

- 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

supply (v.)
outstanding (adj.)
peruse (v.)
verification (n.)
transaction (n.)

1. There is a balance of \$150,000 _____ on the company's account.
2. Please _____ the offered solutions which were sent to your email by the customer representative.
3. Pepper Unlimited will _____ furnitures to this building.
4. Credit card companies are able to lower fees for major _____ because there are no delinquent payers.
5. There was a long _____ process before the shipment was delivered.

➤ 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。

(A customer is calling about her account balance. Profile: Male, 25, Kita- ku Tokyo, Japan)

STUDENT Ex-stream International Services, I'm Aki. How may I help you?

TUTOR I'd like to know my account's (1) _____ balance.

STUDENT I'll be glad to help you. May I get your bank account number and account name?

TUTOR Sure. It's Daisuke Ishii, and my account number is 5421-2748-8900-811.

STUDENT Thanks. Allow me to (2) _____ it for a while. Also, please (3) _____ the last three numbers found at the back of your card.

TUTOR It's 542. How long will it take if I transfer it to my other bank account?

STUDENT Based on your records, you still have 322,640 yen. If we do the (4) _____ over the phone or online, our team will contact you for (5) _____ prior to the money transfer. The whole process usually takes about 2-3 days.

TUTOR Oh, I see. Alright.

STUDENT Is there anything else I could assist you with?

TUTOR I think that's all. Thank you, Aki-san! Goodbye.

➤ 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, what do customer service representatives do?

➤ 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。

When I shopped at your store yesterday at around 2 PM, I received extremely poor customer service. I asked one of your staff to help me get a large box of cereals from the top shelf as it was too high for me to reach. The staff named "Shone", however, rolled his eyes at me. He wasn't even pleased to assist me. He said he would be back with a ladder. I waited for 10 minutes, but he didn't come back. I hope to hear from you about this incident soon.