

Hinweis: Bei den Lösungen handelt es sich um Lösungsvorschläge.

Produktion

Aufgabe 1

Important Notice to our Visitors

Dear Visitors

Welcome to our open house.

We would like to point out a few rules for your own safety.

- You received a name tag on signing in; please wear it on your clothes where it can be seen.
- Before entering the production halls you will be handed safety boots, a safety helmet, goggles and ear protection.
- Please wear the shoes and helmet at all times, goggles and ear protection are only necessary in designated areas.
- The tour will be conducted by one of our experienced colleagues.
- Please refer any questions to him and he will be pleased to answer them.
- Please do not leave the pathways which are marked yellow.
- Please do not take anything from the production hall. You will receive samples of the goods we produce after the tour.

We hope that you enjoy the tour!

The management

Aufgabe 2

- Dear Sir or Madam
- new address/information about our new address: Groner und Deutzer, In der Wanne 14-16, 33739 Bielefeld
- our new telephone number: 05202 929246132-001..., our new fax number: 05202 929246132-10...
- our email address will stay the same/has not changed.
- see map on our website for directions on how to find us
- advantage of the new location for customers and sales representatives: closer to the motorway
- sales representatives and important customers will be invited to tour the new premises next spring; tour will include a presentation in the new customer-service centre of the latest products in the category: measuring instruments for the automotive industry, and for mechanical and electrical engineering
- Kind regards

Aufgabe 3

Dear Ms Jameson

We have received your invoice from May 15. We were somewhat surprised to see that the price for the 200 cases was higher than that quoted in your offer.

We would therefore ask you to send us a new invoice.

Kind regards

(Your name)

Aufgabe 4

Dear (your name)

Thank for your mail of May 16, 20... . I am sorry to say that there seems to be a misunderstanding. We quoted two prices in our offer of March 30, 20...: the lower price was for uncoated cases and the higher price was for coated cases. Since you ordered coated cases, the price given in our invoice is correct.

We hope that we have been able to clear up this confusion.

If you require any further information, please do not hesitate to contact us.

Kind regards

Orla Jameson

Aufgabe 5

Subject: Your telephone call from today/yesterday

Dear Mr Snyder

Here is my suggestion to solve your problem:

1. Check the size of the swap partition; it should be at least 512 MB. Allocate more space to the partition if necessary.
2. If you have changed the settings, set them back to "default". To do this, click on "options", "settings" and then "default settings".
3. Then check the status display of the device. The status should be "standby".
4. Now reconnect the USB cable to the computer. Everything should be working again.

If you should need further assistance, please don't hesitate to contact me.

Kind regards

...

Aufgabe 6

Dear Ms Chester

We are extremely sorry to hear that the goods you received with order number PP-150-XLS were defective.

Please accept our sincere apologies for any inconvenience.

We have looked into the matter and found that the mistake was the result of an error in our packaging department.

We will dispatch the replacement goods to you immediately. The goods are scheduled to be with you next Monday.

Please return the damaged goods at our expense.

Once again, we would like to express our regret for any inconvenience.

Regards

...

Aufgabe 7

Dear Sir or Madam,

We visited your stand this year at the Cebit in Hanover. We took a leaflet with some information about the new GRENGview monitor. However, because there were a lot of visitors on the stand and we were a bit pressed for time, we didn't have a chance to speak to anyone from *GraphEngines*.

I would now like to enquire whether the new GRENGview monitor also comes in 27 inches.

We require monitors of this size in order to produce technical drawings for use in the construction of 3D machine components. We are interested in 15 monitors and hope that you can offer us a good price. Please also quote your terms of payment and delivery.

We look forward to hearing from you soon.

Kind regards,
(Your name)
Purchasing Department

Aufgabe 8

From: info@lackwerk... .de
Date: 05.12.20...
To: brown@oktan... .uk
Subject: Claim regarding solvent delivery from 20...-12-05 (date of delivery)

Technical specifications:

No turbidity, colour value (Hazen) = 15
Density = 1.2 g/m³
10-litre container

Dear Mr Brown

I am writing with reference to our order/batch number H05 667 LM, order date 20...-06-01.

The goods have finally arrived after a delay of six months. I'm sorry to have to contact you again but I am afraid that the solvent you delivered is not what we ordered.

Unfortunately, the specification value of the delivered solvents has a density of 1.9 g/m³ which is too high and the colour value (Hazen 35) is too dark. This means that we cannot use the solvents for their intended purpose.

We would ask you for an immediate replacement of this material. Do you think it would be possible to grant us a discount under the present circumstances?

We have been a customer of yours for many years and we feel sure that you will settle this matter immediately to the satisfaction of all parties concerned. We hope that future deliveries will be correct and meet our expectations.

Regards
Your name

Aufgabe 9

Job advertisement

Title: Application engineer

Department: Test centre for automated spray application systems

Business unit: Research and development

Location: Northern Germany

Company description:

Globally operating company, leader in automation and industrial engineering, a major producer of customer-built solutions for application technology

Your main responsibilities will include:

- reporting to the head of the test centre
- developing and improving electrostatic spray application systems for industrial coatings
- adjusting company directives according to EU standards and guidelines, carrying out analyses and evaluations
- quality control
- preparing customer reports

Job requirements:

The ideal candidate will possess the following qualifications:

- Basic knowledge and skills in spray application
- Technical expertise in test engineering/inspection control
- Qualification as a state-certified technician or an industrial foreman specialized in surface technology, comparable to a bachelor's degree or equivalent
- Several years of work experience in a technical environment

Additional information:

The company offers the following employee benefits:

- Further training courses
- Company shares as a bonus package

Aufgabe 10

Checkliste

- examples of misleading advertising:
 - false claims for products
 - certain ingredients not mentioned
 - ads suggest that products are healthy, e.g. by using photos of healthy people in good shape
- risks that are involved:
 - unbalanced diet
 - allergies
 - unknowing excessive consumption of sugar and sugar replacement products
- what consumers can do:
 - boycott certain food products
 - write letters to editors
 - use social media and consumer forums to be better informed
 - be prepared to spend more money on healthier food products

Zur holistischen, stufenbezogenen Bewertung wird die Deskriptorenliste für produktive Leistungen auf Stufe B2 herangezogen.

Aufgabe 11

Checkliste:

- a hectic lifestyle is unhealthy:
 - enough hurrying in other parts of life
 - realise that you needn't hurry in your free time
 - allow your body and mind to slow down
- eat slowly with more pleasure:
 - combine relaxation and enjoyment of eating/of your food
 - improve quality of life
 - avoid health risks caused by unhealthy food choices
- why slow food is better:
 - slow preparation preserves aroma and vitamins
 - use of regional products
 - environmentally friendly, sustainable food production

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Aufgabe 12

Checkliste:

- increase job satisfaction by:
 - flexible working hours
 - job sharing
 - sabbaticals
 - bonuses for good job performance/increased productivity
- improve working environment by:
 - opportunities to socialize
 - recreational sport
- advantages for company
 - fewer employees on sick leave
 - less fluctuation
 - staff more motivated

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