

## Lesson 63: Consumer Satisfaction Survey

By Xandra

### 1. Dialogue

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

Takuya is the manager at Doyota Car Service Center. Mr. Stark is one of the customers, and he's brought his car in for an oil change. Takuya is asking Mr. Stark to take part in Doyota's survey.

Takuya: The oil change is finished, and your car is being washed, Mr. Stark. While you are waiting, could I ask you to fill out this survey form?

Mr. Stark: What's it for?

Takuya: It's just a simple questionnaire to find out if you were satisfied with the service here.

Mr. Stark: How do I answer it?

Takuya: You just have to rate everything from 1 – 10, with 10 being the highest.

Mr. Stark: Alright. I'll answer it.

Takuya: To thank you for your participation today, Doyota is giving you a gasoline discount card.

Mr. Stark: A discount card? That's great!

Takuya: With this card, you'll get 5% off your gasoline costs. It's valid for a year.

Mr. Stark: (Smiling) Well, Takuya. You've just **inspired** me **to** give you ten points in the customer satisfaction survey.

### 2. Today's Phrase

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

1. Angelina Jolie has **inspired** me **to** adopt a child.
2. What **inspired** you **to** invent the flying bicycle?
3. The company president's speech **inspired** the employees **to** strive harder in life.

\* **inspire A to ~** / Aを~する気にさせる、Aを奮起させて~させる

### 3. Your Task

You are a member of a health club. The manager has just asked you to answer a survey for the purpose of improving the gym's services, and you've agreed to do it. For the last question, you are asked to write your suggestions. Here are some of your observations about the gym: the bathrooms are sometimes dirty, drinking water is not provided, and one of the gym instructors has body odor. What are your suggestions for improving services? Tell your tutor about them.

### 4. Let's Talk

What do you think of online surveys?  
Should children and elderly people be considered for survey participation? Why do you say so?  
What are the good things and bad things about responding to surveys?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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