

Handling Interruptions

中断にうまく対処する

OBJECTIVES

To request clarification
明確化を要求する

To deflect an interruption
中断をさせないようにする

To deal with an interruption
中断に対処する

EXERCISE 1

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

Niall Next, the board of directors has asked us to take more active steps to encourage guests to fill out the customer-service questionnaire cards in the rooms.

Francine **Sorry, but what do you mean by “more active steps”?**
The desk clerks already mention the questionnaires at check-in.
What else can we do?

Niall **I'll come back to that in a moment.**
First, let me discuss the reason we need to try to boost the response rate to the questionnaire.
The directors have become aware of an increased number of complaints lately, and—

Francine But most of those complaints are a result of the cost-cutting measures that the board insisted on, not customer service ...

Niall **Hold on, Francine — if I could just finish, please.**
The board understands that guests may have reacted negatively to the steps we have taken to cut costs.
That's why we're going to make a new questionnaire.
We need to pinpoint the causes of guest dissatisfaction.

Francine I see.

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!

Niall Next, the _____ has asked us to take more active steps to encourage guests to _____ the customer-service questionnaire cards in the rooms.

Francine Sorry, but what do you mean by “more active steps”?
The _____ already mention the questionnaires at check-in.
_____ can we do?

Niall I'll come back to that in a moment.
First, _____ discuss the reason we need to try to boost the _____ to the questionnaire.
The directors have become aware of an _____ complaints lately, and—

Francine But most of those complaints are a _____ the cost-cutting measures that the board insisted on, not customer service ...

Niall Hold on, Francine — if I could just finish, please.
The board understands that guests _____ reacted negatively to the steps we have taken to cut costs.
That's why we're going to make a new questionnaire.
We need to pinpoint the causes of guest _____.

Francine _____.

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What type of company do the speakers work for?

Answer 1

- a. A hotel
- b. A restaurant
- c. A market research firm
- d. A country club

Question 2

» What was the purpose of recent actions requested by the board?

Answer 2

- a. To introduce a survey
- b. To reduce costs
- c. To increase sales
- d. To improve a registration procedure

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 a hotel manager. You are leading a staff meeting and you want to begin by talking about this Thursday's business conference which will be held over 3 days. One of your staff members (your teacher) wants to talk about some recent customer complaints about the food. Stop the staff member from interrupting you.

Talk 2

You work at an outdoor adventure tour company. You are conducting a meeting and you want to talk about a new rock climbing tour that you would like to introduce. One of your staff members (your teacher) interrupts you to ask a question about safety procedures. Say that you will discuss that later and get back to your main point.

Talk 3

You are the head of new products at a pharmaceutical company. You are conducting a meeting about a new anti-malaria drug that the company plans to market to developing countries at a low cost. One of your colleagues (your teacher) interrupts you to ask a question about the budget. You want to talk about negotiating a lower price with the suppliers of the drug first. Stop the interruption and get back to your point.

WORDS & PHRASES | 単・熟語表現の紹介

- » encourage / 奨励する
- » questionnaire / アンケート
- » mention / 言及する
- » boost / 増やす、強化する
- » aware of ~ / ~に気が付く
- » insist on ~ / ~を強く主張する
- » react negatively to ~ / ~に対して否定的な反応をする
- » pinpoint / 正確に示す、特定する

HOMEWORK

Writing 1

Your company is planning to install a fitness center for employees. First, the head of human resources will decide on a company to buy the fitness machines from. Then, you will send employees a questionnaire about what kind of fitness classes they would be interested in. After that, the company will decide on an opening date. Finally, you will announce the monthly fees and class schedules to the staff. Write a memo announcing the planning process to the staff.

Writing 2

Your company conducted a survey about 2 new anti-aging creams, Nightshade and Ultramoist. You have received the results for both products and have written a report about Nightshade. Write an e-mail to your sales team. Say that you have attached the report about Nightshade and that they should study it before tomorrow's meeting. Tell them you will announce the results of Ultramoist at tomorrow's meeting with them.