

## 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 28<sup>th</sup>, 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?