

## Lesson 73: Apologizing 2

By Xandra

### 1. Dialogue

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

Hanako is a customer service officer for Go Go Kitchen. Mr. Turner is talking to her about an order.

Mr. Turner: Hello. My name is Matt Turner from XYZ Store. We received our orders today.

Hanako: Good afternoon, Mr. Turner. Is there a problem with the items?

Mr. Turner: We wanted to test the ice cream machine. We opened one of the boxes, and there was no power cord in it.

Hanako: I'm sorry to hear that.

Mr. Turner: So we opened the other boxes and we discovered that none of them have power cords.

Hanako: Something must have gone wrong at the packing section. We apologize for the mistake, sir. I'll report the incident to the factory manager.

Mr. Turner: What about the power cords for our ice cream machines?

Hanako: We will send the power cords immediately. Again, we're very sorry about this. To **compensate for** our mistake, we're giving you 10 sushi makers free of charge.

### 2. Today's Phrase

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

1. His cheerful personality **compensates for** his lack of skill.
2. The hotel refused to **compensate for** the stolen bag in the lobby.
3. Who will **compensate for** the damages done to my car?

\* **compensate for ~ /** (損失など)の埋め合わせをする、~を償う

### 3. Your Task

You work as a customer assistance officer at XYZ Computer.

Your job is to make sure that all orders are delivered properly. You are talking to a customer on the phone. He is telling you that the PC he ordered is not working correctly. Apologize to the customer, and ask him what the problem is with the PC. Take his name and address, and then tell him that you will make sure the PC is fixed as soon as possible.

### 4. Let's Talk

How can a company avoid delivering defective items?

Has your company ever received a complaint from an angry customer who received a defective item?

Tell your tutor about it. What are the important things to remember when you make an apology?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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