

Lesson 93: Apology 2 (Receiving a Formal Apology)

By Xandra

1. Dialogue

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

Mr. Maeda's company ordered a machine from ABC Technologies. The machine was in very bad condition when it arrived. He is now talking to ABC's manager, Jackie.

Mr. Maeda: I'm calling about the machine we ordered. It arrived this morning. I'm afraid it's not in good shape.

Jackie: What do you mean, sir?

Mr. Maeda: The box is broken, and the item inside is not useable.

Jackie: We're terribly sorry about this, sir.

Mr. Maeda: You **shouldn't have packed** it in such a thin and weak box. It's a fragile item.

Jackie: We will send you a new one right away by express delivery service. Your new machine will be in Japan in 2 days.

Mr. Maeda: Okay. I'll be expecting it.

Jackie: Also, as a token of our apology, we will take 20% off the original order cost and there will be no charge for delivery..

Mr. Maeda: Thank you. I appreciate it.

2. Today's Phrase

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

1. Peter **shouldn't have fired** his assistant.
2. Microsoft **shouldn't have bought** Nokia.
3. I **shouldn't have moved** to Los Angeles.

* **shouldn't have ~ed** / ~すべきでなかった

3. Your Task

You have just received your credit card bill. You have noticed that you are being billed for some purchases that you didn't make. You are now at the bank to complain about your credit card bill. The bank manager (=your tutor) explains that your credit card has been hacked. He apologizes about it, and he promises to fix the problem. The bank is also going to give you a \$200 gift card as a token of their apology. Respond to the manager's apology and the gift card. You should tell them that you are disappointed about the bank's weak credit card security.

4. Let's Talk

What do you think of apology gifts?

Talk about a time when someone gave you an apology gift.

What do you expect to happen after accepting an apology?

5. Today's photo

Describe the photo in your words as precisely as possible.

