

## Lesson 97: Appreciation 2 (Praising a Product / Service)

By Xandra

### 1. Dialogue

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

Kumiko is a school teacher. She has just finished touring the museum with her students. She's now talking to the tour guide, Bill, about how much she enjoyed the experience.

Kumiko: That was a really great tour!

Bill: Thank you, ma'am.

Kumiko: How long have you worked for the museum?

Bill: I've only been here for a month.

Kumiko: You must really like being a tour guide. I **was** really **impressed with** your knowledge in history.

Bill: That's really nice of you to say. I do like history.

Kumiko: The museum's very organized and clean. It's very suitable for students.

Bill: I hope you can come back next month. There's going to be a dinosaur exhibit from England.

### 2. Today's Phrase

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

1. I'm **impressed with** Jack's ability to meet deadlines.
2. Mr. Lee **was impressed with** the excellent service at the restaurant.
3. The president **was** extremely **impressed with** the huge increase in sales.

\* **be impressed with ~ / ~に感銘を受ける**

### 3. Your Task

You just bought a new cell phone, and you really like its functions and performance. The screen is bright, it has an awesome camera, and it has programs that can help you with your job. The cellphone company has sent you an e-mail asking you for feedback on the cellphone. Write to them and express your opinion about the product. Tell your tutor what you're going to write in the email.

### 4. Let's Talk

What are the do's and don'ts when giving feedback on a product or service? In America, customers usually give a small tip to show their appreciation to a worker. Do you think you should do the same in Japan? Why do you say so? Why is it important to give honest feedback on services, products or companies?

### 5. Today's photo

Describe the photo in your words as precisely as possible.



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