

Lesson 72: Apologizing 1

By Xandra

1. Dialogue

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

Mayumi is in charge of the delivery of orders in her company. Joe is calling about an order that he's been expecting for the past two days. Mayumi is explaining why it has been delayed.

Joe: This is Joe from Fox Bookstore. I'm calling about our order.

Mayumi: (uses the computer to check the information) I have it on our record. You ordered 2,000 units of the new novel by Haruki Murakami, is that right?

Joe: That's right. We were told that they would be delivered two days ago.

Mayumi: There must be a mix up with the dates. According to my computer, your order will be delivered today.

Joe: We've been expecting them for two days now. Our customers are waiting for those books.

Mayumi: We apologize for any inconvenience we caused you. We made a mistake and gave you the wrong date.

Joe: Please don't delay it any longer. Mr. Murakami is coming to our store for a book signing this afternoon. What time can you deliver them?

Mayumi: If there's not much traffic today, you'll receive the books at around 12:00 noon.

Joe: At noon? Is it possible to make it earlier?

Mayumi: I can't promise anything, sir. Traffic is **beyond our control**. Since we caused you so much trouble, we'll take 5% off the bill. How does that sound to you?

2. Today's Phrase

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

1. There's nothing we can do. The situation is **beyond our control**.

2. Natural calamities are really **beyond our control**.

3. Jack can't make decisions for the company. It's **beyond his control**.

* **beyond one's control** / どうすることもできない、手に負えない

3. Your Task

You work as a customer service staff member at a manufacturing company. You are talking to a client (=your tutor) on the phone. Her company's merchandise was promised to be delivered yesterday, but it didn't arrive. She's telling you that her boss is upset about the delay in the delivery. Apologize to the client. Tell her that you will report the incident to the management, and that delivery charges will be waived. Arrange the next delivery schedule with the client.



4. Let's Talk

What would you do if your order didn't arrive on time? What kind of compensation would you expect from the shop for the late delivery? What improvements would you suggest to companies about their delivery systems?

5. Today's photo

Describe the photo in your words as precisely as possible.