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**Filière :** Assistant de direction

 **Promotion : AD SEP 2017**

Etude de cas AD

**Partie 1**

**Put the following telephone conversation about a delivery delay in the appropriate order:**

Peter Smith: Goodbye.

Mrs Sonia: Yes, this is Mrs Sonia from Arab Soft calling. May I speak to Mr Frank, please?

Peter Smith: As a matter of fact, he did. He said that a representative from your company might be calling. He also asked me to ask you a few questions.

Mrs Sonia: Great, I’d love to see this problem resolved as quickly as possible. We still haven’t received the shipment of the laptops that was supposed to arrive last Tuesday.

Peter Smith: Yes, the shipment was delayed from France. We weren’t able to send along your shipment until this morning.

Mrs Sonia: Thank you for your help. Goodbye.

Peter Smith: Hello, Logos Bible Software, this is Peter Smith speaking. How may I be of help to you today?

Mrs Sonia: Uhm…..actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr Frank mentioned. Did he leave any information?

Peter Smith: Yes, I’m terribly sorry about that. In the meantime, I’ve spoken with our delivery department and they assured me that the 200 DELL laptops reference LX2316 will be delivered by tomorrow morning.

Peter Smith: I’m afraid Mr Frank is out of the office at the moment. Would you like me to take a message?

**Partie 2** **:**

En confirmation de l’entretien téléphonique avec le responsable de la société LOGOS, vous envoyez une réclamation à la dite société dans laquelle vous demandez l’envoi immédiatement de 200 laptops référence LX2316 de marque DELL.Vous exposez également les conséquences négatives d’un plus long retard.

*L’adresse de la société Logos Bible Software :*

123 King’s Crescent

Brighton BR3 6JF

UK

Tel n°: 0222 123 965

www. Logos bible software.com

*L’adresse de la société Arab Soft :*

25 Avenue de l’environnement

Montplaisir 1002

Tunis

**Partie 3**

**الموضوع**

بصفتك مساعد مدير بشركة العربية للبرمجة الكائنة 25شارع البيئة منبليزير1002 تونس كلفك مديرك بتحرير خطاب تطالب فيه بسداد الفاتورة عدد 17 المتخلدة بذمة شركة الإعلامية والمكتبية المستحقة الدفع في   23 نوفمبر 2019 والتي سبق وأن أرسلتم بشأنها رسالة بتاريخ 25 نوفمبر 2019 ولم تتلق شركتكم ردا عليه.

المطلوب: تحرير رسالة تذكير ثانية مع إضافة البيانات الضرورية.

Travail à faire :

1. Saisir la lettre française et la mettre en forme selon les normes de la disposition de la lettre commerciale avec en-tête