

Lesson 46

1 TOPIC QUESTION

今日のトピック

Customer Complaint

顧客の苦情

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。



Restaurant Complaint Letter

To Whom It May Concern,

Over the years, my associates have spent many enjoyable hours (not to mention a fair amount of money) at your restaurant. So I was all the more shocked by my incredibly disappointing experience on August 28th, 2012. Here's what happened, my friends and I witnessed one of the waiters spit in our food. I'm sure you will agree this is not acceptable, especially in a restaurant with this reputation, atmosphere, and cost.

I certainly hope that some kind of staff change or other uncommon occurrence is to blame. I would like you to explain the circumstances so that I can decide whether to return to your establishment, and if I will continue to recommend it to people I know.

Please contact me as soon as you look into this matter. I would also appreciate receiving some kind of compensation for my trouble; perhaps a free meal. If you have any questions, you can reach me at 555-555-5555.

Sincerely,

Larry White

Lesson 46

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。

associates 仲間

reputation 評判

atmosphere 雰囲気

occurrence 出来事

circumstances 状況

compensation 補償

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 incident happened at the restaurant to cause Larry to complain?**
2. **What kind of compensation is Larry requesting from the restaurant?**
3. **What is one of your worst experiences at a restaurant?**
4. **What kind of things would make you complain to customer service?**