

2025

Qualifikationsverfahren

Detailhandelsfachfrau EFZ / Detailhandelsfachmann EFZ**Position 1: Serie 2****HKB A****Gestalten von Kundenbeziehungen****schriftlich****Handlungssimulation «Lieferschwierigkeiten»****[Englisch]****Ausgangssituation**

Sie haben eine E-Mail eines englischsprachigen Kunden; Herr Jones, erhalten, der sich über eine nicht erhaltene Lieferung beschwert. Da der Kunde die Lieferung dringend erwartet, ist er entsprechend aufgebracht. Beantworten Sie die E-Mail und bieten Sie ihm akzeptable Lösungsvorschläge an.

Aufgabe

Schreiben Sie eine E-Mail auf Englisch an Herr Jones, und gehen Sie dabei auf die E-Mail ein, die von ihm verfasst wurde. Achten Sie darauf, eine angemessene Anrede auszuwählen, sowie einen Einleitungs- und Schlusssatz zu schreiben.

From: Paul.Jones@cambridgeexams.com

To: info@professionalelectronics.com

Dear Sir or Madam,

It is with great disappointment and frustration that I must send you this email. As you may remember, I have ordered 45 touchscreen tablets 4 weeks ago. Unfortunately, only 30 have arrived so far, which results in a very stressful situation as I am in desperate need of the laptops. As you may well know, I organize Cambridge exams for all vocational schools in the Kanton Zürich and I need the devices next week as my team is currently setting up the exam facilities.

I find the entire situation unacceptable and will hold you accountable for any consequences that are the result of your incompetence.

Your email should contain the following information:

- *Write a formal apology*
- *Explanation of situation*
- *Provide a timeline for delivery*
- *Offer compensation or a discount*
- *Ask for feedback about customer service*
- *Express gratitude for their patience*

Sperrfrist: Diese Prüfungsaufgaben dürfen vor dem **31.12.2025** nicht zu Übungszwecken verwendet werden.

Hinweise

Unten finden Sie eine Wortliste.

Beurteilung

Ihre Leistung wird nach den folgenden Leitfragen bewertet:

- Kommuniziert der/die Lernende inhaltlich korrekt mit der entsprechenden Anspruchsgruppe?
- Kommuniziert der/die Lernende sprachlich und formal korrekt (Niveau B1) mit dem Kunden?

Zeitrahmen

20 Minuten

Wortliste Englisch

disappointment	die Enttäuschung
to be in desperate need of	dringend etwas benötigen
device	das Gerät
exam facilities	die Prüfungsräumlichkeiten
to hold somebody accountable	jemanden verantwortlich machen
to be a result of	das Ergebnis sein von.
incompetence	die Unfähigkeit
compensation	die Entschädigung
to express gratitude	Dankbarkeit zeigen/ ausdrücken
patience	die Geduld

Musterlösung

Handlungssimulation «Lieferschwierigkeiten»

From: info@professionalelectronics.com

To: Paul.Jones@cambridgeexams.com

Subject: Regarding Order - Missing Tablets

Dear Mr. Jones,

Thank you for your email. I understand your frustration regarding the incomplete delivery of your order of 45 touchscreen tablets, and I sincerely apologize for the inconvenience and stress this has caused you, especially given the urgency of your situation with the Cambridge exams.

We have investigated the matter and found that the remaining 15 tablets were unfortunately delayed due to an unforeseen logistical issue at our distribution center. There was a temporary system error that misrouted a portion of shipments, including yours.

I can confirm that the missing 15 tablets have now been located and dispatched. We have prioritized your shipment and are using an express courier service to ensure delivery. You can expect to receive them by next Wednesday, at the latest. We will also provide you with a tracking number within the next hour so you can monitor the delivery progress.

We understand that this delay is unacceptable and has placed you in a difficult position. As a gesture of our sincere apology, we would like to offer you a 25% discount on your next order with us. We hope this will help to restore your confidence in our services.

We value your business and appreciate your understanding in this matter. We are committed to providing excellent customer service and would be grateful if you could provide us with feedback on your experience once you have received the complete order. This will help us to improve our processes and ensure that such situations are avoided in the future.

Thank you for your patience. If you have any further questions or concerns, please do not hesitate to contact us.

Sincerely,
Fil Huser