opted to return all these items. Please send some of your employees to pick them up today. Thank you very much.