

Lesson 23

1 TOPIC QUESTION

今日のトピック

What is the best way to make a complaint?

苦情を言う一番いい方法は何でしょうか？

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。



Methods Of Complaining

There are several ways to complain, it can be done in person, by letter, by phone or by e-mail. If at all possible, it is always best to register the complaint in person. However, sometimes this may not be possible as the person to whom you have to issue the complaint to may be at a central location for the company and it may not be anywhere near you.

When you decide to make a complaint, you should first determine exactly what you expected to get from either the service or the product. Be sure to read the description of the deliverable and then make note of the way in which it did not meet your expectations. You will then have to determine what method you are going to use to make your complaint.

When you make the complaint, you should start off by being polite while stating clearly the reason you are complaining. Always be sure to list the stated claim for either the service or the product and then describe the way in which it does not meet your expectations. If the person cannot help you with your complaint, then you must ask to speak to someone who can. If it cannot be corrected immediately, find out the time frame for the correction.

Lesson 23

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。

register 申し立てる

procedure 手順

deliverable 提供物、配達物

determine 決定する

central 中央の

expectation 期待

time frame 概算時間

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 are some of the various ways to make a complaint?
2. What is the best way to make a complaint?
3. What should you do before making a complaint?
4. Is complaining a normal thing to do in your city?