

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 : Joanne Strock
From : Ralph Flanders
Subject : Order H9810-B883
Date : August 2

Dear Ms. Strock,

This _____ I took delivery of twelve Mariton M449 laser printers
_____ your company.

When I _____ the order, you specifically told me that
they _____ to use upon arrival.

Despite your assurances, my staff tell me that
the printers require _____ and a _____ set-up process.

I need these printers to _____ a company-wide training event _____.
Since _____ our departments must produce an enormous _____ of printed
_____ for this event, _____ to high-speed laser printers was worth the _____.
However, I did not count on having to _____ hours setting up the printers.
All my staff have their hands full with other duties.

I would be grateful if you would send a _____
to get the printers ready for _____.
Please give this matter your immediate attention.

Best regards,
Ralph Flanders
Purchasing Manager

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What is the problem with the order?

Answer 1

- a. The shipment arrived late.
- b. The items must be put together.
- c. The products are defective.
- d. The machines are too large.

Question 2

» How does Ralph Flanders want
Ms. Strock to resolve the situation?

Answer 2

- a. By arranging for some equipment to be set up
- b. By sending an employee to collect the order
- c. By providing a refund for the purchase
- d. By replacing some missing parts

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 hired a company called Foreman Contracting to repaint your company's lobby. The manager of Foreman, Sam Andrews, agreed to finish the work by Friday morning. However, the painters were not able to finish on Friday and must come again on Monday to finish. Call Sam Andrews (your teacher) to complain. Remind him of his promise to complete the work by Friday morning.

Talk 2

You are planning to meet a friend (your teacher) at 6:00 near your office after work. You usually work late, but this evening your boss is entertaining some important customers. So, you expected to be able to leave work a bit early. However, there was a misunderstanding — your boss has gone to the customers' hotel to meet them for dinner, but the customers have unexpectedly shown up at your office. You have no choice but to take care of them until your boss returns. You finally meet your friend at 6:30. Apologize and describe the unforeseen problem that made you late.

Talk 3

Your company has recently moved to a new building with more meeting rooms. You have ordered three tables and 24 chairs for the new meeting rooms from Chernofurniture. The salesperson, Fran (your teacher), promised the order would arrive today, but only the chairs have come. Call Fran, remind her of her promise, and demand that she take quick action to solve the problem.

WORDS & PHRASES

単・熟語表現の紹介

- » take delivery of / 配送品を受け取る » specifically / 具体的に、特に » upon arrival / 到着次第 » enormous / 膨大な
» worth / 価値がある » have one's hands full / 忙しくて手一杯だ » duties / 職務 » grateful / 有り難い

HOMEWORK

Writing 1

You took a business trip to San Diego. You had phoned Rodster Rent-a-Car to reserve a car. The person you talked to on the telephone promised to reserve a sports car. However, when you arrived at the Rodster counter in San Diego, the clerk told you that the sports car is not available because you did not re-confirm your reservation. You have to take a minivan instead.

Write an e-mail to the customer service department of Rodster. Point out that the reservation center promised a sports car.

Writing 2

You took an important customer to dinner last night. You had reserved a table at the restaurant at the Hotel Savon downtown, but when you arrived, you had to wait 20 minutes in the bar until your table was ready. Write an e-mail to Pierre Javett, the manager at the Hotel Savon restaurant. Point out that he had promised your table would be ready when you arrived at the restaurant. Say you did not expect to have to wait in a smoky bar for 20 minutes before dinner.