

Lesson 24

1 TOPIC QUESTION

今日のトピック

Do you think that people complain too much?

人々は苦情を言い過ぎると思いますか？

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。



Complaints, Complaints, Complaints

It is said that there are people that are born to complain, for they seem to complain about everything and everyone. For example, they might be in a restaurant and for them the service is “too slow” or they will say that the food is “too hot” or the food is “too cold”. They might be on a bus and they will say that the bus is “too crowded” or the bus driver is going “too slow”.

There are times when it is proper to complain because a service or product has not been delivered in the manner that you were led to expect it to be. If a complaint is warranted and it is lodged properly, then it becomes the tool for getting the problem corrected. It can also be the tool that leads to changes that ensure the problem should not occur again.

If people complain all the time and about everything then other people tend to label them as chronic complainers and begin to ignore them. Once they acquire this label, it is very hard for them to shake it off and they will find they have trouble getting better service. The best thing to do is make sure there is a valid reason for the complaint and to proceed with it in a proper and courteous manner then you will get a proper response.

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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。

warranted 正当な

lodged 申し立てられた

ensure ~を確かにする

valid もっともな

courteous 礼儀正しい

chronic 常習的な

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 types of complaints that people make?
2. What could be the benefit from a proper complaint?
3. What happens if a person complains too often?
4. How often do you complain and what do you complain about?