

Handling problems - Apologies (Dealing with complaints)

トラブルに対処する - 謝罪 (クレームに対応する)

OBJECTIVES

To express surprise
驚きを表す

To apologize for a problem
トラブルについて謝る

To offer to investigate
調べてみると申し出る

EXERCISE 1

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

Carlos PYT Corporation, sales department. Carlos Brown speaking.
What can I do for you?

Emma This is Emma at Belton Paints.
I just got an order of four computer speakers from you,
but for some reason the power cords aren't included in the box.

Carlos **They aren't? That's strange.** I'm very sorry about that.
The power cords should have been sent with the speakers.

Emma I thought so. I really need the cords as soon as possible. What can I do?

Carlos **I apologize for the inconvenience.**
Let me look into the problem and get back to you right away.
Could I call you back in about ten minutes?

Emma Yes, please do. My number is 885-997-0815.

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!

Carlos PYT Corporation, sales department. Carlos Brown _____.
What can I do for you?

Emma This is Emma at Belton Paints.
I just got an order of four computer speakers from you,
but _____ the power cords aren't _____ in the box.

Carlos They aren't? That's strange. I'm _____ about that.
The power cords should have been sent with the speakers.

Emma I _____ . I _____ need the cords as soon as possible. What can I do?

Carlos I apologize for the _____.
Let me look into the problem and get back to you _____ .
Could I call you back in about ten minutes?

Emma Yes, _____ . My number is 885-997-0815.

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What is Emma's problem?

Answer 1

- a. A computer is out of order.
- b. The price was too high.
- c. The speakers did not arrive.
- d. Part of her order is missing.

Question 2

» What will Carlos do next?

Answer 2

- a. Check on the power cords
- b. Send Emma's order
- c. Return home
- d. Repair the speakers

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

Lisa Nelson (your teacher) from Stark Consulting calls you about an order for A4 copy paper. Your company has sent A3 paper instead. Apologize for the problem.

Talk 2

You are a receptionist at Cole Automotive, an auto-repair shop. A customer, Frank Davis, (your teacher) comes to pick up his car, but the repair work has not been completed yet. The work will take two more hours. Apologize for the problem.

Talk 3

Your company, HWB Incorporated, sent a service technician to repair a fax machine at Permalife Insurance this morning. At lunchtime, Janet from Permalife calls—the technician never arrived. Apologize and offer to investigate.

WORDS & PHRASES | 単・熟語表現の紹介

» for some reason / どういうわけか » that's strange / おかしいですね

» should have done / ~すべきだった、~するはずだった » I thought so / 同感です » inconvenience / 不便

» look into / ~について調査する » get back to / ~に折り返し連絡する » right away / すぐに

HOMework

Writing 1

You scheduled a meeting for this afternoon, but you have to cancel it. Write an e-mail to Lin Hong, your co-worker, to apologize for the cancellation.

Writing 2

Your customer, Mr. Okuda at ARC Systems, says you sent an invoice with the wrong price on it. Write an e-mail to apologize. Say that you will send a new invoice.