

Lesson 25

1 TOPIC QUESTION

今日のトピック

Complaining about bad service

ひどいサービスに苦情を言う

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。



Is It Common in Your Country to Complain about Bad Service?

In some countries it is quite common to complain about bad service while in other countries it is not very common. This depends upon the different customs or practices that are followed in each of the different countries. There are some countries where it would be considered an insult for a person to complain to another person about the service that was provided to them.

There are other countries where the level of service provided is a direct measure of the care that is supposed to be extended to a customer. Many businesses base their entire business upon the excellent service provided by their employees and therefore they need to know if their customers are getting the level of service they are advertising.

Let us consider your country for example, do people in your country complain about the level of service they receive from a business? Is it a common practice for people to speak up about the problems they have when service is not provided at the level they were led to believe it would be provided for them.

Lesson 25

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。

common	一般的な	insult	失礼な言動
depends	(~によって)左右される	consider	~と見なす
customs	慣習	speak up	率直に話す
extended	差し伸べられる		

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 can determine if it is customary to complain in a country?
2. What do the number and type of complaints tell a business?
3. Is it common in your country to complain about bad service?
4. How do you feel about complaining and do you feel it can help a company?