

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, is this Xavier Pharmaceutical Company? I am Ruth Lockwood of Venus Pharmacy. I am calling to complain about the delivery you made this Friday. I purchased 100 boxes of anti-bacterial suspension assorted flavors, but I believe there is an error of the products I received. What were delivered are 50 boxes of antihistamine and 100 boxes of Paracetamol. Could you please sort out this problem the soonest time? If possible, could somebody pick these goods from the pharmacy today along and bring my order? Your prompt response is highly appreciated.