

## 他社を訪問する(No.20-1)

### Visit to other companies



#### At the Visitors' Lobby

- Erwin : **I'd like to make an appointment with Mr. Roberts?**  
Anna : For what purpose Sir?  
Erwin : I would want to open a business proposal.  
Anna : What week are you most comfortable having a meeting?  
Erwin : Next week will be good.  
Anna : Sir, Mr. Roberts will be free by Friday 2:00pm.

#### At the Customer Service

- Katrina : We have a scheduled plant tour for today, Miss.  
Riza : What department of the company are you visiting ma'am?  
Katrina : We'll have a tour to your engineering department.  
Riza : **Would you mind waiting for a few minutes?**  
Katrina : No problem.



### Short Quiz

1. Have you ever been to other companies for a business meeting?
2. How do you attend to your visitor who suddenly came without making an appointment first?
3. Do you think setting an appointment is very important? Why?



## 仕事内容の紹介(No.20-2)

### An introduction of work contents



#### At the office

- Director : Jim, I will be discussing our company's profile.  
Please sit down.
- Jim : Thank you very much, Sir.
- Director : **We are a company specializing in business software.**
- Jim : Is the company large?
- Director : It is. In fact, we have branches in Asia and in America.
- Jim : I am very interested in starting my career here.

#### At the office

- Mr. Lao : Have you had any work experience before?
- Noel : I was working in construction industry.
- Mr. Lao : **What was your job there?**
- Noel : I manage the procurement of materials.
- Mr. Lao : What exactly do you do?
- Noel : I have to see the buying of construction materials.



### Short Quiz

1. Introduce to your teacher your favorite game and how it is played.
2. How are you going to introduce your new friend to your old friend. Give an example.
3. If you will be task to introduce your company to others, what do you think should be the highlight of the introduction?



## プレゼンテーション(No.20-3)

### Presentation



#### At Home

- Robert : James, why is your computer different from others?  
James : We have added new features to this computer.  
Robert : Is this why you're confident about your product?  
James : Yes, because **this employs the most advanced technology.**  
Robert : I would like to buy one.

#### At the Mall

- Athena : Are you sure this product is safe?  
Tiff : **All our products here are proven and tested for safety.**  
Athena : Would you please show me how this operates?  
Tiff : In a little while, Ma'am.  
Athena : Just take your time.



## Short Quiz

1. Think of a product and present to your teacher.
2. What do you think that things that are needed to do and don't needed to do in making a presentation.
3. Have you tried this in your company?





## セールスへの対応(No.20-4)

### Correspondence to sales



#### At the Room

- General Manager : Why do you think we should buy your product?  
Timothy : If you buy in wholesale,  
we can reduce the price.  
General Manager : **Your proposal sounds interesting.**  
Timothy : Thank you very much, Sir.

#### In a meeting

- Rick : What can you expect the reaction of people for this product?  
Lel : I think people will be encouraged to buy.  
Rick : **Do you any have information to prove your claim?**  
Lel : We have a survey on this.  
Rick : When was the survey conducted?  
Lel : It was conducted last month.



### Short Quiz

1. Have you tried doing sales talk?
2. Pretend that you are an insurance agent and convince your teacher to buy a plan from you. Let's see how your teacher respond to you.
3. What do you think is the best approach to target customer, by phone or in person. Discuss each.





## 条件をやりとりする(No.20-5)

### Exchange conditions



#### At Home

- Mother : This product is interesting.  
Salesman : It has many added features that are easy to operate.  
Mother : **I would like to discuss the price.**  
Salesman : If you buy two sets, you will have a set free.  
Mother : I'd like to buy two sets.

#### At the shop

- Klyde : Father, I want to buy the latest robot.  
Father : You don't need one, Klyde.  
Klyde : Please, Father.  
Father : Okay, but it is expensive.  
Klyde : How much will one robot cost?  
Father : **The tag says the unit price is 5000 yen.**



### Short Quiz

1. How do you describe yourself as a buyer?  
Do you usually ask discount?
2. What is your basis in choosing a thing to buy?  
Are you particular with the price or quality?
3. How often do you go for shopping a week?



## 契約する(No.20-6)

### Contract



#### On the phone

- Mr. Sandler : Have you read the terms of the contract Robert?  
Robert : I have, Sir.  
Mr. Sandler : Are they agreeable to you?  
Robert : Yes, Sir. I would like to ask  
how long the contract will be in effect?  
Mr. Sandler : **The contract will be valid for two years.**

#### In the coffee shop

- Will : **Would you want me to discuss the details of the contract?**  
Nelson : There is no need.  
Will : So, I guess we're ready to sign the contract?  
Nelson : I am ready.  
Will : Let's call it a deal then.



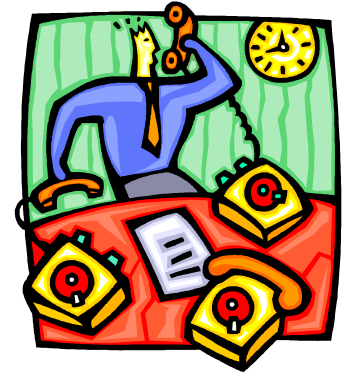
### Short Quiz

1. Were you able to sign any contract?  
What kind of contract?
3. Why do you think reading  
the contract's content necessary?
4. How important is a contract in particular situation?  
Give your opinion.



## 問い合わせを受ける(No.20-7)

### Receive an inquiry



#### At the Customer Service

- Ann : I am suppose to receive my order today.  
Marie : I'm sorry about that Ma'am. What was your order?  
Ann : Ten computer printers and five keyboards.  
Mari : I'm sorry we can't deliver them now.  
Ann : **When will you be able to deliver them?**  
Marie : We'll appreciate it if you can wait until Wednesday.

#### On the phone

- Lyn : **I would like to inquire if you still have this product available.**  
Maritess : Let me check on it Ma'am.  
Lyn : Okay.  
Maritess : Ma'am, new stocks will arrive late this afternoon.  
Lyn : Thank you. I will be back by then.



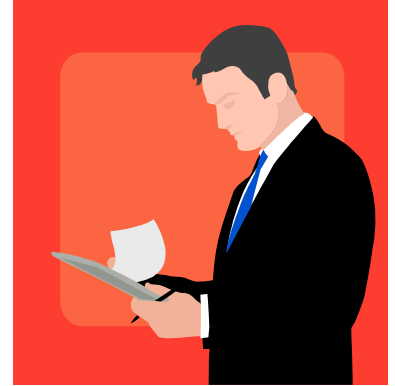
### Short Quiz

1. What do you mean by inquiry?
2. Have you tried calling a hotel for inquiry?  
What information do you usually get?
4. How will you say if you want inquire on something,  
like if the tickets for the concert still available.



## クレームに対応する(No.20-8)

### Complaint



#### On the phone

- Customer : Why is it that we don't have electricity until now?  
Agent : Are you the only household having no electricity  
Ma'am?  
Customer : Yes.  
Agent : **Our electricians will take care of the problem  
Ma'am.**  
Customer : Thank you.

#### At work

- Ken : Where is our boss?  
Ryan : He's in the hospital.  
Ken : Why?  
Ryan : **He complained of chestpains a while ago.**  
Ken : Let's visit him after work.



### Short Quiz

1. How do you feel if somebody complain on your service?
2. In what way do you think complaints could improve yourself?
3. Do you usually complain on something? Why?

