

Lesson 100: Appreciation 5 (Thanking Customers for Good Business)

By Xandra

1. Dialogue

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

Kazuya has just sold a car to Mr. Fallon. Now he's calling Mr. Fallon on the phone to show his gratitude.

Kazuya: Good morning, Mr. Fallon. Are you enjoying your new car?

Mr. Fallon: Yes, I am. I **am looking forward to** driving it to work every day.

Kazuya: That's good to know. I called to say thank you for your purchase.

Mr. Fallon: You're welcome. I want to thank you too, for recommending such a good car.

Kazuya: If you have any questions about your car, you can call me anytime.

Mr. Fallon: Okay. I'll do that.

2. Today's Phrase

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

1. Mr. Lee **is looking forward to** the company meeting.
2. Children always **look forward to** the Christmas season.
3. Ken **is looking forward to** a long vacation.

* **look forward to ~** / ~を楽しみに待つ

3. Your Task

Situation 1: You are a sales manager at a computer company. You have just sold 300 computers to a university. You are now talking to the head of the school (=your tutor). Thank him for the business, and tell him that he can call you anytime if he has any questions about the computers.

Situation 2: You are a hotel manager. A guest has been staying in the hotel for a month, and tomorrow is his last day. Leave a simple "thank you" note in his room. Tell your tutor what you're going to write in the "thank you" note.

4. Let's Talk

Why is it important to thank customers?

How does your company show gratitude to your customers?

Talk about your experience in thanking customers.

5. Today's photo

Describe the photo in your words as precisely as possible.



Image courtesy of nenetus / FreeDigitalPhotos.net