

## Lesson 69: Packaging, Shipping and Delivery

By Xandra

### 1. Dialogue

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

Makoto ordered some computers from Mr. Anderson. One of the computers was damaged.

Makoto: Mr. Anderson, I'm calling about the computers that we ordered.

Mr. Anderson: Have they arrived yet?

Makoto: Yes, they have. But one computer was damaged. The packaging wasn't very good.

Mr. Anderson: That's terrible.

Makoto: Is there something you can do about the damaged computer?

Mr. Anderson: Let me **make up for** it. I'll send you another one.

Makoto: Please pack it well. Also, please inform the delivery company that it's a fragile item.

### 2. Today's Phrase

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

1. He bought her some flowers to **make up for** being late.
2. I'm sorry for my mistake. How can I **make up for** it?
3. The restaurant manager offered the customers a 10% discount to **make up for** the bad service.

\* **make up for** / (損失など)の埋め合わせ[償い]をする

### 3. Your Task

*You work for a delivery service company. Now, you have to deliver a package to Mr. Suzuki (=your tutor). In a professional manner, call Mr. Suzuki and inform him about the package. Ask him what time would be convenient for him to receive it.*

### 4. Let's Talk

*How often do you use delivery services? Tell your tutor about it.*

*Talk about the delivery system in Japan. Are you satisfied with it?*

*Would you send a breakable item through a delivery service company? Why or why not?*

### 5. Today's photo

*Describe the photo in your words as precisely as possible.*



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