

Lesson 77: Filing a Complaint

By Xandra

1. Dialogue

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

Makoto is talking to the manager of the department store about a rude sales clerk.

Makoto: Excuse me. Are you the manager?

Ms. Parker: Yes. I'm May Parker. How can I help you?

Makoto: Hello, Ms. Parker. I'd like to **complain about** your sales clerk.

Ms. Parker: Can you tell me what happened?

Makoto: She was very rude to me when I asked for her help.

Ms. Parker: I'm sorry about that. I'll talk to her about it. Can I ask you to fill out a complaint form?

2. Today's Phrase

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

1. The employees **complained about** the working conditions in the factory.
2. Bill is always **complaining about** his neighbors. He should move to another apartment.
3. My grandfather **complains about** his backache every day.

* **complain about [of] ~ / ~について不満[苦情、文句]を言う**

3. Your Task

You are the manager of a supermarket. Some juice was spilled on the floor, and now a customer (=your tutor) is complaining that she slipped on the floor. Apologize to the customer. Ask her if she's alright, and if she needs to see a doctor. She will tell you that she's okay. You should also ask if she'd like to file a formal complaint.

4. Let's Talk

Have you ever complained about a company's services or products? Tell your tutor about it.

In Japan, how does a company or usually deal with complaints?

What do you think about the famous saying "The customer is always right"?

5. Today's photo

Describe the photo in your words as precisely as possible.



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