

## Lesson 31

## 1 PHRASE OF THE DAY

今日のフレーズ

## We are sincerely sorry....

心よりお詫びいたします



## 2 SITUATION

状況

Jill, the service representative, takes a complaint about defective electronic equipment.

サービス担当のジルは電化製品の不具合の件で苦情を受けています。

## 3 DIALOGUE

ダイアログ

Directions: First repeat after your tutor and then practice each role.

**Jill** : Thank you for calling Customer Service. This is Jill. How may I help you?

**Jared**: Hi. I purchased a stereo from you guys a few weeks ago and I'm having some serious problems with it.

**Jill** : What seems to be the problem?

**Jared**: The volume dial won't work and the CD tray won't open, either.

**Jill** : **We are sincerely sorry** to hear that the stereo is malfunctioning, sir. Have you tried unplugging it and then trying again?

**Jared**: Yes. I've tried that and it didn't do anything.

**Jill** : OK. Well, we take pride in maintaining a reputation for our excellent products, so your problem with the stereo is unacceptable to us. Let me gather some more information and we'll see what we can do to fix this.

## 4 VOCABULARY

語い

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

**customer service** 顧客サービス

**malfunction** 誤作動

**purchase** 購入する

**take pride in** ~に誇りを持つ

## Lesson 31

## 5 LANGUAGE FOCUS

今日のポイント

## We are sincerely sorry....

心よりお詫びいたします

Customer Service - Responding To A Complaint

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

I'm terrible sorry about ...

We're truly sorry, we'll do our utmost to rectify the situation.

I'm really sorry for the mix-up with your order...

Please accept my most humble apology for...

You can rest assured that this will never happen again.

If you could just let me know the problem, I'm sure that we can find a solution for you.

I completely apologize for the inconvenience this may have caused.

## 6 ACTIVITY

練習

Activity 1: Discuss the following with your tutor:

Q1: How easy is it to return a defective or broken item to a store in your country? What sort of items are easily returnable and which ones aren't?

Q2: Talk about a time when you had difficulty returning an item. What was the item, what was wrong, and why was it so troublesome?

Activity 2: A customer, the tutor, is calling your company (Fully Clothed Clothing) to complain about a bulk order of T-shirts ordered. The shirts are stained and the wrong sizes were shipped. Try to keep the customer from terminating their contract by apologizing and try to figure out how to solve the problem.

## Hints

ヒント

**compensation** 補償**defective** 欠陥のある**inconvenience** 不便**reimbursement** 弁償**order** 注文**shipped** 出荷**troublesome** 面倒な**unacceptable** 容認できない