

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

By Xandra

1. Dialogue

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

Kazuya works as a programmer for a company that develops websites. He is calling his client, Mr. Fallon, to check if his website is working smoothly.

Kazuya: Good morning, Mr. Fallon. How's your business going?

Mr. Fallon: I'm selling a lot of products on my website. It's been pretty busy lately.

Kazuya: That's good to know. Well, I called to check if your website is running smoothly.

Mr. Fallon: I've had no problems so far.

Kazuya: Is the credit card software working well?

Mr. Fallon: Yes, it is. I'm quite impressed by it.

Kazuya: The second reason I called is so I can properly thank you for hiring us for this project.

Mr. Fallon: Don't mention it. You did a good job setting up my online shop.

Kazuya: We appreciate the trust you've given my company. If you have any questions or requests, please just ask.

Mr. Fallon: **In line with** what you just said, can you teach my assistant how to operate the website?

Kazuya: No problem, sir. I can give him instructions on the phone.

2. Today's Phrase

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

1. **In line with** your inquiry, I'm sending you some information by e-mail.

2. Jack is having a meeting with Ms. Winfrey, **in line with** his project.

3. The design must be **in line with** the customer's preference.

* **in line with ~** / ~と一致して、~に則して、~に従って

3. Your Task

Situation 1: You are the president of an accounting firm. A big company named Tashiba has just signed a 3-year contract with your firm. You are now talking to Tashiba's manager (=your tutor). Express your appreciation for the business, and promise him that you will assign your best accountants to Tashiba.

Situation 2: You are an architect for a construction company. A client who wants to build a shopping mall (=your tutor) has chosen your design. You are now having a meeting with the client. Thank him for choosing your design. Tell him that you will do your best to manage the construction, and that everything will be on schedule.

4. Let's Talk

Does your company treat customers out for drinks or a meal?

Tell your tutor about it.

Some companies send 'thank-you' cards to their clients.

From a customer's point of view, are 'thank-you' cards necessary?

Why do you say so?

What are the important things to remember when sending a 'thank-you' note to a client?

5. Today's photo

Describe the photo in your words as precisely as possible.

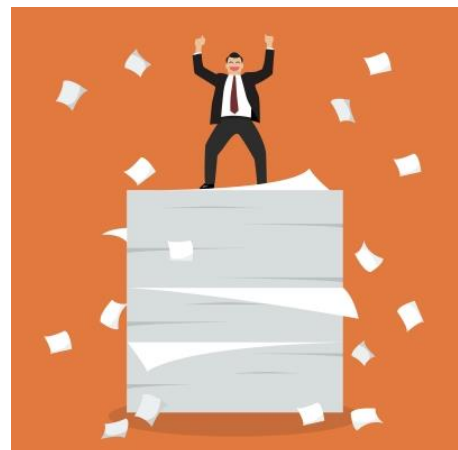


Image courtesy of Sira Anamwong / FreeDigitalPhotos.net