

Confirmations and clarifications  
確認と明確化

OBJECTIVES

To confirm an agreement  
合意点を確認する

To indicate that a clarification is necessary  
明確化が必要であることを示す

To request an action plan  
アクションプランを求める

EXERCISE 1

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

Lara So, **do we all agree that the stores should stay open one hour longer?**

Frank It seems we have reached a consensus on that.  
However, **I'm still not clear about one point.**  
Will floor managers start their shifts one hour later?  
They will still need to close up at the end of the day, right?

Lara Yes, we plan for them to start working one hour later  
and for their shifts to stay the same length — nine hours  
with a one-hour meal break.

Frank I see. So **could you please run through the next steps?**  
Who's going to inform the floor managers?

Lara I'll take care of that myself today, Frank.  
Mandy's going to make sure the new opening hours are posted outside the stores  
and online by the end of the week.  
Jerry will send the new staffing schedule to each branch, also this week.  
The new hours will take effect on the 15th.

Frank Got it.

**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!

Lara So, \_ \_ \_ \_ that the stores should stay open one hour longer?

Frank It seems we have \_ \_ \_ \_ on that.  
However, I'm still not clear about one point.  
Will floor managers start their shifts one hour later?  
They will still need to \_ \_ at the end of the day, right?

Lara Yes, we plan for them to start working one hour later  
and for their shifts to stay the \_ \_ \_ \_ — nine hours  
with a one-hour \_ \_ \_ \_.

Frank I see. So could you please run through the next steps?  
Who's going to inform the floor managers?

Lara I'll \_ \_ \_ \_ of that \_ \_ \_ \_ today, Frank.  
Mandy's going to make sure the new opening hours are \_ \_ \_ \_ the stores  
and online by the end of the week.  
Jerry will send the new \_ \_ \_ \_ to each branch, also this week.  
The new hours will take effect on the 15th.

Frank \_ \_ \_ \_.

**FOLLOW UP QUESTIONS** | 関連情報

Question 1

» What is going to happen to the floor managers?

Answer 1

- a. They will start work one hour later.
- b. They will work one hour longer.
- c. They will finish work two hours later.
- d. They will lose their meal breaks.

Question 2

» Who will post the changes on the Internet?

Answer 2

- a. Lara
- b. Jerry
- c. Frank
- d. Mandy

## 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 in a meeting with a supplier.

You believe you have reached an agreement that supplies will be delivered within 30 days of an order. Confirm the agreement with your supplier (your teacher)

### Talk 2

You have been talking with your boss on the telephone.

You understand that you need to complete a project report this week, but you're not sure if the report is only for internal use, or if the customer will read it. Indicate to your boss (your teacher) that a clarification is necessary and ask a question to get the necessary information.

### Talk 3

You are participating in a meeting chaired by your manager.

Your office is relocating at the end of the month.

You are on the organizing committee, helping to plan the move.

The meeting is almost over. Request an action plan from your manager (your teacher).

## WORDS & PHRASES | 単・熟語表現の紹介

» reach a consensus / コンセンサスを得る、意見が一致する    » floor manager / フロアマネジャー

» shift / シフト、交代勤務時間    » close up / 閉店する    » meal break / 食事休憩

» next steps / 次のステップ、次にやるべきこと    » post / 案内する、掲示する、投稿する    » take effect / 実施になる

## HOMEWORK

### Writing 1

You run a training company. You had a meeting with your customer yesterday. In the meeting you reached a consensus on a project to provide sales training at the customer's branch office in Ricarville. However, you're not sure how many people will attend the workshop. E-mail your customer to confirm the agreement and get clarification on the number of trainees.

### Writing 2

You work on a team that develops software for the banking industry. At your team meeting this morning you agreed to write a project proposal for a new customer. Two of your colleagues, Gary and Michelle, will work with you on the proposal. Write an e-mail to your manager to request an action plan.