

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

By Xandra

1. Dialogue

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

Kazuya works for a construction company called Builder Bob. Mr. Fallon has just signed a contract with Builder Bob, and Kazuya is thanking him for the business.

Kazuya: Thank you for meeting with me, Mr. Fallon. I've brought your copy of the contract.

Mr. Fallon: I guess you're going to start the construction soon then.

Kazuya: Yes, we are. I came here to personally thank you for trusting Builder Bob with your hotel construction project.

Mr. Fallon: Builder Bob has a good reputation.

Kazuya: That's very kind of you to say. By the way, our company president, Mr. Robert Drake, would like to invite you to dinner at Nobu Restaurant **as a token of our appreciation**.

Mr. Fallon: At Nobu Restaurant? Isn't it hard to get a reservation there?

Kazuya: That's true, but Mr. Drake is friends with the chef. Can you join us tomorrow for dinner?

Mr. Fallon: I would love to! I've always wanted to eat at Nobu.

Kazuya: Great! We'll see you tomorrow, Mr. Fallon. It's a pleasure doing business with you.

2. Today's Phrase

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

1. **As a token of** the company's **appreciation**, Mr. Lee was presented with a gold watch for his long service to ABC Industries.
2. Please take this gift **as a token of my gratitude**.
3. Thank you for letting us stay in your home. For your hospitality, we want to take you to an Italian restaurant **as a token of our appreciation**.

* **as a token of one's appreciation [gratitude]** / (人)の感謝の印として

3. Your Task

Situation 1: You are a salesperson for a cellphone company. You have just received a big order from one of your resellers. Send him an e-mail to thank him for the order. Tell your tutor what you're going to write in the e-mail.

Situation 2: You are a restaurant manager. A customer (=your tutor) had a party in the restaurant, and that was attended by 50 guests. You are now talking to the customer on the phone. Thank her for the business and tell her that you're giving her a 10% discount on her next visit.

4. Let's Talk

What do you think about when you hear the sentence 'Thank you for your business.'?
In Japan, what is the most common way of showing your appreciation to customers?
What can the company expect to happen after expressing gratitude to a customer?

5. Today's photo

Describe the photo in your words as precisely as possible.



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