
2025Procédure de qualification

Gestionnaire du commerce de détail CFC

Position 1 : Série 2**DCO A****Gestion des relations avec les clients****écrit**

Simulation pratique « Difficultés de livraison »**[Anglais]****Situation de départ**

Vous avez reçu un mail d'un client anglais, M. Jones, qui se plaint de ne pas avoir été livré. Comme le client attend la livraison de toute urgence, il est en conséquence très contrarié. Répondez au mail en anglais et proposez-lui une solution acceptable.

Tâche

Écrivez un mail en anglais à M. Jones, en vous référant au mail qu'il a rédigé. Veillez à choisir une formule de politesse appropriée et à rédiger une phrase d'introduction et de conclusion. Pensez à saluer correctement le client et à écrire une introduction et une conclusion.

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

Remarque

Vous trouvez une liste de mots ci-dessous.

Évaluation

Votre performance sera évaluée selon les questions principales suivantes :

- L'apprenti.e communique-t-il/elle correctement avec le groupe cible ?
- L'apprenti.e communique-t-il/elle le contenu correctement (niveau B1) sur le plan linguistique et formel avec le/la client.e ?

Cadre temporel

20 minutes

Liste de mots en anglais

la déception	disappointment
avoir besoin en urgence	to be in desperate need of
l'appareil	device
les salles d'examen	exam facilities
tenir quelqu'un responsable de	to hold somebody accountable
être le résultat/la conséquence de	to be a result of
l'incompétence	incompetence
le dédommagement	compensation
montrer de la gratitude	to express gratitude
la patience	patience
la déception	disappointment
avoir besoin en urgence	to be in desperate need of
l'appareil	device
les salles d'examen	exam facilities
tenir quelqu'un responsable de	to hold somebody accountable

Solution type

Simulation pratique « Difficultés de livraison »

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