

AI Faculty Toolkit



Prompt Engineering and Reflection: Activities for Foreign Language Teaching

Using AI to refine a professional letter in another language

Assignment Process and Instructions

- a. Students developed a first draft of their essay (a professional letter) “Mängelrüge” (a formal letter of complaint) in German using the German standard professional letter-writing format DIN 5008. Students were not allowed to use any outside help besides examples given in class and in the textbook. The assignment was to write a complaint in German using DIN 5008 and following a specific case (false or broken equipment that was delivered) and scenario mentioned in the assignment.
- b. Students peer reviewed each other's letters
- c. Students edited their letters implementing peer review feedback
- d. In- class discussion on creating meaningful AI prompts
- e. Students used BoodleBox (AI Platform) for the next version of the assignment. They were asked to select the appropriate AI language model that best fits this task, and:
 - a. Create a prompt that suits the assignment.
 - b. Upload the revised version to the AI platform
 - c. Ask BoodleBox (AI) to revise the document and make suggestions for improvement following the assignment and the customs for Geschäftsbriefe – Mängelrüge (Professional letters – formal letter of complaint)
 - d. Examine the suggestions carefully and potentially adjust the prompt (multiple times) and/or switch the AI language model used.
 - e. Reflect on the experience and process in English.

Sample prompt: “You are an expert editor of German Business Correspondence. Please review my Mängelrüge draft for grammar, professionalism, German authenticity, writing, content, give me alternative suggestions for ways to handle this business interaction. It should be following DIN 5008 format.”


Challenges:


Some students had difficulties with initial prompt engineering and therefore didn't receive satisfying results. Some didn't critically evaluate the results and simply believed the AI results at face value.

Benefits and Impact:

Students were excited to review the documents and see the improved result. The impact can be substantial if students review their results carefully, edit the AI suggestions following the DIN 5008 requirements and the assignment, and learn from the suggestions given by AI, which means they incorporate the new writing skills and language for future use. Students received exceptional native-language level skills in their AI results. Some students needed to learn how to simplify those to their language level (B2) by prompting AI to adjust the results to their language level.

“Letter of Complaint”- this was a well-crafted prompt for the activity: AI prompt for refining German business letters, ensuring proper professional formatting, correct grammar, and task alignment:

 Essay 2 Geschäftsbrief (1st Draft).docx
Document

Owyn  Just now

Attached are a couple German business letters. Write comments and suggestions to improve the letter. First ensure the letters follow the proper DIN 5008 format. Second point out any grammatical errors. Third make sure the letters cover everything in the assignment description at the bottom of this prompt. Fourth leave some additional comments to generally improve the content of the letters. Please make sure to include what type of correction each comment/suggestion is.

Assignment description:

1. Der Fall:

Sie sind Einkäufer der Warenhauskette *Intercom*, die ihren Hauptsitz in London hat. Sie haben bei der Firma Schneidgut GmbH 200 Rasenmäher zu € 96000, 200 Heckenscheren zu € 31000 und 250 Akku-Rasentrimmer zu € 25000 bestellt. Stattdessen haben Sie allerdings 250 Rasenmäher, 300 Heckenscheren und 200 Akku-Rasentrimmer erhalten. Die Rechnung bezieht sich auf die tatsächlich gelieferten Stückzahlen.

Darüber hinaus haben Kontrollen ergeben, dass 30% der Rasenmäher schadhafte Sichelmesser haben. Ein ähnlicher Fall ist bei einer der letzten Lieferungen schon einmal vorgekommen.

Die Aufgabe:

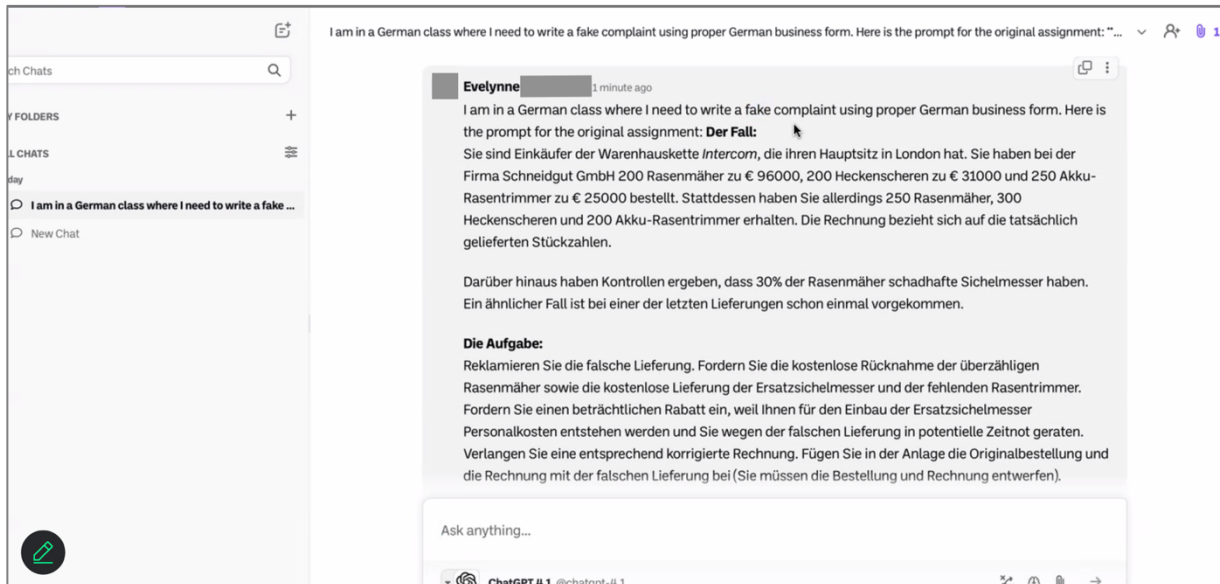
Reklamieren Sie die falsche Lieferung. Fordern Sie die kostenlose Rücknahme der überzähligen Rasenmäher sowie die kostenlose Lieferung der Ersatzsichelmesser und der fehlenden Rasentrimmer. Fordern Sie einen beträchtlichen Rabatt ein, weil Ihnen für den Einbau der Ersatzsichelmesser Personalkosten entstehen werden und Sie wegen der falschen Lieferung in potentielle Zeitnot geraten. Verlangen Sie eine entsprechend korrigierte Rechnung. Fügen Sie in der Anlage die Originalbestellung und die Rechnung mit der falschen Lieferung bei (Sie müssen die Bestellung und Rechnung entwerfen).

Weisen Sie auf den vorangegangenen Fall hin indem Sie das Aktenzeichen und das Datum angeben. Drohen Sie Konsequenzen an, sollte Ihren Forderungen nicht entsprochen werden.

Adressen:

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First draft-prompt - student example for improving German business letters, incorporating German and English in the prompt:



Switching AI Models - student example trying both ChatGPT and Claude and incorporating the original assignment instructions:

