



Confirming details

詳細を確認する

OBJECTIVES

To make sure you're talking to the right person
適切な人につながっているか確認する

To request someone's name
誰かの名前をリクエストする

To confirm details
詳細を確認する

EXERCISE 1

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

Frieda Hi, I'd like to request a product that you don't seem to have, according to your online catalog.

Am I speaking to the person in charge of orders?

Janus Yes, I handle orders. My name is Janus Clark. **Could I have your name, please?**

Frieda My name's Frieda Hayword. I'm with Rintin Incorporated. We place a regular order of stationery supplies with you, but we need something new.

Janus I see. Yes, I have your order history in our system. What would you like to add?

Frieda We need envelopes that are an irregular size. They need to be 120 centimeters long and 90 centimeters wide. We'd prefer to get them in dark blue, if possible. We'll need 50 per month.

Janus **Let me confirm those details.**

You want a monthly order of 50 dark blue envelopes, 120 by 90 centimeters, is that correct?

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!

Frieda Hi, I'd like to request a product that _____, according to your online catalog.
Am I speaking to the person _____ orders?

Janus Yes, I handle orders. My name is Janus Clark. _____ your name, please?

Frieda My name's Frieda Hayword. I'm with Rintin Incorporated.
We _____ order of stationery supplies with you, but we need something new.

Janus I see. Yes, I have your _____ in our system. What would you like to add?

Frieda We need envelopes that are an _____ size.
They need to be 120 centimeters long and 90 centimeters wide.
We'd prefer to get them in dark blue, if possible. We'll need 50 per month.

Janus Let me confirm those details.
You want a monthly order of 50 dark blue envelopes, 120 by 90 centimeters, _____?

FOLLOW UP QUESTIONS | 関連情報

Question 1

» Why is Frieda calling?

Answer 1

- a. She forgot to place an order.
- b. She wants to mail an envelope to Janus.
- c. She is starting a new company.
- d. She cannot find an item online.

Question 2

» How long are the envelopes supposed to be?

Answer 2

- a. 50 centimeters
- b. 90 centimeters
- c. 100 centimeters
- d. 120 centimeters

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

Call Metro Office Services (your teacher).
You need to talk to the person in charge of office cleaning to confirm tomorrow's meeting details.
Make sure you're talking to the right person.
You're not sure of the meeting time or place.

Talk 2

Martina from Everett Motors (your teacher) calls to tell you your car's repairs will be finished today at 5:00.
Request the caller's name. Confirm the details.

Talk 3

You work in a bookstore.
A customer, Lydia Stiller, (your teacher) calls to order a textbook.
Request the customer's name. Confirm the details.

WORDS & PHRASES | 単・熟語表現の紹介

» according to / ~によれば » in charge of / ~を担当している » handle / 担当する » regular order / 定期注文
» order history / 注文履歴 » irregular / 不定形の » per / ~につき » double-check / 再確認する、ダブルチェックする

HOMEWORK

Writing 1

Write an e-mail to the Manchester Convention Center.
Your company, Jasper Boat Supply, is planning to have a three-day training seminar.
You want to confirm the details of their conference room sizes and availability in October.

Writing 2

Write an e-mail to Oliver Perry in the sales department of your company.
Make sure that Oliver is in charge of the Nunn Inc. account.
Confirm the amount of Nunn's latest order.