

## Lesson 90: Expressing Complaints (Tolerable Cases)

By Xandra

### 1. Dialogue

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

Akemi Sato joined a tour this morning. She's now talking to the manager of the tour agency because she wasn't happy about the tour.

Akemi: Hello. I'm Akemi Sato. My colleagues and I joined your tour this morning.

Bob: Good afternoon. I'm Bob, the manager. How was your tour?

Akemi: Well, not great. We were expecting to go to an elephant farm but we were taken to the Golden Palace.

Bob: Oh, I see.

Akemi: I talked to the tour guide, and I asked him to **straighten it out** with your office. He said that he didn't know anything about it.

Bob: Let me check the office record.

Akemi: It should be under the name of Daiwa Company. We've already paid for it. Here's the receipt.

Bob: (Looking at the office record) Well, Ms. Sato, it seems we made a mistake. Your company was listed in a different tour group.

Akemi: We still want to go to the elephant farm. Can you arrange it?

Bob: I'm very sorry about this, Ms. Sato. I'll assign a tour guide to take you there tomorrow.

### 2. Today's Phrase

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

1. (Meeting friends for dinner) I'm sorry I'm late. I had to **straighten something out** at work.
2. Once we get these problems **straightened out**, we should be alright.
3. Can you **straighten out** the conference room, please? I need to use it at 4:00PM.

\* **straighten out** ~ / (問題などを)正す、取り除く； (部屋などを)片付ける

### 3. Your Task

You were on a business trip in California. You arranged for a rental car and you had a bad experience with the car. First, they gave you a manual car, when you requested for an automatic. Then, the gas tank was almost empty, and you had to drive a long way to look for a gas station. In addition, the car smelled like alcohol and cigarettes. You didn't have time to change the car, or to complain to the manager about it. You are now back in Japan. Write a letter to the rental car company. Tell the manager what happened, and how disappointed you were with their service. Tell your tutor what you're going to write in your letter.

### 4. Let's Talk

What is the best way to express your complaint: through e-mail, talking on the phone, or talking face to face with customer service staff? Explain your answer.

Would you complain if you received poor service at a fast food restaurant? Why or why not?

Why is it important to keep calm and be polite when complaining about something?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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