

Lesson 14: Skills and Professions

By Xandra

1. Dialogue

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

Henry Jones has gone back to the Ample Computers store because he was overcharged on a recent purchase there. Mayumi is the store manager.

Henry: Yesterday, I bought an external hard drive. I used my credit card for the purchase. I didn't realize until this morning that I was overcharged by \$100. Here's the receipt to prove it.

Mayumi: I see. I need to verify the transaction, sir. Please hold on a second. (After a while) It looks like it was a mistake on our part. I'm very sorry for this, sir.

Henry: What are you going to do about it?

Mayumi: We will give you back the overcharged amount. The store could either reverse the \$100 charge on your credit card, or you could opt for \$100 in cash right now.

Henry: Please refund it through my credit card. (Handing over the card)

Mayumi: (Doing something on the computer) Okay, Mr. Jones. It's **in the process of** reversal. The refund will be reflected on your next credit card statement.

Henry: I hope this never happens again.

Mayumi: I understand that we've inconvenienced you a great deal. I assure you that the cashier will be reprimanded. Meanwhile, please accept this \$30 discount card as a token of our apology.

Henry: That's a nice gesture. Thank you for addressing my complaint so quickly. You have pretty good skills.

Mayumi: You're welcome. I hope I've restored your trust in Ample Computers.

2. Today's Phrase

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

1. The nation is **in the process of** attaining independence from Russia.
2. **In the process of** gaining his co-workers' trust, he developed a good reputation in the office.
3. The police are **in the process of** cracking down on a major syndicate in China.

* **in the process of** ~ / ~の過程で

3. Your Task

You are a sales manager. Your sales team has not been reaching its goals lately. Talk to the members of your team (=your tutor) and remind them of the skills that they need to reach their sales target.

4. Let's Talk

In your opinion, what is the best profession in the world?

What skills have you gained from your current job?

What job would you like your children to do?

5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of stockimages/ FreeDigitalPhotos.net