

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!

Jules Olive Producers Limited. Jules Capitano speaking.

Cassandra This is Cassandra Baker with Natural Foods Incorporated.
I _____ you _____ earlier.

Jules Hi Cassandra. Thanks so _____ for _____ to me.
I'm sorry to _____ you during your _____ day.

Cassandra No problem.
You _____ that you had a _____ about an order of Spanish olive oil.
Is this _____ to the order I placed two days ago
with your sales representative?

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

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

FOLLOW UP QUESTIONS | 関連情報

Question 1

» What did Jules originally call Cassandra about?

Answer 1

- a. A new product
- b. A late payment
- c. A job application
- d. A problem with an order

Question 2

» What does Jules offer Cassandra?

Answer 2

- a. A special price
- b. A free sample
- c. An investment opportunity
- d. An event invitation

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 ~ / ~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.