

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

By Xandra

1. Dialogue

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

Kumiko is at the bank. She wants to get information about online banking. Bill, the bank employee, is assisting her.

Bill: Hello. Can I help you?

Kumiko: Could you please tell me more about online banking?

Bill: Yes, of course. (smiling). Online banking gives you access to your bank account from your computer. As long as you have internet connection, you can do bank transactions online.

Kumiko: What kind of banking transactions?

Bill: For example, you can send money to another bank account, or you can pay your bills.

Kumiko: Wow! I can do that online?

Bill: Certainly, ma'am. It is very convenient and will **save** you **the trouble of** having to fall in line at payment centers.

Kumiko: I'm definitely going to do online banking from now on. Whoever thought of it is a genius.

Bill: I'd be very happy to help you set up your account.

Kumiko: You're very helpful. I'll put in a good word for you with the manager.

2. Today's Phrase

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

1. You should write down the information. It will **save** you **the trouble of** remembering.
2. To **save** him **the trouble of** facing legal action, the company president filed for bankruptcy.
3. Let's just eat at a restaurant tonight. It will **save** your mother all **the trouble of** cooking and cleaning up.

* **save A the trouble of ~ing** / Aが~するという面倒を省く

3. Your Task

You stayed at the Promenade Hotel while you were on business trip in Australia, and you were satisfied with the service. You've just received an e-mail from the Promenade's manager, and he's saying thank you for staying at the hotel. Reply to his e-mail and express your appreciation for their kind staff, the impressive business facilities, the nice restaurant and the relaxing ambience. Tell your tutor what you're going to write in the e-mail.

4. Let's Talk

What's the best hotel that you've stayed at so far?

Did you tell the manager or the staff about how much you liked the experience? Why or why not?

One way of expressing appreciation for a hotel, a restaurant, or a product is by writing positive online reviews. Have you ever written a review for a hotel or a restaurant or a product?

Explain your answer.

Have you ever received positive feedback from your customers, clients or business associates? Tell your tutor about it.

5. Today's photo

Describe the photo in your words as precisely as possible.



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