



**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!

Jason Newton Optical Components, Jason Vernon speaking.  
\_\_\_ \_\_\_ \_ help you?

Lydia Hi, this is Lydia at Acuro Instruments.  
I'm afraid we have a problem with a batch of lenses that you \_\_\_ \_\_\_ \_\_\_.  
They seem to have been damaged \_\_\_\_\_,  
because many of them are cracked.

Jason I'm terribly sorry \_\_\_ \_\_\_ \_\_\_\_\_.  
If you could give me the order number on your shipping \_\_\_\_\_,  
I'll issue another order for you right away.  
For now, \_\_\_ \_\_\_ \_\_\_ the lenses which are still intact?

Lydia We can do that, but we're running low on those lenses.  
We \_\_\_\_\_ \_\_\_ to get more soon.

Jason Okay, what I'll do now is place a rush order for replacement lenses.  
They'll go out \_\_\_ \_\_\_ by priority shipping.  
You should get them within 24 hours.

Lydia Great. Please \_\_\_ \_\_\_ \_ while I get the invoice.

**FOLLOW UP QUESTIONS** | 関連情報

Question 1

» What is the problem with the order?

Answer 1

- a. The shipment was delayed.
- b. The lenses were the wrong size.
- c. Some products were damaged.
- d. The invoice was missing.

Question 2

» What does Jason offer to do?

Answer 2

- a. Look for an order number
- b. Send more lenses immediately
- c. Give a refund for the order
- d. Inspect the products within 24 hours

## 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 having trouble with your computer at work.  
You are trying to install a new software program, but each time you try to do it, you get an error message. Call your company's IT specialist, Joseph (your teacher), and report the problem.

### Talk 2

Your department's printer has broken.  
You have called a repairman, but he cannot come until tomorrow.  
Your colleague Rick (your teacher) needs to print some documents today.  
Suggest that Rick use another department's printer as a temporary solution.

### Talk 3

You work for a shipping company.  
You receive a call from a customer (your teacher) about a package.  
It was supposed to arrive yesterday but has not arrived yet.  
The customer gives you the tracking number. Indicate that you will check on the package's status as the next step, then call him back.

## WORDS & PHRASES

単・熟語表現の紹介

- » batch / 一束    » seem to ~ / ~のようだ    » cracked / 割れている    » invoice / 輸送状、請求書  
» issue / 発令する、発行する    » for now / 差しあたり    » intact / 傷のない    » run low on / ~が品薄になっている、なくなりそうだ

## HOMEWORK

### Writing 1

You work for a bookstore.  
You recently received a shipment of a new book from the publisher.  
You placed an order for twenty copies, but the shipment included forty copies.  
Write an e-mail reporting the problem to the publisher.

### Writing 2

You are a customer service representative for an air-conditioning company.  
You receive an e-mail from a customer, Hilary Spencer, about a defective unit.  
The unit is covered by a warranty, and the customer wants it to be repaired or replaced.  
Write a reply explaining that you will send a repairman to inspect it as the next step.