

➤ Read the following with your tutor. 下の単語と例文を講師の後に続いて読んでみましょう。

Word / 単語	Definition / 意味	Sample Sentence / 例文
v. put on hold 動詞 疎通を待つ	waiting to be connected while making a telephone call 電話を掛けたときにつながるのを待つこと	I rang earlier, but I was put on hold. 先ほど電話したが待たされました。
adv. momentarily 副詞 一時的に	for a short time 少しの間	Our system is momentarily unavailable. 弊社システムは一時的にご利用いただけません。
n. heads-up 名詞 注意の呼びかけ	an advance notice or warning of something 事前の通知や注意勧告	I'll give you a heads-up soon. すぐにご注意をお送りします。
prep. via 前置詞 通して	by way of; through の手段で、を通して	I'll send you a heads-up via email. すぐに注意勧告をメールでお送りします。
v. apologize 動詞 謝る	express regret for something that one has done wrong 何かの間違いに対する後悔の念を示すこと	I apologize for failing to confirm that first. 最初にご確認できず申し訳ありませんでした。
v. past: escalated escalate 動詞 エスカレートする	to move a concern up to the next higher level 問題を組織の上層に送ること	We already escalated your request. お尋ねの内容はすでに上司に報告しました。

➤ Listen to your tutor as he/she reads the dialogue. Then, fill in the blanks with the appropriate words.
講師が読む会話文をよく聞いて、空欄に適切な言葉を埋めましょう。

TUTOR Hello, this is Annie Johnson of Royal firm. I rang earlier, but I was (1) _____. I would like to check the status of my request, please.

STUDENT Oh, I'm sorry. Our system is (2) _____ unavailable. I'll send you a (3) _____ (4) _____ email, Miss Johnson.

TUTOR I appreciate that, but I'm afraid I can't access my email right now. When is a good time to call?

STUDENT Oh, I (5) _____ for failing to confirm that first. You could try ringing after an hour.

TUTOR Noted. Please know that this is urgent. Thanks!

STUDENT We already (6) _____ your request, Miss Johnson. We'll give you an update soon. Thank you for calling.

➤ 講師が読んだ会話文から、適切な言葉を選べましたか？
講師がそれぞれの空欄に何が入るか質問しますので、教えてください。

講師：「What is the missing word in blank no. ___? (1) to (7) (空欄1に入る単語はなんですか?)」
あなた：適切な言葉を答えて下さい。

Activity 3 Dialogue

4 min

➤ Refer to the dialogue in Activity 2. Read the dialogue with your tutor. Make sure all blanks are filled in before reading it aloud with your tutor. すべての空欄が埋まっていることを確認して、上の Activity 2 の会話文を講師と音読してみよう。

➤ Your tutor will read the following statements. Choose the appropriate response for each item.
講師が1~5の文章を読みます。それぞれの文章に対して適切な答えをa~dから選び、音読してしてみましょう。

1. I rang earlier but I was put on hold.
 - a. Yes, understand.
 - b. May I know the reason?
 - c. Oh, I'm sorry.
 - d. Okay. This is noted.

2. I would like to check the status of my request, please.
 - a. No, Ma'am.
 - b. I'm sorry, but I don't know.
 - c. May I have your Twitter ID, Ma'am?
 - d. Our system is momentarily unavailable.

3. I'll send you a heads-up via email, Miss Johnson.
 - a. I am busy.
 - b. No, thank you.
 - c. I appreciate that.
 - d. I am sorry, but why?

4. When is a good time to call?
 - a. Don't worry, I'll call you back.
 - b. You could try ringing after an hour.
 - c. Whenever you want.
 - d. Anytime we're open, Ma'am.

5. Please know that this is urgent.
 - a. We can't do anything about it.
 - b. No, we're here to help.
 - c. We already escalated your request, Miss Johnson.
 - d. We need to wait for further instructions.