



## Dealing with Obstacles

トラブルに対処する

### OBJECTIVES

To express a concern  
懸念を表す

To refuse politely  
丁寧に断る

To suggest a compromise  
妥協を示唆する

### EXERCISE 1

Role-play : Teacher » Wendy / Student » Michael (Switch roles after you read the dialogue)  
役割 (講師 » Wendy / 生徒 » Michael) にあわせて文章を読みましょう! ダイアログを読んだ後は役割を交代しましょう。

Wendy Hi Michael, it's Wendy at Porter Kitchen Appliances.  
I'm calling back to see if you've made a decision on our offer?

Michael Hi Wendy.  
We'd certainly like to sell your refrigerators in our store.  
However, we don't have a lot of warehouse space,  
and **we're worried they will take up too much room.**  
Would you be able to partly cover any extra storage costs?

Wendy **I'm afraid that won't be possible.**  
We've already offered you a significant discount on the price.  
We can't pay for storage on top of that.

Michael Hmm. Could you still give us 20% off if we bought 25 units instead of 50?  
**If you're willing to reduce the quantity, then we'll be able to place the order.**

Wendy Usually, I wouldn't give that discount for such a small order,  
but I'll make an exception this time.

Michael Great. I really appreciate your flexibility.

**EXERCISE 2** Fill in the blanks and read the dialogue.  
空欄を埋めて、ダイアログを読みましょう!

Wendy Hi Michael, it's Wendy at Porter Kitchen Appliances.  
I'm calling back to see if you've \_\_\_\_\_ on our offer?

Michael Hi Wendy.  
We'd certainly like to sell your refrigerators in our store.  
However, we don't \_\_\_\_\_ of warehouse space,  
and we're worried they will take up too much room.  
Would you be able to partly cover any extra storage costs?

Wendy I'm afraid that won't be possible.  
\_\_\_\_\_ offered you a significant discount on the price.  
We can't pay for storage on top of that.

Michael Hmm. Could you still give us 20% off if we bought 25 units \_\_\_\_\_ 50?  
If you're willing to reduce the quantity, then we'll be able to place the order.

Wendy Usually, I wouldn't give that discount for \_\_\_\_\_ order,  
but I'll make an exception this time.

Michael Great. \_\_\_\_\_ appreciate your flexibility.

**FOLLOW UP QUESTIONS** | 関連情報

Question 1

» What does Michael ask Wendy to do?

Answer 1

- a. Give him a bigger discount
- b. Pay some storage costs
- c. Reduce the delivery fees
- d. Find a larger warehouse

Question 2

» How many units does Michael finally order?

Answer 2

- a. 15
- b. 20
- c. 25
- d. 50

## EXERCISE 3

Practice speaking using the following scenarios.  
それぞれの状況に沿って、スピーキングを練習しましょう!

### Talk 1

You work for a translation company.  
A client (your teacher) has asked you to translate a very long document by Monday.  
He is willing to pay a high rate,  
but you are worried that you cannot meet the deadline. Express your concern.

### Talk 2

You work for a catering company. You are negotiating with a client (your teacher).  
You previously agreed to cater an event with 20 people for \$500.  
She now wants to serve 25 people for the same price.  
Politely refuse the offer and suggest a fee of \$550 instead.

### Talk 3

You manage a restaurant. You want to hire a contractor (your teacher) to repaint it.  
You have offered him \$300 to do the work in two days.  
He wants \$400 to do it in three days. Suggest a compromise of \$400 and two days.

## WORDS & PHRASES | 単・熟語表現の紹介

» certainly / 本当に    » warehouse / 倉庫    » worried / 懸念している    » take up room / 場所をとる  
» on top of ~ / ~に加えて    » off / 値引きして    » quantity / 量    » make an exception / 例外措置をとる

## HOMEWORK

### Writing 1

You have asked your colleague Steve to write a sales presentation.  
He replies to say that he is busy and suggests that Emma write it instead.  
You are worried that she does not have enough experience.  
Write a reply to Steve and express your concern.

### Writing 2

You have asked a hotel how much it will cost to rent a meeting room for one day.  
Their representative, Vicky Sheedy, has offered the room for \$300,  
including lunch and the use of video equipment.  
You would like to pay \$250 with no lunch.  
Write an e-mail to Vicky suggesting this compromise.