

Responding to a Complaint

クレームに対処する

OBJECTIVES

- ⋮ To refer to previous information ⋮ To promise immediate action ⋮ To offer compensation ⋮
- ⋮ 以前の情報に言及する ⋮ 直ちに対処することを約束する ⋮ 補償を申し出る ⋮

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

To : Grant Wells
From : Grace Mitchell
Subject : Problems with Folica X3
Date : February 3

Dear Grant Wells,

Thank you for the e-mail concerning your Folica X3 camera.
I am sorry to hear about the problems
you have experienced with it.

Based on the information in your e-mail dated February 2,
it sounds like the camera is defective.

Under the terms of your warranty, you are therefore entitled to a free replacement.
Please mail the product to our customer service department with your address
and a copy of the receipt. Upon receiving it,

I assure you that we will immediately mail you a replacement.

To compensate you for the inconvenience, we will also send you a \$25 voucher.
This voucher is valid for any Folica product at any retail outlet.

Once again, please accept our sincere apologies.
I hope the above measures will resolve the issue
to your satisfaction.

Sincerely,
Grace Mitchell
Customer Service Department

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 : Grant Wells
From : Grace Mitchell
Subject : Problems with Folica X3
Date : February 3

Dear Grant Wells,

Thank you for the e-mail concerning your Folica X3 camera.
I am sorry to _____ the problems
you have _____ with it.

Based on the information in your e-mail dated February 2,
it _____ the camera is defective.
Under the terms of your warranty, you are therefore entitled _____ replacement.
Please mail the product to our customer service department _____
and a copy of the receipt. Upon _____ it,
I assure you that we will immediately mail you a replacement.

To compensate you for the inconvenience, we will also send you a \$25 voucher.
This voucher is valid for any Folica product at any retail outlet.

_____, please accept our sincere apologies.
I hope the above measures will _____
to your _____.

Sincerely,
Grace Mitchell
Customer Service Department

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What is Grant Wells asked to send?

Answer 1

- a. An e-mail
- b. A warranty
- c. A receipt
- d. A voucher

Question 2

» What does Grace Mitchell promise to do?

Answer 2

- a. Repair a defective camera
- b. Contact a retail outlet
- c. Issue a refund for a Folica X3
- d. Send a replacement product

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 as a technical support representative.
You received a phone message from a customer, John Black (your teacher), about problems with a computer. Call him back and, referring to his phone message, tell him that you think there is a problem with the operating system.

Talk 2

You are talking on the phone to a client (your teacher).
She was supposed to receive a report from you yesterday, but she has not received it yet. Promise that you will e-mail it to her immediately.

Talk 3

You are a waiter in a restaurant.
A customer (your teacher) is upset because her steak has not been cooked properly. Offer to compensate her by replacing her steak and giving her a free glass of wine.

WORDS & PHRASES | 単・熟語表現の紹介

» concerning ~ / ~についての » defective / 欠陥がある » under the terms of ~ / ~の条件では
» warranty / 保証(書) » entitled to ~ / ~する資格がある » valid / 有効だ » outlet / 直販店 » measure / 措置、方法

HOMEWORK

Writing 1

You are a customer service representative for a telephone company.
You have received an e-mail from a customer, Bill Hughes, complaining that his monthly bill was incorrect.
You have looked into the issue and confirmed that he was charged \$30 too much.
Write a reply and promise to immediately refund the extra \$30 to his bank account.

Writing 2

You are a hotel manager. You have received a complaint from a customer, Linda Jennings, who stayed at your hotel last week.
She says that she did not receive the room she had booked and the staff were not helpful.
Write a reply and offer her a free night at the hotel as compensation.