

## Lesson 72: Apologizing 1

By Xandra

### 1. Dialogue

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

Mayumi is a customer service staff member at GoGo Kitchen. Joe works for ABC Store, and he is following up on his orders.

Joe: Hello. I'm Joe Fox from ABC Store. We're wondering what happened to our merchandise.

Mayumi: Hello, Mr. Fox. ABC Store is on today's delivery list. Your orders are on their way.

Joe: We expected them to be delivered last week.

Mayumi: We're very sorry, sir. We're getting a lot of orders for the ice-cream machine and the sushi maker these days. We're doing our best to cope with the deliveries.

Joe: Well the delay has caused us a lot of problems with our customers.

Mayumi: We apologize for troubling you and your customers. As a good will gesture we will not bill you for the delivery charges this time.

### 2. Today's Phrase

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

1. Jack couldn't cope with life in the city, so he moved back to the countryside.
2. The town's roads are too small to cope with the heavy traffic.
3. How do you cope with stress?

\*cope with ~ / (困難・問題など)をうまく処理する、対処する；(困難・問題など)に耐える

### 3. Your Task

*You work as a member of a customer service team. You've received information from the delivery staff that there's heavy traffic in the city, and it is causing delays in the delivery. You are now talking to a client (=your tutor). He's a little worried that his order might not arrive today. Apologize to him and tell him about the traffic. Tell him that the merchandise will be delivered today.*

### 4. Let's Talk

*Talk about the delivery system in Japan. Is it efficient? Explain your answer.*

*Should companies give you a discount when they can't deliver on time? Why do you say so?*

*Talk about an experience you have had with a late delivery.*

### 5. Today's photo

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



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