

➤ Read aloud the vocabulary words. Then, read aloud and complete the sentences.  
単語を音読しましょう。その後、1～5の文の空欄に入るもっとも適当な単語を選んで文章を読みましょう。

単語

defective ( adj.)

malfunction ( v.)

error code ( n.)

personnel (n.)

manual ( n.)

1. This washing machine does not work properly. It's \_\_\_\_\_.
2. A software problem is causing the system to \_\_\_\_\_.
3. That \_\_\_\_\_ means the hardware is not detected.
4. Our newly bought printer came with a two-year warranty and a \_\_\_\_\_.
5. Talk to one of the \_\_\_\_\_ if you have any questions about the product.

➤ Read the whole dialogue with your tutor.

Make sure to fill in the blanks using the words in Activity 1.

講師と会話文を読みましょう。空欄にはActivity 1.で習った単語を入れましょう。

**TUTOR** Hello, this is Kim Summer. I'd like to report about your (1) \_\_\_\_\_ product.

**STUDENT** Good day, Miss Summer. This is Sandra of Tech Solutions. May I know your concern?

**TUTOR** Two of the computers that we just bought from you are defective.  
They (2) \_\_\_\_\_ in the first few hours after setting them up in the office.

**STUDENT** We are sorry to hear that. May I know what (3) \_\_\_\_\_ flashed on the monitor upon starting the computers?

**TUTOR** There is no error message on the screen, but everything is blue.

**STUDENT** I see. Can you tell me from which store you bought those units? We can send someone to fix it; otherwise, we will replace your defective computers.

**TUTOR** That sounds wonderful. We purchased it from Aero Home Depot. We still have here the receipt if you need it.

**STUDENT** Please keep the receipt with you. Our (4) \_\_\_\_\_ will check that together with the (5) \_\_\_\_\_.

**TUTOR** Thank you for the quick response. Anything else that I need to do?

**STUDENT** Oh, just secure a valid ID of the person who purchased those units. Thank you.

▶ Listen to your tutor as he/she reads a passage twice. Then, answer your tutor's question.  
講師が文章を2回読むので聞きましょう。その後、質問に答えましょう。

下の質問は、講師が読みあげる英文の内容に関する質問です。  
よく聞いて、質問の答えを考えてください。

Question:

According to the passage, why is there no guarantee that all customers will be satisfied with the service provided to them?

➤ Read the following text aloud. Then, answer your tutor's question.

下の文章を読んでみましょう。その後、講師の質問に答えましょう。

A dissatisfied client is complaining about the design of the magazine cover you sent her, and she demands you to do another design in one day. You have already informed her during your first meeting that creating a design normally takes two to three days. You also have pending designs to work on for other clients, so it won't be possible to tend to her concerns immediately.