

12b Manager on the move

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Student A

- 1 Read the role card below.

Profile: You are the plant manager of Bio-pharm, a pharmaceuticals company. You are on a business trip but are in e-mail contact with your assistant. You will need to send him/her tasks while you are away and you will receive messages, requests for information etc.

- 2 Read the 'problem cards' below. Write an e-mail for each situation and send it to your assistant.

Problem card (1)

You have suddenly remembered that the trade fair is coming up in New York and you have not yet booked the hotel or flights. Get your assistant to send you a rough estimate of costs based on competitive fares and mid-range hotels for yourself and a colleague.

Problem card (2)

Your usual supplier has contacted you demanding an increase in prices. They say this is necessary due to the recent rise in fuel costs. You need your assistant to draft a brief, tactful letter rejecting the new terms and conditions and e-mail you the draft asap.

Problem card (3)

You have come across an article in an important trade journal that raises the possibility that your latest product, an antihistamine drug, is potentially dangerous and demands it be recalled by Bio-pharm. E-mail your assistant asking for any reaction/thoughts before you write your own press release.

- 3 You will receive three e-mails from your assistant which will need answering.

Student B

- 1 Read the role card below.

Profile: You are the assistant plant manager of Bio-pharm, a pharmaceuticals company. Your boss is on a business trip but is in e-mail contact with you. You will need to inform him/her of problems at the plant and also reply to messages, requests for information etc.

- 2 Read the 'problem cards' below. Write an e-mail for each situation and send it to your manager.

Problem card (1)

There are problems with the computer network. You think it's a virus but have no idea what action to take or who to contact. Ask your boss what to do.

Problem card (2)

The report from the latest health and safety inspector has just arrived. In a strongly-worded attack, it condemns conditions in the laboratory. He wants to arrange a meeting asap. How should you reply?

Problem card (3)

The transportation company that distributes your products in central Europe has gone on strike, demanding higher wages. You do not know how to get supplies out to Poland and Hungary on time. Ask your boss what to do.

- 3 You will receive three e-mails from your manager which will need answering.