

## Lesson 52

## 1 TOPIC QUESTION

今日のトピック

# Apology to Customer

顧客への謝罪



## 2 ARTICLE

記事

Directions: Read the following article aloud.

課題: 以下の記事をはっきりとした声で音読しましょう。

Dear Mr. White,

Please accept our sincere apologies for the inconvenience you may have experienced.

At SHL Lounges we take pride in ensuring our customer's satisfaction. Unfortunately, we did not meet your—or our own—expectations. Upon thorough review of the situation, we narrowed the cause to lack of employee discipline.

As a testament to our strive for perfection, we have taken steps to ensure that this will never happen again by creating weekly employee training.

Please accept our gift as an apology. We are going to provide you with a \$1000 coupon to any of our restaurants or lounges. We deeply value our relationship with you and are committed to providing you with the highest level of service simply because our customers deserve the very best.

If you have any further questions or comments regarding this matter, please feel free to discuss it with us at [shl-l@ggg.com](mailto:shl-l@ggg.com).

Sincerely yours,

Kevin Hart

## Lesson 52

## 3 VOCABULARY

語い

Directions: First repeat after your tutor and then read aloud by yourself.

課題: 先生の後が続いてくり返した後、今度はひとりで発音してみましょう。

**expectations** 期待

**testament** 証明、証拠

**commit** 約束する

**value** 価値

**regarding** ~について

**sincere** 誠意を込めた

## 4 Questions

質問

Directions: Read the questions aloud and answer them.

課題: 質問を声に出して読んだ後、答えてみましょう。

1. What did Mr. White receive as an apology?
2. What seems to be the problem?
3. If you were running a restaurant, how would you manage your staff to ensure customer satisfaction?
4. Is receiving an apology letter enough? Why or Why not?