

Lesson 72: Apologizing 1

By Xandra

1. Dialogue

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

Mayumi is a customer service officer at Ample Inc. Mr. Fox is following up on an order.

Mayumi: Thank you for calling Ample Inc. How can I help you?

Joe: This is Joe Fox from ABC Store. I'd like to follow up on our order.

Mayumi: Could you tell me what you ordered, Mr. Fox?

Joe: My company ordered 200 laptop computers.

Mayumi: We're sorry for the delay, sir. We had to **put off** all our deliveries because of the typhoon.

Joe: I see. When can we expect the delivery?

Mayumi: I will make sure that they're delivered tomorrow. We apologize again for the late delivery.

2. Today's Phrase

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

1. Jack has to finish his project today. He can't **put it off** any longer.
2. They had to **put off** the wedding because of their jobs.
3. Mark's mother is sick. He'll **put off** his trip to Canada until she gets well.

* **put off** ~ / ~を延期する

3. Your Task

You work for a computer company and your job is to make sure that products are delivered on time to the customers. Due to a recent typhoon, your team can't make delivery as scheduled. You decided to call the customers to inform them of the delay in the delivery delays. You are talking to one of the customers (=your tutor). Apologize to her, and explain the situation.

4. Let's Talk

Have you experienced a delivery delay for an order? Tell your tutor about it.

What are some reasons for late delivery?

Why is it important to deliver orders on time?

5. Today's photo

Describe the photo in your words as precisely as possible.



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