



Telephone Call Script: Calling back a Customer (顧客にかけなおす)

I.

Mr. Henry : Hello, Art Locavore, this is Oliver speaking. How may I be of help to you today?

Miss Avery : Yes, this is Miss Ann Avery calling from Paintings Ltd. May I speak to Mr. Harrison, please?

Mr. Henry: I'm afraid Mr. Harrison is out of the office at the moment. Would you like me to take a message?

Miss Avery : Uhm... actually, this call is rather urgent. We spoke yesterday about a delivery problem that Mr. Harrison mentioned. Did he leave any information with you?

Mr. Henry: As a matter of fact, he did. He said that a representative from your company might be calling. He also instructed me to ask you a few questions..

Miss Avery : Great, I'd love to see this problem resolved as quickly as possible.

Mr. Henry: Well, we still haven't received the shipment of paintings that was supposed to arrive last Tuesday.

Miss Avery : Yes, I'm terribly sorry about that. In the meantime, I've spoken with our delivery department and they assured me that the paintings will be delivered by tomorrow morning.

Mr. Henry: Excellent, I'm sure Mr. Harrison will be pleased to hear that.

Miss Avery : Yes, the shipment was delayed from France. We weren't able to send along your shipment until this morning.

II.

Mr. Henry: I see. Mr. Harrison also wanted to schedule a meeting with you later this week.

Miss Avery : Certainly, what is he doing on Thursday afternoon?

Mr. Henry: I'm afraid he's meeting with some clients out of town. How about Thursday morning?

Miss Avery : Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?

Mr. Henry: No, it looks like he's free then.

Miss Avery : Great, should I come by at 9?

Mr. Henry: Well, he usually holds a staff meeting at nine. It only lasts a half an hour or so. How about 10?

Miss Avery : Yes, 10 would be great.

Mr. Henry: OK, I'll schedule that. Ms Avery at 10, Friday Morning... Is there anything else I can help you with?

Miss Avery : No, I think that's everything. Thank you for your help... Goodbye.

Mr. Henry: Goodbye.

A. Exercise 1

Read the following Useful Expressions:
以下のお役立ち表現を読みましょう。

1. How may I be of help to you today?
2. Uhm... actually, this call is rather urgent.
3. Did he leave any information with you?
4. As a matter of fact, he did.
5. Great, I'd love to see this problem resolved as quickly as possible.
6. I'm sure Mr. Harrison will be pleased to hear that.
7. Certainly, what is he doing on Thursday afternoon?

B. Exercise 2

Which useful Expression is an appropriate response for each of the following (Note: More than one useful expression may be used for each. Choose from Exercise 1):

以下の各文章に適切な表現はどれでしょうか。(答えは一つとは限りません。exercise1から選びましょう。)

1. "Did Mr. Henderson leave any message for me? My name is Edna Ross from Prints Co."
2. "Mr. West would like to arrange a meeting with you this week."
3. "I'm really sorry but you just missed Miss Karl. She just left to attend a meeting. Would you like to leave a message?"

C. Exercise 3

Complete the following conversation using appropriate and polite Words:
丁寧な語を使用して以下の会話を完成させてください

Miss Avery : Certainly, what is he doing on Thursday afternoon?
Mr. Henry: _____?
Miss Avery : Unfortunately, I'm seeing someone else on Thursday morning. Is he doing anything on Friday morning?
Mr. Henry: _____.
Miss Avery : Great, should I come by at 9?
Mr. Henry: _____.
Miss Avery : Yes, 10 would be great.
Mr. Henry: OK, I'll schedule that. _____.

D. Exercise 4

Discuss:
話し合いましょう。

1. Why did Miss Avery call Mr. Harrison's office?
2. Who is Mr. Henry?
3. How did Miss Avery resolve the issue of Mr. Harrison?
4. Do you think Mr. Harrison will do business with Miss Avery again? Why do you think so?