

第2章 英文スクリプト

【音声 01：通常音声 音声 02：リピーティング用ポーズ入り音声】

A How's the construction project been going?

B It's running behind schedule, but we should be able to complete it on time thanks to your help.

A That's wonderful. By the way, our team is going to dinner tonight. Why don't you come along?

B Sounds nice. Since I'm still new here, I'd like a chance to meet some more people.

A Great. I'll get in touch with you later.

B Thank you. See you around.

第4章 Practice01 オフィス会話 ① 【音声 03】

A I know we planned to meet at 2 o'clock today in conference room 303 about our new project, but the projector in the room doesn't work.

B Oh, really? We need to move to another room, then.

How about room 406? Nobody is going to use it until 3 o'clock.

A Well, in that case, it's better to start our meeting earlier. Otherwise we can't finish by 3. How about changing the time to 1 o'clock?

B Good. I'd better hurry and inform the other attendees about the schedule change.

第4章 Practice02 オフィス会話 ② 【音声 04】

A Hi, George. Do you know about the farewell party for the general managing officer next month?

I think I got an e-mail about it, but I can't find it.

B Are you going to the party? I didn't see your name on the list, so I thought you weren't coming. The deadline to sign up was yesterday.

A Oh, really? Is there any way for me to sign up now? I'd really like to see him and show my gratitude for his strong support during this tough decade.

B It shouldn't be a problem. You can go to the personnel division and ask them.

第4章 Practice03 オフィス会話 ③ 【音声 05】

- A Have you arranged for the dinner with our clients tonight?
- B Yes, I've already made a reservation at a famous restaurant for 7 o'clock. I tried to reserve a corner table, but only window tables were available.
- A That's no problem. Oh, I've just remembered that one of our clients is a vegetarian. Can you call back to the restaurant and confirm the menu?
- B Sure. But I think it should be fine. The restaurant seems to have a good reputation for its large selection of organic vegetable dishes.

第4章 Practice04 電話対応 ① 【音声 06】

A Thank you for calling ABC Company.

How can I help you?

B Hello. This is Smith Garcia from XYZ Electronics. I'd like to speak with Mr. George Brown, please.

A Sure. Could you hold for a moment while I put your call through? ...I'm afraid he is not available right now.

May I take a message?

B Thank you. Could you tell him that I called to get an estimate on a new laptop computer?

A Certainly. I'll have him call you back when he gets in.

第4章 Practice05 電話対応 ② 【音声 07】

A This is George Brown. I got your message, so I'm calling you back.

B Hello, George. Thanks for getting back to me so soon.

The reason I called you was to get an estimate on that new laptop from your company.

A Oh, I'm preparing the estimate sheet right now. If you're in a rush to get the total amount, I can tell you in just a couple of minutes.

B That'd be great. Ah, but I'm afraid I have to leave my office soon. Could you email it as soon as you're done with it?

A Certainly.

第4章 Practice06 電話対応 ③ 【音声 08】

A Hi, Lily. This is George. I'm just wondering if you have any questions or concerns about the draft of the next presentation that I sent you yesterday.

B I've looked it over and thought it was great. But, I want to know more about the strategic sales plan.

A OK. Why don't we have a lunch meeting tomorrow? We should make everything clear before we give the presentation to our client.

B Sounds good. I have another meeting scheduled for tomorrow morning. So I can make it at 12:30.

第4章 Practice07 ミーティング①【音声09】

Is everyone here? Let's get started. First, thank you for being flexible with your schedules. I'm sorry that we had to change the start time for this meeting at the last minute. I'll be the facilitator, and Mary will be taking minutes today. John is absent because he's helping one of our major clients. Now, let's get down to business.

Today's agenda is our sales plan for the next quarter.

First, I'd like to share my ideas about the sales forecast.

Then, we'll start brainstorming about how to increase sales in the next quarter. We'll have 30 minutes for brainstorming. The meeting will finish by 2:30.

第4章 Practice08 ミーティング② 【音声10】

A Dealing with customer complaints is often difficult. How about holding a customer relations training and revising our manual?

B I see your point, but everyone, we're getting sidetracked. Let's discuss how to handle customer complaints in another meeting.

A I'm sorry. I shouldn't have gotten off topic.

Let's focus on the sales plan today.

B Thank you for understanding, Lily. Having a good relationship with customers is definitely important for all of us. Let's set up a meeting and discuss it another time. Now we have only 5 minutes left. Maybe we should wrap up the meeting and decide what to do next.

第4章 Practice09 ミーティング③【音声11】

That covers everything we wanted to discuss at this meeting. I was impressed with the number of unique ideas we generated. Mary will send a copy of the minutes summarizing everything. Then, our next meeting will be on Friday. We're going to discuss concrete ways that we can implement some of the ideas expressed in today's meeting. Please make sure that everyone makes a draft proposal before the next meeting. Each one of you will have 5 minutes to give a brief explanation of your proposal. That's all for today. Thank you all for your contribution. We had a very fruitful meeting.

第4章 Practice10 プレゼンテーション①【音声12】

Good morning, everyone. I'm Lily Baker, and I work for the marketing department. Has everyone received the handouts? OK, let me start with a brief introduction of today's agenda. What I'd like to talk about today is how to get customer feedback about our products efficiently. First, I'll introduce the current ways we get feedback from our customers. Next, I'll introduce how and why SNS, social networking services, can be the most effective way of getting feedback. Finally, I'll suggest some practical uses for SNS and a cutting-edge method for analyzing the feedback we get. The presentation will be followed by a Q&A session.

第4章 Practice11 プレゼンテーション② 【音声13】

A I just talked about our company's current situation and gave an example where we leveraged customer feedback through SNS.

B From your perspective, the improvements made based on the feedback from SNS led to a significant change in product revenue, right?

A Obviously. Let's take a look at the evidence. Please look at page 7 of your handout. It shows the monthly sales trends from the last 3 years. Judging from this graph, the sales figures had been declining since last summer but started to recover after we began acting on the customer feedback we got through SNS.

B I see. I can see that SNS is a place where clients give honest feedback, and that addressing that feedback can have a vast influence on sales.

第4章 Practice12 プレゼンテーション③【音声14】

In closing, let me summarize the key point of this presentation. Currently we use questionnaires and interviews to acquire customer feedback, however, the unofficial feedback from SNS can provide us with more honest opinions about our clients' needs and complaints. Then, we'll be able to address these complaints when improving our products. We shouldn't ignore the voices of our customers. To conclude, I recommend that the marketing department gather more feedback through SNS in order to use customer opinions to enhance our products. We'll start the operation as soon as we get the approval from the budget committee.

Thank you for your attention. Let's move on to the Q&A session.

Do you have any questions regarding my presentation?