

Lesson 63: Consumer Satisfaction Survey

By Xandra

1. Dialogue

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

Takuya is an employee at Max Superstore. Bill buys groceries at Max Superstore every week. Today, Takuya asked him if he could take a survey.

Takuya: Hello, sir. Do you have time to answer some survey questions?

Bill: What's the survey about?

Takuya: We would like to **hear from** our customers. It will help us improve our services in Max Superstore.

Bill: I see. Will it take a long time to answer?

Takuya: There are only five questions. It'll just take a minute.

Bill: Okay.

2. Today's Phrase

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

1. Have you **heard from** Anne? She hasn't called since she left for Paris.
2. The police would like to **hear from** anyone who saw the crime.
3. In the next part of the meeting, we will be **hearing from** Mr. Roberts about the new project.

* **hear from** ~ / ~から話を聞く; ~から連絡[手紙、電話]をもらう

3. Your Task

You are a manager of a restaurant. You've decided to do a survey about the restaurant's services. What questions would you ask in the survey? Decide on three questions and ask your tutor to answer them.

4. Let's Talk

Have you ever answered survey questions?

Do you like answering survey questions? Why or why not?

Why do some companies offer free gifts and discount cards whenever they do a survey? Explain your answer.

5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of stockimages / FreeDigitalPhotos.net