

ビジネス英会話 一中上級

Upper Intermediate





To respond to a message 伝言に返事をする

To express thanks for a response 返事に対してお礼を述べる

To get to the point efficiently 要点を効率よく伝える

EXERCISE 1

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

Jules Olive Producers Limited. Jules Capitano speaking. Cassandra This is Cassandra Baker with Natural Foods Incorporated. I understand you called earlier. Jules Hi Cassandra. Thanks so much for getting back to me. I'm sorry to bother you during your busy day. Cassandra No problem.

> You mentioned that you had a concern about an order of Spanish olive oil. Is this in regards to the order I placed two days ago with your sales representative?

Jules Yes. Unfortunately, there is a minor problem. After checking we found that we only have three cases left of the Spanish olive oil in our stock, but you wanted seven. We do have some Greek olive oil in stock. It's slightly more expensive, but higher quality. Could we substitute that for the Spanish olive oil? To make up for the inconvenience, we'll give you a 20 percent discount.

Cassandra Actually, I wouldn't mind introducing a new product in our stores.



EXERCISE 2

Jules

Ι

Fill in the blanks and read the dialogue.

Olive Producers Limited. Jules Capitano speaking.

Cassandra This is Cassandra Baker with Natural Foods Incorporated.

空欄を埋めて、ダイアログを読みましょう!

	I you earlier	r.
Jules	Hi Cassandra. Thanks so for I'm sorry to you during	
Cassandra	No problem. You that you had a to the order I with your sales representative?	about an order of Spanish olive oil. placed two days ago
Jules Cassandra	We do have some Greek olive of It's more expensive, but Could we substitute that for the To make up for the	e only have live oil in our, but you wanted seven. oil out higher quality.
LLOW U	JP QUESTIONS 関連情報	
on 1		Answer 1
at did Jules originally call Cassandra about?		a. A new productb. A late paymentc. A job applicationd. A problem with an order
on 2		Answer 2
at does Jul	es offer Cassandra?	a. A special price
		b. A free sample
		c. An investment opportunity

d. An event invitation

Que

Que



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

Mr. Carter from Pinpoint Design left you a message about a package design for your company's cheese labels. He has a question about your product's release date. Call Mr. Carter (your teacher) back and respond to his message.

Talk 2

The account executive from another department sent you a sales report in an e-mail attachment, but before you could open it your computer malfunctioned. You called Bill Hangar but he was not there, so you left a message saying that you would like him to send a fax of the sales report. Bill (your teacher) calls you back. Thank Bill for his call and apologize for the inconvenience.

Talk 3

You are arranging your company's annual conference. The hotel where you made a reservation for a banquet hall left you a message. The hotel manager, Adam Phelps (your teacher), said there was a problem with the projectors you reserved. Call the hotel manager back, respond to the message and ask about the problem.

WORDS & PHRASES | 単・熟語表現の紹介

- » bother / じゃまをする » in regards to ~ / ~に関して » representative / 担当者、販売員 » slightly / 少し、わずかに
- » concern / 問題、不安 » in stock / 在庫にある » substitute / 代用する » make up for \sim / \sim の埋め合わせをする

HOMEWORK

Writing 1

Gregory Jameson from Syncrolink Inc. left you a message about an invoice you sent him yesterday. He ordered some printers from your company last Wednesday. He said there was a problem with the number of printers. He ordered three, but the invoice says two. Write an e-mail in response to his call. Ask about the problem and say that you will look into it and that you will call him back as soon as possible.

Writing 2

You work for Microtech. A client from Manage Ex Limited, Jennifer Klein, left you a message about a problem with their computer system.

The call was in regards to the XT server. Write an e-mail in response to the message. Say that you will be in a meeting until 3:00 P.M. today, but you will call her back after that.