

## Lesson 64: Warranty

By Xandra

### 1. Dialogue

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

Takeshi is an office clerk at Ample, Inc. The Zeroks copier in the office has broken down. The company has a warranty for the copying machine. Takeshi is on the phone talking to a Zeroks employee.

Bob: Thank you for calling Zerocks Repairs and Maintenance Department. This is Bob. How can I help you?

Takeshi: Hello, Bob. I'm Takeshi. I'm calling about the copier in our office. It has broken down.

Bob: I see. Does your company have a warranty for the copier?

Takeshi: Yes, we do and I have the warranty certificate. Would you like to get the reference number?

Bob: That would be very helpful. What's the number?

Takeshi: It's 998-575-5780 under the name of Ample, Inc.

Bob: I have your record in the computer. What seems to be the problem with your copier?

Takeshi: It's not making copies. Could you send someone today?

Bob: Thank you for the information, Takeshi. I will **assign** one of our staff **to** repair your machine right away.

### 2. Today's Phrase

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

1. Mr. Lee **assigned** Jack **to** organize the Christmas party.
2. I **assigned** my students **to** clean up in the classroom.
3. Why did you **assign** the new clerk **to** do the inventory?

\* **assign A to ~** / Aを~する任務・仕事に配属する(割り当てる、任命する)

### 3. Your Task

You are looking for some new air conditioners for your office. You prefer air conditioners that: 1) are made in Japan 2) are eco-friendly 3) have a 3-year warranty. You are now on the phone with the sales manager (=your tutor) of an appliance store. Tell her what kind of air conditioners you're looking for. She will tell you that they only offer a one-year warranty. Explain why it's important to have a long-term warranty for the air conditioners. Thank the manager, and politely end the conversation.

### 4. Let's Talk

Have you ever used warranty services to repair any of your electronic devices? Tell your tutor about it.

Is it a good idea to keep receipts or warranty certificates?

Why? Are you able to keep them?

What are some products that must have a warranty?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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