

## Lesson 90: Expressing Complaints (Tolerable Cases)

By Xandra

### 1. Dialogue

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

Akemi Sato is staying at a hotel. She's talking to the front desk officer, Bob, about a rude hotel staff member.

Bob: Good morning, Ms. Sato. How's your stay so far?

Akemi: The hotel is really nice and clean. But the housekeeping staff are not very friendly.

Bob: Oh! Why do you say so?

Akemi: I approached one of the staff, and I requested my room to be cleaned. She said that I'd have to wait. The way she said it was very rude.

Bob: I'm very sorry. I'll inform the manager that you **complained about** that.

Akemi: Thank you.

Bob: I'll also talk to the housekeeping staff, Ms. Sato. Has your room been cleaned yet?

Akemi: Not yet. But I can wait.

### 2. Today's Phrase

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

1. The guest from room 202 is **complaining about** the noise from the next room.
2. The elevator is always out of service. Somebody needs to **complain about** it to the building manager.
3. I don't know why you're **complaining about** your boss. He's a good man.

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

### 3. Your Task

The internet connection in your office is no good these days. It's very slow, and sometimes, there is no internet signal at all. You are now talking to the customer service officer of the internet company (=your tutor). Tell her about the problem. Explain that your business needs a stable internet because you deal with foreign companies. Ask for a technician to check the connection as soon as possible, and politely end the conversation.

### 4. Let's Talk

What are the do's and don'ts when expressing a complaint?

Is it necessary to complain? Why do you say so?

In Japan, do companies respond to complaints and solve the problem right away? Explain your answer.

### 5. Today's photo

Describe the photo in your words as precisely as possible.

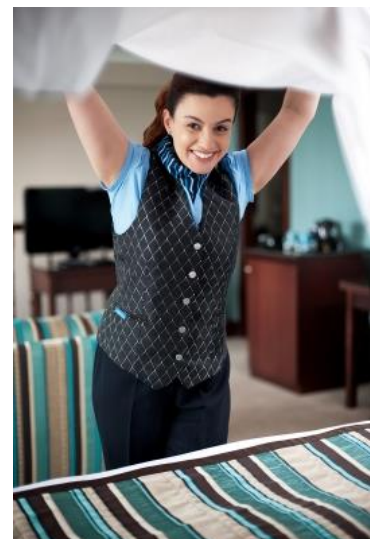


Image courtesy of stockimages / FreeDigitalPhotos.net