

5

Making and handling complaints

Vocabulary

complaint
不満

oversight
不注意

unacceptable
容認できない、許されない

responsibility
責任

fault
過失

clerical
事務員の、書記の

Dialogue

Jane: Is this Pizza Haus? We ordered a pizza an hour ago!

Staff: I apologize for that, sir. Can I get your name?

Jane: It's Jane White.

Staff: I'm sorry Ms. White, but I can't find your name in our computer.

Jane: What?

Staff: I think there was a clerical error. By some oversight, your order was never recorded. I don't know who is to be blame for this. Do you know who took your order ma'am?

Jane: No, I can't remember. This kind of service is totally unacceptable.

Staff: I assure you Ms. White, It is our fault. We'll get a pizza to be delivered to your house immediately. We're very sorry for the inconvenience.

Jane: Ok. Thank you. Please make sure of that.

Questions

1. Have you ever had any chance that you made complain?
2. What do you say if you want to complain?
3. Have you ever handled a complain? How did you resolve it?

Expressions

Handling the complaint

What is the problem exactly?

はっきりとした問題はなんですか？

Could you explain exactly what the problem is?

問題は何なのかははっきりと説明してもらえますか？

Saying sorry

I see. We're very sorry about that.

分かりました。大変申し訳ございません。

Again, I do apologize

もう一度お詫び致します。

Explaining the reason for the problem

The problem was caused by...

問題は～に起因します。

It was a computer clerical error

コンピューターによる事務上の誤りでした。

It was an oversight on our part.

私達の不注意によるものです。

The reason is that...

原因は～

 Exercise

A. Identify if the sentence is Saying Sorry or Complaint

1. I have not receive the pizza I ordered two hours ago. _____

2. We will send someone to fix it as soon as possible. _____

3. I see. We apologize for the inconvenience. _____

4. Again, we're sorry. The problem is clearly our fault. _____

5. The unit is not working.

B. Fill in the blanks with the correct vocabulary word.

Complain oversight unacceptable responsibility fault clerical

1. It was an _____. You do not have records in our computer.

2. It was our fault. We accept full _____.

3. There was a _____ error. Your name was not found in the record.

4. I would like to _____ about the unit that you delivered. It's not working.

5. This error is _____.