

## Lesson 10: Departments in a Company

By Xandra

### 1. Dialogue

*First, repeat after your tutor. Then, practice each role.*

Kazuya is a junior clerk at the Customer Service Department in Ample Computers. His manager, Tom, is testing Kazuya's knowledge of company departments and how he would handle calls from customers.

Tom: It's important to know which department you should turn to when you can't address a customer's concern. For instance, what would you do **in case of** a faulty computer program?

Kazuya: There's a troubleshooting procedure that I can conduct on the phone. If this attempt to fix the computer doesn't work, I would direct the call to the Software Department.

Tom: That's correct. What about a caller who just wants to know the price of a new laptop?

Kazuya: Prices may vary from time to time so it's best to pass the call to the Sales Department.

Tom: You got it! What do you say to a customer whose order did not arrive on the promised date?

Kazuya: I would connect their call to logistics division. They should be able to track the order's whereabouts.

Tom: Don't forget to apologize for the delay. Part of your job is to make the customer feel at ease.

Kazuya: I agree, sir. I will remember to do that.

### 2. Today's Phrase

*First, repeat after your tutor. Then, make a few sentences using Today's phrase.*

1. **In case of** bad weather, the wedding will be held indoors.
2. Do you have the phone numbers of the police and the hospital **in case of** an emergency?
3. **In case of** an earthquake, school children are to evacuate the building.

\* **in case of** ~ / ~の場合は

### 3. Your Task

*You work in the Marketing Department. The HR (human resource) department would like to transfer you to another division. You really enjoy your job and you don't want to be transferred. Talk to the HR Manager (= your tutor). Give him/her reasons for not wanting to move, and why you're a valuable asset to the Marketing Department.*

### 4. Let's Talk

*In your opinion, what is the best department in your company? Why do you say so?*

*How many departments have you worked for in the past? Which ones are they?*

*What department would you like to manage someday? Why?*

### 5. Today's photo

*Describe the photo in your words as precisely as possible.*



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