

Lesson 69: Packaging, Shipping and Delivery

By Xandra

1. Dialogue

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

Makoto works at Hydra Computers and has just received a package. The items in the package were damaged. He is talking to Mr. Anderson, an employee of ABC Shipping Company.

Makoto: Hello. Is this the ABC Shipping Company?

Mr. Anderson: Yes. This is Neo Anderson. How can I help you?

Makoto: My name is Makoto from Hydra Computers. Your company was responsible for shipping our cargo.

Mr. Anderson: Is there a problem with the delivery?

Makoto: The box is in very bad condition. It looks like it was crushed by a heavy object.

Mr. Anderson: I'm sorry to hear that, sir.

Makoto: The items inside have been very badly damaged. I have to ask your company to pay for the damages.

Mr. Anderson: Here's what you can do. Send us a letter describing what the package looked like when you received it. Please include photos of the damaged goods. The insurance can cover the costs.

Makoto: Oh, I see. That's good to know.

Mr. Anderson: Since your cargo was damaged during shipping and transport, you **are eligible to** file for insurance claims.

2. Today's Phrase

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

1. Since you're a minor, you **are not eligible to** vote.
2. Only those who are 65 years old and older **are eligible to** receive pension.
3. If she wins in the national competition, she **will be eligible to** compete in the Olympics.

* **be eligible to ~ / ~する資格がある**

3. Your Task

Your company ordered some items from a company abroad. Two weeks ago, you received information from the shipping company that the cargo had already arrived in Japan, but up until today it still has not been delivered to your office.

Call the shipping company and follow up on your package's whereabouts.

Complain about the delay, and ask them to deliver it as soon as they can.

4. Let's Talk

Have you received a damaged package? What did you do about it?

Do you think you should pay extra fees for insurance when shipping something?

Why or why not?

Do you think import and export taxes are too high? Why do you say so?

5. Today's photo

Describe the photo in your words as precisely as possible.



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