

## Lesson 91: Expressing Complaints

By Xandra

### 1. Dialogue

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

Kaori is talking to Mr. Dawson who works for the computer company. She is complaining about the computer she ordered.

Kaori: Hello. I'm calling about my order. My school placed an order for 5 laptop computers last week.

Mr. Dawson: Can I have your name, please?

Kaori: I'm Kaori Sato from the University of Tokyo. The computers arrived just this morning.

Mr. Dawson: Oh, I see. Is there anything wrong with them, Ms. Sato?

Kaori: Yes, as a matter of fact. The computers are not working. It looks like your company forgot to install Windows on any of the laptops.

Mr. Dawson: I'm very sorry about that. I will send a technician to install programs in your computers.

Kaori: How soon can your technician be here?

Mr. Dawson: Let me **get back to** you with the schedule. I'll have to check the technician's availability.

### 2. Today's Phrase

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

1. A: Can you tell me the cost of shipping?

B: Can I **get back to** you about that?

2. Jack told his boss that he'll **get back to** him with the latest sales report.

3. I will talk to my business partners about your offer, and then I'll **get back to** you.

\* **get back to** ~ / ~に改めて連絡を取る、~におり返し連絡する

### 3. Your Task

You just received your cellphone bill, and the telecommunications company has charged you for some phone calls that you never made. You then called the company's customer service so that you could make a complaint. Someone answered your call but then you were put on hold for 30 minutes. So, you've decided to just go to their office. You are now talking to the customer service officer. Tell her about the billing and your bad experience when you called the customer service hotline.

### 4. Let's Talk

What is your idea of good restaurant service?

Talk about a shop in your city. Tell your tutor about the improvements you'd like to see in their service.

What do you expect to happen when you make a complaint?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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