

Lesson 69

1 TOPIC QUESTION 今日のトピック

Customer Service Satisfaction

顧客満足度

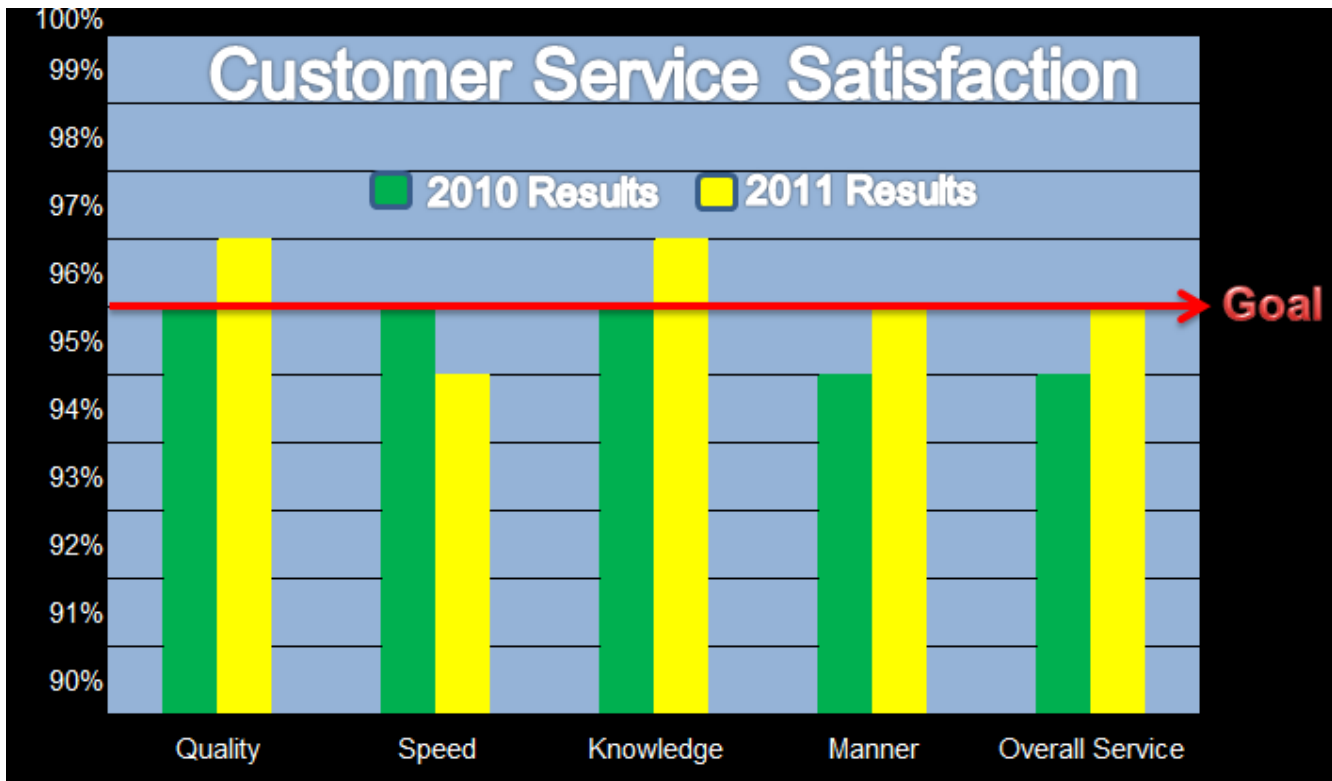
2 ARTICLE 記事

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。



Customer Service Satisfaction



Lesson 69

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。

outpaced 上回る**survey** 調査**based** ~をもとに**research** リサーチ**operating** 運営する

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 factors are included in this graph?
2. What factor attributed to the increase in Overall Service?
3. As a consumer, how would you rank the factors according to level of importance?
4. What kind of service can a company offer to make you satisfied?