

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.

Hello, this is Vanessa Foster of Interlink Bank. I am calling to raise this concern about the bill I had with your hotel last month. I booked a deluxe room with a 15% discount in the month of April. However, when my secretary checked the receipt this morning, she found out that I was overcharged. The amount I paid was not discounted at all, which means I paid the regular price of the room accommodation. Could you go over this problem, please? You can call my secretary for any feedback. You can dial 445-5674. Thanks a lot.