

Handling problems - Complaints

トラブルに対処する - クレーム

OBJECTIVES

To make a complaint
クレームをつける

To refer to a promise
約束したことに触れる

To refuse to wait
待つのを拒む

EXERCISE 1

Role-play : Teacher » Kelly / Student » Brian (Switch roles after you read the dialogue)
役割 (講師 » Kelly / 生徒 » Brian) 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。

Kelly Good morning, Chang Office Supply customer service, Kelly speaking.
How may I help you?

Brian This is Brian Shell with Naron Packaging.
I'm calling about an order I placed last Friday.

It was supposed to arrive this morning, but it still isn't here.

Kelly I'm sorry to hear that, Mr. Shell. Do you have the order number?

Brian Yes, it's BT5514R3. It's two boxes of printer cartridges.
The salesperson was Steve,
and **he promised me that the order would be here** before noon today.

Kelly I see. BT5514R3, right?
Hmm, we don't seem to have a record of that order in our system.
Let me check with the sales department. Would you mind waiting for a moment?

Brian Well, **I'd rather not wait.**
This is the second time this month you've been late with one of my orders.
Have Steve call me back after you've straightened it out.

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！

Kelly Good morning, Chang Office Supply customer service, Kelly speaking.

How ___ I ___ ?

Brian This is Brian Shell with Naron Packaging.

I'm calling about an order I _____ last Friday.

It was _____ arrive this morning, but it _____ isn't here.

Kelly I'm sorry ___ ___ that, Mr. Shell. Do you have the order number?

Brian Yes, it's BT5514R3. It's two boxes of printer cartridges.

The _____ was Steve,

and he promised me that the order would be here _____ today.

Kelly I see. BT5514R3, right?

Hmm, we don't seem to have a _____ of that order in our system.

Let me _____ the sales department. Would you mind waiting _____ ?

Brian Well, I'd rather not wait.

This is the _____ this month you've been late with one of my orders.

Have Steve call me back after you've _____ it out.

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What is the problem with the order?

Answer 1

- a. The order number is wrong.
- b. Too many items were sent.
- c. It has not yet arrived.
- d. Some items are broken.

Question 2

» What will Brian Shell do?

Answer 2

- a. Stay on the line
- b. Wait for a call
- c. Call Steve directly
- d. Print a document

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 are waiting for a taxi.

It was scheduled to pick you up at 9:00, but it still has not arrived.

Call the City Cab Company (your teacher) and explain the situation.

Talk 2

You ordered a table and six chairs for your meeting room last week.

The salesperson, Irene, said the order would arrive on Tuesday, but it is late.

Call Norton Furniture (your teacher) and make a complaint.

Talk 3

You go to a restaurant for lunch.

The manager (your teacher) says there are no available tables,

but you can have a table in 30 minutes. Refuse to wait.

WORDS & PHRASES | 単・熟語表現の紹介

- » be supposed to do / ~することになっている » place an order / 注文する » have someone do / 誰かに~させる
» promise somebody that / 誰かに~と確約する » record / 履歴 » would you mind doing / ~していただけますか
» would rather not do / ~したくない » be late with something / ~に遅延が生ずる

HOMEWORK

Writing 1

Write an e-mail to your colleague, David Chang.

He said he would send a sales report to you yesterday, but you haven't received it yet.

Writing 2

Write an e-mail to your travel agent, Liz Cabrera, about your trip to Manila next week.

She reserved a room at the Palace Inn, but you told her you want to stay at the Grand Plaza. Ask her to change the reservation.