



Explaining procedures

方法について説明する

OBJECTIVES

- ⋮ To explain how to achieve an objective ⋮ 目標の達成方法について説明する
- ⋮ To describe the outcome of an action ⋮ 一行為の結果について説明する
- ⋮ To indicate a mandatory step ⋮ 取らねばならないステップについて伝える

EXERCISE 1

Read the following article aloud.
次の記事を声に出して読みましょう。

To : Natasha Hines
From : Victor Derry
Subject : User Profile
Date : November 9

Dear Natasha,

Thank you for your question about your user profile on Nordic's online store. Updating your profile is a simple procedure requiring only a few steps.

First, in order to access your profile, click on the "My Account" button at the top of the Nordic.com home page.

Next, you will be asked for your name and password.

Once you enter the information, your profile will be called up.

On the profile page, you will see an "Edit My Account" button.

Clicking this will enable you to change your personal details.

Once you have made the desired changes,

make sure to click "Confirm" at the bottom of the page.

Unless you finalize the modifications by clicking this button, the changes will be discarded when you exit your profile.

Please don't hesitate to contact us again if you have any further questions.

Best regards,
Victor Derry
Customer Service Representative

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!

To : Natasha Hines
From : Victor Derry
Subject : User Profile
Date : November 9

Dear Natasha,

Thank you for your _____ your user profile on Nordic's online store.
Updating your profile is a _____ procedure requiring _____ steps.

_____, in order to access your profile,
click on the "My Account" button _____ of the Nordic.com home page.
_____, you will be asked _____ your name and password.
_____ the information, your profile will be called up.

On the profile page, _____ an "Edit My Account" button.
_____ this will enable you to change your _____ details.
_____ you have made the desired changes,
_____ click "Confirm" _____ the page.
Unless you finalize the modifications by clicking this button,
the changes will be discarded _____ your profile.

Please _____ contact us again if you have _____ questions.

Best regards,
Victor Derry
Customer Service Representative

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What does Natasha want to do?

Answer 1

- a. Make an online purchase
- b. Change her password
- c. Delete her user profile
- d. Edit her account details

Question 2

» Why should Natasha enter her password?

Answer 2

- a. To reach her user profile
- b. To access Nordic's home page
- c. To confirm some changes
- d. To finalize a purchase

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 technical support representative. A customer (your teacher) has called about a problem with a fax machine. It is not working properly, and he cannot shut it down. You know that a user can force the machine to shut down by holding down the power button for five seconds. Explain to the customer how to achieve this objective.

Talk 2

You are talking to a new supplier (your teacher) about the billing procedure at your company. The supplier should send you an invoice when the work is completed. After he sends it, you will send it to the accounting department and payment will be issued within 30 days. Describe the outcome of sending the invoice.

Talk 3

You work in the human resources department. Your colleague Vince (your teacher) wants to take a management course and have it paid for by your company. You are explaining the procedure. It is mandatory that Vince's supervisor fills out and signs an approval form. If this does not happen, the company will not pay for the course. Indicate this mandatory step to Vince.

WORDS & PHRASES | 単・熟語表現の紹介

» procedure / 方法、手段 » in order to ~ / ~するために » call up / 呼び出す » enable / 可能にする
» personal / 個人の » desired / 希望の、望み通りの » modification / 変更点 » discard / 無視する、処分する

HOMework

Writing 1

You work at a library. Joseph Brown, a new resident of the area, has sent an e-mail asking about becoming a library member. The procedure for becoming a member is to go to the library's front desk with two pieces of ID and fill out a registration form. Explain to Mr. Brown how he can achieve his objective of becoming a member.

Writing 2

You work in the human resources department. One of your colleagues, Sarah, e-mails you to apply for another position within the IT department. To be considered for the open position, it is necessary for her to complete a course in network management. Write a reply to Sarah and indicate the mandatory step.