

Lesson 32

1 PHRASE OF THE DAY

今日のフレーズ

We would replace the current one
and give you....

今お使いのものを交換し、またさらに、、、差し上げます

2 SITUATION

状況

Jill suggests a solution to help solve the customer's problem.

ジルは顧客の問題に解決策を示しています。



3 DIALOGUE

ダイアログ

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

Jill : Sir, I've had a word to my manager and I think I have a viable solution to the problem with your product.

Jared: Really, what is it? I'm all ears.

Jill : **We would replace the current one and give you** a certificate worth 20% off your next purchase of one of our products, if you took the player back to the store you bought it from. Do you still have the receipt?

Jared: Yes, I do. I always make sure to save the receipts for cases like these.

Jill : Good. If you give us your address we will mail the certificate to you straight away. You should have no problem exchanging the defective stereo at the store. However, if you do, have them phone us and we will approve the replacement of your stereo.

Jared: Thank you so much for your help, Jill.

4 VOCABULARY

語い

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

have a word 相談する

I'm all ears 聞きたいですね

receipt レシート

viable 実行可能な

player プレイヤー

Lesson 32

5 LANGUAGE FOCUS

今日のポイント

We would replace the current one and give you....

今お使いのものを交換し、またさらに、、、差し上げます

Customer Service - Suggesting A Solution To A Complaint

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

We are willing to exchange your ...

It is store policy not to offer replacements without a receipt.

Would a free replacement be satisfactory?

If you were willing to ... we would ...

In order to keep you as a valued customer, we are willing to offer the following solution.

I have been authorized to offer you a one-time free replacement of your damaged unit.

We can find an equitable solution for your problem if you give us the chance.

6 ACTIVITY

練習

Activity 1: Discuss the following with your tutor:

What kind of products can you get a replacement for in Japan? Have you ever had to ask for a replacement?

Activity 2: You work in a major department store.

Your tutor is an angry customer asking for a replacement for her coffee machine. Try to calmly suggest a way to solve the customer's complaint.

Hints

ヒント

chipped 欠けた**defective** 欠陥のある**exchange** 交換**money back guarantee**

返金保証

refund 返金**return policy** 返品ポリシー**store policy** 店のポリシー**troublesome** 面倒な**warranty** 保証、保証書