

## Handling questions

質問に対応する

### OBJECTIVES

- ⋮ To welcome questions ⋮ 質問を歓迎する
- ⋮ To clarify questions ⋮ 質問の意味を明確にする
- ⋮ To confirm that the asker of a question is satisfied ⋮ 質問者が回答に満足したか確認する

**EXERCISE 1** Role-play : Teacher » Ralendro / Student » Jeena (Switch roles after you read the dialogue)  
役割 (講師 » Ralendro / 生徒 » Jeena) 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。

Jeena So, that brings me to the end of my presentation.  
In summary, the move will cause some disruption,  
but I think everyone will like the new location.

**Are there any questions?**

Ralendro Yes, I have a question.  
You said there will be more space available at the new location.  
Does that mean each of us will have more room for our desks?

Jeena **Are you asking if every worker will have more individual space  
in the new location?**

Ralendro Yes, that's correct.  
I'm wondering how the extra space is going to be utilized.  
Do you have a plan for it?

Jeena We intend to create more meeting spaces.  
People are complaining that it's difficult to book meeting rooms now.  
By adding more rooms, we're hoping to resolve this issue.

**Does that answer your question?**

Ralendro Yes, thank you. That's clear.

**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!

Jeena So, that \_\_\_\_\_ the end of my presentation.  
\_\_\_\_\_, the move will cause some disruption,  
but I think everyone will like the new location.  
Are there any questions?

Ralendro Yes, I have a question.  
\_\_\_\_\_ will be more space available at the new location.  
Does that \_\_\_\_\_ of us will have more room for our desks?

Jeena Are you asking if every worker will have \_\_\_\_\_  
in the new location?

Ralendro Yes, that's correct.  
I'm wondering how the extra space is going to be \_\_\_\_\_.  
Do you have a plan for it?

Jeena We intend to create more meeting spaces.  
People are \_\_\_\_\_ that it's difficult to book meeting rooms now.  
\_\_\_\_\_ rooms, we're hoping to resolve this issue.  
Does that answer your question?

Ralendro Yes, thank you. \_\_\_\_\_.

**FOLLOW UP QUESTIONS** | 関連情報

Question 1

» What are they discussing?

Answer 1

- a. New furniture
- b. Staff cuts
- c. A merger
- d. An office move

Question 2

» What does Jeena indicate?

Answer 2

- a. There will be more meeting rooms.
- b. Desks will be larger.
- c. The new location is less convenient.
- d. She wants to make a complaint.

## 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 have just finished a presentation introducing your company to a group of university graduates at a job fair.  
Open up the question-and-answer session.

### Talk 2

You have given a potential customer (your teacher) a sales presentation. Your customer asks if payment is due 30 days after placing an order. Clarify the question, then explain your company's payment policy: You will send an invoice each month, and customers must pay by the end of next month.

### Talk 3

You have presented your sales results for the past quarter to your manager (your teacher). Your manager has a question about which customer ordered the most goods in the quarter. (It's Littony Industries, which had 40% of the total orders.) Answer the question and confirm that the asker of a question is satisfied.

## WORDS & PHRASES | 単・熟語表現の紹介

- » bring someone to ~ / (人が)~まで到達する、(人を)~まで連れて来る    » in summary / 要約すると  
» mean / 意味する、ということである    » be wondering / 知りたいと思う、~したいと思う    » a plan for ~ / ~についてのプラン  
» intend to do / ~することを意図する    » resolve an issue / 問題を解決する    » inquire / 尋ねる

## HOMEWORK

### Writing 1

You are sending meeting notes to your project team to summarize the last monthly meeting. Some members of the team were not at the meeting because they were on holiday. In your e-mail, mention the attached notes and welcome questions from the people who couldn't make it to the meeting.

### Writing 2

Your customer has left a telephone message asking for an order to be delivered earlier. In an e-mail, clarify whether the customer is asking about order number 230065.