

Making a complaint

クレームをつける

OBJECTIVES

To make a formal complaint
正式な苦情を申し立てる

To make a strong demand
強い要求をする

To give an ultimatum
最後の申し出をする

EXERCISE 1 Read the following article aloud. 次の記事を声に出して読みましょう。

To : Customer Service, Thetas Supplies
From : Wayne Steadman
Subject : Photocopier
Date : August 28, 2013

Dear sir or madam,

I would like to register a complaint about the photocopier that we lease from you.
It has not functioned properly
since you installed it last week.

There are two problems with the machine.
First, every copy has a blurred area in the bottom left corner.
I checked the document glass,
but it does not appear to be dirty or damaged.
This leads me to believe that something is wrong inside the machine.
The second problem is the A3 paper drawer.
The copier invariably jams when we try to make a copy on A3 paper.
Because of this problem, we are basically unable to make large-sized copies.

I must insist that you replace this machine with one that works by noon tomorrow.
Otherwise, we will be forced to cancel our contract with Thetas Supplies.

Sincerely,

Wayne Steadman
Axis Tech Co. Ltd.

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!

To : Customer Service, Thetas Supplies
From : Wayne Steadman
Subject : Photocopier
Date : August 28, 2013

Dear sir or madam,

I would like to _____ a complaint about the photocopier that we _____ from you.
It has not _____ properly
_____ you installed it last week.

There are two problems with the machine.
First, _____ copy has a blurred area in the _____ corner.
I checked the document glass,
but it _____ not appear to be dirty or damaged.
This leads me to believe that _____ inside the machine.
The second problem is the A3 paper drawer.
The copier invariably jams when we _____ make a copy on A3 paper.
_____ this problem, we are basically unable to make large-sized copies.

I _____ you replace this machine with one that works _____.
Otherwise, we will be _____ cancel our contract with Thetas Supplies.

Sincerely,

Wayne Steadman
Axis Tech Co. Ltd.

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What does Mr. Steadman
want Thetas Supplies to do?

Answer 1

- a. Recommend a cleaning product
- b. Repair some machinery
- c. Provide more A3 paper
- d. Replace a piece of equipment

Question 2

» What does Mr. Steadman mention
about the photocopier?

Answer 2

- a. It was working well for a while.
- b. It was installed this week.
- c. A glass component is cracked.
- d. One paper drawer is unusable.

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 been waiting more than 20 minutes for a taxi.
Call the taxi company (your teacher) and complain about the situation.

Talk 2

You ordered some of your company's stationery from your usual printer.
The order finally arrives several days later than you expected.
When you check the order, you see that the printer has printed your company's old address instead of the new one. Call the printer (your teacher) and make a strong demand that they correct the mistake by tomorrow.

Talk 3

The light in your office building's elevator is not working.
It sometimes turns off while people are riding in the elevator.
You've asked the building supervisor to repair it, but the light still turns off often.
Call the supervisor (your teacher) and make an ultimatum: you will stop paying rent until the problem is fixed.

WORDS & PHRASES | 単・熟語表現の紹介

- » function / 作動する、機能する » properly / 正常に » blurred / 不鮮明な、ぼやけた » appear to ~ / ~のようだ
» lead someone to believe ~ / 人が~であると信じるようになる » invariably / たえず、いつも
» jam / 物が詰まること、渋滞 » basically / 基本的には

HOMEWORK

Writing 1

Your company has a contract with Dewdrop Cleaning Services.
Recently, the cleaners have not been doing a satisfactory job. For instance, they sometimes fail to vacuum the meeting room floor and forget to empty the trash.
Write an e-mail to Mr. Weller at Dewdrop about these problems.
Tell him that if they continue, you will switch to a different company.

Writing 2

You recently went to Vancouver on a business trip and rented a car from Orca Rentals.
The heater in the car did not work well, and the door sometimes did not close correctly.
You also think that the car should have been cleaned better before you picked it up.
Write to the head office of Orca to complain about the car.