

9F – Review Answers



Try these

Answers will vary

Read the text again. Answer these questions with complete sentences.

1. What kind of tickets did the customer reserve? *Reserved tickets*
2. Why doesn't he like general admission tickets? *General admission is too crowded.*
3. Why can't the clerk give him some seats? *All the seats have been completely booked.*
4. The clerk offered him a backstage pass instead of a different seat. Do you think this is a good offer? *I think this sounds like an amazing offer, as backstage passes are very expensive.*
5. Is this the first time that the clerk has had to deal with complaints? *No, it isn't.*
6. Why couldn't the clerk find Amanda's tickets at first? *The tickets had been misfiled.*
7. Which customer got angry? How can you tell? *The first customer got angry. He used exclamation points and sarcasm.*



You try *Answers will vary*

Imagine you are the clerk at the ticket office. What would you say in these situations?

1. You can't find the customer's tickets.
I'm very sorry, sir, but I can't seem to find your tickets.
2. A customer arrives late, and you can't let them in as the show has already started.
I'm sorry, sir, but the show has already started. It's against company policy to let you in now.
3. Two customers are arguing over who was first in line.
There's no need to argue. We have plenty of tickets, and we can help both of you right away.
4. A customer complains that the ticket is too expensive.
I'm sorry you feel that way, but there's nothing I can do to change the price.
5. A customer claims that the times for the concert were advertised differently on a poster she saw.
I'm sorry; there must have been some sort of mistake. The concert is definitely starting at the time on this sign.
6. The band have decided to cancel the concert and you have to tell the customers you can't give them a refund.
I apologize, but there's nothing I can do. It's against company policy to give out any refunds.



Try this *Answers will vary*

Think of some things you are unhappy about in your country. Write a letter to your government stating your complaints and asking them to do something about them.

Dear Japanese Minister of Transportation,

I am writing to complain about the availability of priority seating on the Keihan line. I am an elderly person, and I need to sit down on the train. Unfortunately, there are many other elderly people, and it is difficult for me to find a seat. I would greatly appreciate it if you would add more priority seats, as I am often very tired after a long day of work.

Yours sincerely,

Taro Yamada