

Lesson 73: Apologizing 2

By Xandra

1. Dialogue

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

Hanako works for Go Go Kitchen, a company that makes kitchen equipment. She's talking to Mr. Turner about his company's order.

Hanako: Hello, Mr. Turner. How can I help you today?

Mr. Turner: We received 10 units of the sushi maker today but 3 of them aren't working. I think there is a problem in the electronic circuit board.

Hanako: We are very sorry to hear that. I will arrange for our technician to visit your office and take care of the problem.

Mr. Turner: Can you make sure the sushi makers are fixed within the day? We are planning to open a new sushi restaurant tomorrow.

Hanako: I just checked the technician's availability, and he will be able to attend to your machines this afternoon.

Mr. Turner: If we have to operate the new restaurant with only 7 sushi makers, it will significantly reduce our production capacity and we will lose a lot of money.

Hanako: I understand that the sushi makers **are indispensable to** your business. I will talk to the section manager and make sure that our technician will be there to fix the defective machines today.

Mr. Turner: I would appreciate that, but will we get any compensation if the machines can't be fixed by our opening day?

Hanako: Don't worry, sir. Our company guarantees some financial compensation if our products cause any damage to your business.

Mr. Turner: That's good to know. Anyway, we will be expecting your technician this afternoon. Thanks for all your help.

2. Today's Phrase

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

1. Mr. Lee's role in the business **is indispensable to** the company.
2. For some people, music **is indispensable to** life.
3. Education **is indispensable to** success.

* **be indispensable to [for] ~ / ~に不可欠である、絶対必要である**

3. Your Task

You are a customer service officer for Go Go Kitchen, a company that makes kitchen equipment. Your job is to check if customers have received their orders and if the products are working well. You are talking to a customer on the phone. Ask her these questions: 1) Did the order arrive on time? 2) Did she receive everything she ordered? 3) Are the products working well? She will inform you that one of the ice cream machines is not working. Apologize to the customer and tell her that your company will send her another ice cream machine.

4. Let's Talk

What are the important things to remember when apologizing to an angry customer who received a defective product from your company? How do defective products affect a popular product brand? Talk about a defective product that you've read about in the news. What kind of problems did it cause?



5. Today's photo

Describe the photo in your words as precisely as possible.

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