

## Lesson 88: Dealing with Complaints (Manageable Cases)

By Xandra

### 1. Dialogue

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

Takeshi works for a hotel, and Mr. Brown is a guest. Mr. Brown is calling from his hotel room.

Takeshi: Good morning. This is Takeshi speaking. How may I help you?

Mr. Brown: This is Emmet Brown in room 340.

Takeshi: **Is there a problem with** the room, Mr. Brown?

Mr. Brown: There are no towels here.

Takeshi: We're very sorry for that, sir. I'll ask the staff to bring towels to your room right away.

Mr. Brown: Thank you. I will be waiting.

### 2. Today's Phrase

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

1. **There's a problem with** the printer. It won't turn on.
2. Jack **has a problem with** his car. He needs to take it to a mechanic.
3. I **have a problem with** people who smoke in public places.

\* **have [there is] a problem with ~ / ~に問題がある、~を受け入れがたく思う**

### 3. Your Task

You are the manager of a restaurant. A customer (=your tutor) is complaining that it's cold in the restaurant.

Apologize to the customer and tell her that you will check the settings of the air conditioner. Suggest that she move to another table where it's warmer.

### 4. Let's Talk

What do you think about when you hear the word 'complaint'?

How does your company deal with complaints?

Are you good at dealing with complaining customers? Explain your answer.

### 5. Today's photo

Describe the photo in your words as precisely as possible.

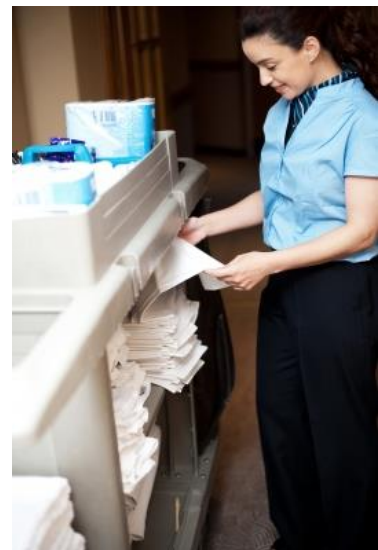


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