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Making and handling complaints 2

Vocabulary

serial number
製品番号

immediately
早急に、即座に

inconvenience
不自由、迷惑

assure
保証する

purchased
購入済みの

apologize
謝罪する

Dialogue

Kumi: I would like to complain about the airconditioner unit I purchased in your store yesterday. It's not working.

Staff: May I have your name and the serial number of the unit?

Kumi: I'm Kumi, it's SN 4452.

Staff: Thank you for that information Ms. Kumi. I'll send an engineer immediately to fix your unit. I apologize for the inconvenience.

Kumi: Thank you so much. May I know who's on the line?

Staff: This is Mr. Toshi from the customer service. We promised that it won't happen again. I assure you.

 Questions

1. What will you say if you want to complain about something that you purchased?
2. Which sentence from the conversations is stating a promise of action?

 Expressions

Promise of action

I'll deal with it/ attend to it/send an engineer immediately
すぐに技術士を手配します。

I'll find/ arrange for a replacement
代替の物を手配します。

Is that acceptable?/Is that ok?
それで宜しいでしょうか。

Closing

I apologize once again. We are very sorry about this.
改めてお詫び致します。申し訳ございません。

I apologize for any inconvenience caused.
ご迷惑をおかけしました。

It won't happen again. I assure you.
もうこのような事はございません。保証致します。

 Exercise

A. Identify each sentence if it is a CLOSING or PROMISE OF ACTION

1. Don't worry Mr. Smith, I'll deal with it as soon as possible. _____

2. Once again, in behalf of the company I apologize. _____

3. We will send our mechanic right away. Is that ok? _____

4. The manual is not included in the box. We are sorry about this. _____

5. We will replace your unit. Is that ok?

B. Fill in the correct word to complete the sentence.
serial number inconvenience purchased immediately
assure apologize

1. I need to know the _____ of the unit that you bought.

2. I apologize for the _____.

3. The unit that I _____ in your store is not working.

4. We will send a replacement _____.

5. We _____ for sending a damaged unit.