

Lesson 30: Purchasing 2 (Telephone)

By Xandra

1. Dialogue

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

Koji is on the phone and has just ordered an ice cream maker that he saw on the TV Shopping channel. Emma, the sales person, is confirming the details of his purchase.

Emma: Thank you for ordering one unit of the ice cream maker. Let me just confirm your address.
You live at 221 Baker Street, Portland. Is that right, Mr. Yamamoto?

Koji: It's 221-B Baker Street.

Emma: I see. The item's original price was \$170. It's been **marked down** to \$150. How would you like to pay for it?

Koji: Do you accept Visa?

Emma: Yes, we do. Can I have your card number, please?

Koji: It's 4567-1234-9876.

Emma: Thank you for the information. Before I process your payment, would you like to know what products are on sale this week?

Koji: That won't be necessary. I'm satisfied with my ice cream maker for now.

Emma: Okay, sir. Thank you, once again, for your order. Please expect delivery within 48 hours.

2. Today's Phrase

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

1. Did you hear about the sale? All Parisian brands are **marked down** by 50% only for today.
2. They are planning to **mark down** these shoes to \$20, from the original price of \$60.
3. The painting has already been **marked down** to \$8,000 but no one seems interested in buying it.

* **mark down** ~ / ~を値下げする

3. Your Task

You saw a dish washer on a catalog. You now want to get more information about it so you call the number in the catalog. Inform the CSR (customer service representative) (=your tutor) that you're interested in the product. Ask him/her if the company could send someone to install the machine if you bought one. You also want to know if there's a product warranty. Thank the CSR for his/her time after the questions have been answered.

4. Let's Talk

What are the popular TV shopping companies and online shopping websites in Japan?

What items would you consider buying from TV Shopping?

What items are not advisable to buy?

Do you believe commercials about exercise machines that promise a slim body after a short time using them? Why or why not?

5. Today's photo

Describe the photo in your words as precisely as possible.



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