

Lesson 95: Offering a Formal Apology

By Xandra

1. Dialogue

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

Yuki works for a trading company. Mr. Parsons is following up on his company's order. He is also complaining about the delayed delivery.

Yuki: Thank you for calling GoGo Trading Company. This is Yuki. How can I help you?

Mr. Parsons: Hello, Yuki. Once again, this is Jimmy Parsons calling. I'm following up on our order.

Yuki: Hello, Mr. Parsons.

Mr. Parsons: We've been calling your company every day to follow up on this. Can you give me an update?

Yuki: Well, as I explained to you yesterday, Mr. Parsons, the bread makers are still at the sea port. The importation officer has not yet finished inspecting the cargo.

Mr. Parsons: This delay **has gone too far**. We've been waiting for our order for two weeks.

Yuki: We really are most terribly sorry about this. But the inspection time is beyond our control.

Mr. Parsons: Please understand that our customers are waiting for those items.

Yuki: I realize how stressful this is for you. I will talk to the importation officer again and do everything I can to expedite the inspection work, so that we can deliver your order as soon as possible.

Mr. Parsons: I appreciate that, Yuki. I'll talk to you again tomorrow.

2. Today's Phrase

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

1. Jack is a funny man. But sometimes, he **goes** a bit **too far**, and his jokes can hurt his friends.
2. You should stop starving yourself. You've **gone too far** with your diet.
3. I understand that we have to reduce our expenses. But turning off the air conditioner is **going** a little **too far**.

* **go too far** / (言動や事態などが) 度を越す、行き過ぎる

3. Your Task

You work as a customer service officer for XYZ Food Manufacturing Company. Your company has received an e-mail from a customer. She says she bought a box of tea made by XYZ, and that she found a dead bug inside it. Write an apology letter to the customer. Ask for the details of her purchase (where and when she bought the box of tea) so that your company can investigate the matter further. Don't forget to apologize, and mention that you'll be sending her a discount card through mail. Tell your tutor what you're going to write in the e-mail.

4. Let's Talk

When a food manufacturing company makes a mistake, how should they apologize to the customer? Is saying sorry good enough? Explain your answer.

Have you ever had to apologize to a customer? Tell your tutor about it.

Why do companies offer discounts and free services when they apologize?

5. Today's photo

Describe the photo in your words as precisely as possible.



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