



**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 : Jeremy Fallwell  
From : Frederick Yang  
Date : April 17th  
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Jeremy,

Thanks for pointing out the issue with the meeting room booking.  
\_\_\_\_\_ opted for the Hanson room for the meeting,  
but \_\_\_\_\_ I \_\_\_\_\_.  
You're \_\_\_\_\_, the Hillcrest room is too cramped for our meeting,  
and won't make the right impression. Mr. Kato is a VIP,  
and we should meet him in one of our top-flight rooms.

I suggest the \_\_\_\_\_.  
First, I'll \_\_\_\_\_ who has booked the Hanson room and see if they can give it up.  
I'll also \_\_\_\_\_ the Tierry room, but I think our \_\_\_\_\_ is occupying  
that one \_\_\_\_\_ his visit.  
While I'm working on that,  
please check \_\_\_\_\_ at the rental rooms on the 22nd floor.  
There's only one \_\_\_\_\_ room there. They \_\_\_\_\_ call it Meeting Room A.  
If that's available, \_\_\_\_\_ and book it.  
We can \_\_\_\_\_ later \_\_\_\_\_ we don't need it.  
Can you follow up on that by 5:30 p.m. today?

Kind regards,  
Frederick

**FOLLOW UP QUESTIONS** | 関連情報

Question 1

» Which room had Frederick booked?

Answer 1

- a. Hillcrest
- b. Meeting Room A
- c. Hanson
- d. Tierry

Question 2

» What does Frederick ask Jeremy to do?

Answer 2

- a. Check on a room availability
- b. Talk to the vice president
- c. Write an e-mail to Mr. Kato
- d. Meet a visitor in the lobby

## 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 talking with a coworker. Jason (your teacher). He has explained that your company's computer systems need to be upgraded. They are too old and slow. You want to get quotations from several IT companies and then compare costs. Respond to your coworker's concern and suggest an action plan.

### Talk 2

You talking with a member of your team (your teacher) on the phone. She is upset because she has too much work to do this week. You want her to decide which tasks she can give to someone else, and you will find out who has time to do those tasks. You want her to prepare the necessary documents to hand over by 3:45 P.M. today. Respond to your team member's concern and suggest an action plan. Propose a deadline.

### Talk 3

You are working at the front desk of a hotel, and a guest (your teacher) has complained about his room. It is close to the gym and he says he can hear noise from the exercise machines. You plan to search for another room for him. In the meantime, you want him to pack his suitcases to prepare to change rooms. You hope to move him in the next half-hour. Respond to the guest's concern and suggest an action plan. Propose a deadline.

## WORDS & PHRASES | 単・熟語表現の紹介

» point out / 指摘する    » opt for / 選ぶ    » cramped / 窮屈な    » impression / 印象    » top-flight / 最高の

» give up / 諦める    » occupy / 独占する、占める    » follow up / 追求する、フォローする

## HOMEWORK

### Writing 1

You are a sales agent in your company. Your colleague, Kelly, raised an issue in a meeting earlier today. She thinks the sales presentation materials you are currently using are outdated. You plan to update them, but you need new product data from her to complete the work. You want those materials by Thursday. Write an e-mail to Kelly. Respond to her concern and suggest an action plan. Propose a deadline.

### Writing 2

You need to write an e-mail to follow up on meeting you had today. In the meeting, your customer, Ivan Hasslehof, mentioned a quality problem with a recent shipment. You plan to talk to the factory manager to identify the cause. In the meantime, you want Ivan to send you the serial numbers of the defective products. You hope to get that list this week. Write to Ivan. Respond to his concern and suggest an action plan. Propose a deadline.