

## Lesson 71: Payments 2 (Requesting Payment)

By Xandra

### 1. Dialogue

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

Kumiko works as a manager at Hydra Computers. Mr. Williams' company has been a long-time customer, however, recently they haven't paid their invoices. Kumiko is talking to Mr. Williams about his outstanding invoices.

Kumiko: Based on our records, we have not received any payments from you for three months now.

Mr. Williams: Oh, yes. I thought you might be calling about that.

Kumiko: How do you wish to settle your account, Mr. Williams?

Mr. Williams: Well, to be honest with you, we've had some problems with our cash flow.

Kumiko: I see. What's your situation at the moment?

Mr. Williams: The good news is things just got better again last week. Would your company be willing to accept partial payment for our unpaid invoices?

Kumiko: I guess we could.

Mr. Williams: We can pay off all the outstanding balance next month.

Kumiko: Okay, Mr. Williams. Thank you for being upfront with me about your financial situation.

Mr. Williams: I apologize for missing the payments. I hope we didn't **wear out** your patience.

### 2. Today's Phrase

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

1. The fans waited for Lady Gaga outside her hotel. After many hours of waiting, their patience **wore out** and they all went home.

2. Car tires **wear out** easily if you drive every day.

3. Mr. Lee noticed that his old factory machinery was beginning to **wear out**.

\* **wear out** / ① 擦り減る、～をすり減らす ② ～を使い切る、尽きる、尽きさせる ③ ～を疲れ果てさせる

### 3. Your Task

You are a collection officer for Hydra Computers. ABC Company is a long-time and loyal customer. However, lately, ABC Company has not been paying on time, and they have an outstanding balance of \$72,800. Call ABC's manager (=your tutor) and: 1) remind him of the unpaid invoices, 2) ask him how soon ABC can settle their account, 3) tell him ABC Company will be given no further credit. Advance payment must be made on all orders until they've settled the outstanding amount.

### 4. Let's Talk

In Japan, what usually happens when a company fails to pay its invoices?

Would you give a 30-day credit period to a new customer? Why?

What are the advantages and disadvantages of selling something on credit?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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