

Lesson 91: Expressing Complaints

By Xandra

1. Dialogue

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

Kaori and her son, Yuzuki, were enjoying their day at Dreamland Amusement Park when something bad happened. They're now being assisted by the manager, Mr. Dawson.

Kaori: Are you the manager?

Mr. Dawson: Yes, ma'am. How can I help you?

Kaori: The janitor was cleaning up and my son slipped on the wet floor!

Mr. Dawson: I'm so sorry. Let's take your son to the clinic. We have a doctor for incidents like this.

Kaori: Shouldn't there be a "Wet floor" sign when an area is being cleaned?

Mr. Dawson: You're right, ma'am. It's our fault. I will talk to the janitor about it.

(A doctor checks Yuzuki. After a while...)

Mr. Dawson: I apologize again for what had happened.

Kaori: It's a good thing that Yuzuki didn't get seriously injured.

Mr. Dawson: Why don't you take him to Dreamland's restaurant and let him order anything he wants? It's **on the house**.

Kaori: Thank you. Yuzuki will like that.

2. Today's Phrase

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

- All drinks were **on the house** last night.
- I went to a restaurant last night. I was the 10,000th customer, so my dinner was **on the house**.
- (In a restaurant) Customer: Can I have my bill, please? Manager: Don't worry about it. Your meal is **on the house**.

* **on the house** / (飲み物・料理などが) 店のおごりで

3. Your Task

You ordered some items from a company abroad. These items are going to be sold in your store. When you opened the package, the items inside were broken and no longer saleable. You've decided to: 1) talk to the supplier (=your tutor) and inform them about the bad condition of the items. 2) call the shipping company (=your tutor) and complain about the way they handled your package. Tell them that they must pay for the damages.

4. Let's Talk

Is it always a good idea to complain about poor service?
Why do you say so?
When you experience bad service at a restaurant, do you eat there again? Explain your answer.
How do you feel when you experience poor service at a restaurant, a hotel or any service-oriented company?

5. Today's photo

Describe the photo in your words as precisely as possible.



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