

Lesson 91: Expressing Complaints

By Xandra

1. Dialogue

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

Kaori is having dinner at a restaurant. Jack is the restaurant manager.

Kaori: Excuse me. There's a hair in my soup.

Mr. Dawson: We're very sorry about this.

Kaori: Your chef must be more careful next time.

Mr. Dawson: I will tell him to **apologize to you for** this unpleasant matter.

Kaori: I appreciate that.

Mr. Dawson: Let me get you a fresh bowl of soup. I'm really sorry about this.

2. Today's Phrase

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

1. The manager **apologized to** the customer **for** the late delivery.
2. Did the company **apologize to you for** the damaged product?
3. He **apologized to** his boss **for** being late.

* **apologize to A for B** / AにBのことで謝る

3. Your Task

You ordered a headset from an online shop. When you opened the package, the headset was broken. You are now talking to the customer service officer (= your tutor). Tell her about the problem and that you are very disappointed with the online shop. She will tell you that her company will send you a new one, but you just want a refund.

4. Let's Talk

How do you express your complaints?

In Japan, is it common to complain about bad service?

Have you ever written a letter of complaint? Tell your tutor about it.

5. Today's photo

Describe the photo in your words as precisely as possible.



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