



**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 : Mark, Kumi, John, Daiwei  
From : Carlotta  
Subject : Update (Clarkson) for work week 21  
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Hi all,

Here's my \_\_\_\_\_ on the Clarkson account.  
The broad summary is that expected revenues will fall 20% next quarter.

Highlights

The \_\_\_\_\_ was launched this week,  
and we got \_\_\_\_\_ from Clarkson's \_\_\_\_\_, Simon Greenwell,  
on the appearance of the ads.  
Their customer service team reported a 20% \_\_\_\_\_  
on the day of the \_\_\_\_\_, and a 40% increase the following day.

Lowlights

Clarkson is \_\_\_\_\_ the budget for TV spots.  
\_\_\_\_\_, they talked about spending \$5 million.  
\_\_\_\_\_, now they claim that \_\_\_\_\_ financial issues  
they need to cut that \_\_\_\_\_ in half.  
This will have a negative impact on revenue in the third quarter.

Issues & plans

I have one low-priority issue : Katie Helms, my counterpart at Clarkson,  
\_\_\_\_\_ suddenly \_\_\_\_\_. Clarkson hasn't \_\_\_\_\_ her replacement yet.  
I plan to clear time on my schedule to meet with the replacement after one is \_\_\_\_\_.

Best regards,  
Carlotta

**FOLLOW UP QUESTIONS** | 関連情報

Question 1

» What is mentioned about Simon Greenwell?

Answer 1

- a. He has increased his budget.
- b. He designed the advertisement.
- c. He canceled the campaign.
- d. He likes the print ads.

Question 2

» What does Carlotta plan to do?

Answer 2

- a. Keep her schedule free for a meeting
- b. Replace Katie Helms
- c. Spend more on TV advertising
- d. Send some feedback to Clarkson

## 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 need to present a business update to your manager (your teacher).  
You have found a new customer, and you expect your revenues to go up next quarter by 15%. Give your manager a general overview and present the business impact.

### Talk 2

You are presenting a business update to your CFO (your teacher).  
You have the following issues.

- A customer needs to delay payment. (high priority)
- A payment to a vendor is late. (mid priority)
- You forgot to claim some expenses last month. (low priority)

Present your issues. Number and prioritize them.

### Talk 3

You need to present a business update to your company's president (your teacher).  
Your department has cut costs this year, and you expect your profits to go up this year by 2.5%. You have one high-priority issue. You urgently need new staff.  
You also have one low-priority issue. Some office equipment needs to be replaced.  
Give a general overview and present the business impact.  
Number and prioritize your issues.

## WORDS & PHRASES | 単・熟語表現の紹介

- » broad / 一般的な、大まかな    » appearance / 体裁    » hike / 引き上げ    » back down / 撤回する  
» TV spots / テレビCM    » impact / 影響    » counterpart / 同等の人、担当者    » clear time / 時間を作る

## HOMEWORK

### Writing 1

You need to write an e-mail report to update your manager on your account.  
Your customer increased orders this year by 23%. However, your costs have gone up by \$12,000 per month. So this year your profits will fall by 4%.  
Give a general overview and present the business impact.

### Writing 2

You need to write an e-mail to give your CEO a business update.  
Your IT project is going well and you expect to meet your deadlines,  
but you have the following issues.

- A supplier is late. (high priority)
- Some equipment isn't working properly (low priority)

In your e-mail, give a general overview. Number and prioritize your issues.