

**No.**

**Topic:** **Dealing with Difficult Clients** (難しいクライアントとの契約)

**Material:** Business English (Negotiations)

**Objectives:**

At the end of the lesson, the students will be able to:

1. Learn some useful expressions.
2. Learn to construct grammatically correct sentences.
3. Learn how to deal with difficult clients.

## **WARM-UP: PICTURE DESCRIPTION**

**Directions:** Use your own words to describe the picture below.

(自分の知っている単語を使用し、下記の写真の説明をして下さい)



## **DIALOGUE**

**Scenario:** Erika is working in a courier service. It is Thursday and a customer comes in to complain about a delay in the arrival of the document she sent.

**Customer:** Excuse me.

**Erika:** Yes, hello, good morning. I'm Erika. What can I do for you, Ma'am?

**Customer:** My husband said he hasn't received the documents yet. And your website says you do one-day delivery. I sent it last Monday, it should have been there by Tuesday! What happened?

**Erika:** Okay. First of all, may I know your name, Ma'am?

**Customer:** Christina.

**Erika:** I mean, your complete name, Ma'am.

**Customer:** Christina Perez. The recipient's name is Arnold Perez.

**Erika:** And when do you say you sent the document, Ma'am?

**Customer:** Monday. Today's thursday so that's already three days ago.

**Erika:** I see. I'm so sorry about that, Ma'am. Can you wait while I look upon your record? You can have a seat, Ma'am.

**Customer:** Okay.

**Erika:** Excuse me, Ma'am. You sent the document around four o'clock in the afternoon, didn't you?

**Customer:** Yes, I guess that was four.

**Erika:** And it was bound for Nueva Ecija, wasn't it?

**Customer:** Yes, yes.

**Erika:** Okay. Ma'am, it is true that we do one-day delivery but not in all areas. Usually, in provinces, it will take two days for the parcel to arrive. And.

**Customer:** So if that is the case, it should have arrived yesterday, right?

**Erika:** Yes, Ma'am, if you sent it three days ago before the cut-off time. Our cut-off time is 3pm so if you send a package by 4pm, it will be included for the next day shipping, Ma'am.

**Customer:** Will it finally arrive today?

**Erika:** Oh, yes, Ma'am! I can assure you that Mr. Arnold will receive it today. Please tell him to wait a little more.

**Customer:** I will expect that.

**QUESTION AND ANSWER :** 先生から質問されますので、上記シナリオ内容を元に答えて下さい。

1. How do you respond to customers like Christina?
2. How did Erika manage the situation?
3. Do you think Erika did well in dealing with Christina?
4. What can you say about the attitude of the customer?
5. How would you talk to someone in-charge about your complaints?