

A nighttime cityscape featuring a large suspension bridge with illuminated towers and cables, crossing a river. In the foreground, there are several modern skyscrapers with lit windows, and a complex multi-level highway interchange with light trails from cars. The scene is set against a dark night sky with city lights reflecting on the water. A large blue circular graphic element is on the left side of the image.

Power English

BUSINESS PATTERN ENGLISH

5

Lesson 081

핵심표현 배우기

241 Can I have my parcel delivered at ~

242 ~ leave the package at

243 It takes 10 business days to ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A Can I have my parcel delivered at a specific time?

특정 시간에 소포를 받아볼 수 있을까요?

B Yes, of course. Please name the date and time.

물론입니다. 날짜와 시간을 알려주세요.

A I'd like to have it delivered on the 20th, before 8 in the morning.

20 일 오전 8 시 전에 배달되었으면 좋겠네요.

B No problem.

Our courier service will deliver your parcel at the time you requested safe and sound.

알겠습니다. 저희 택배회사가 요청하신 시간에 무사히 소포를 배달해드릴 것입니다..

Vocabulary

• **Parcel** (quantity of something packed up or wrapped)

(명) 소포

1. There's a parcel and some letters for you.
2. He had a large brown paper parcel under his right arm.

• **Courier** (any means of carrying parcel, news, etc. on a regular basis)

(명) 운반[배달]원; 택배 회사

1. My boss sent the documents by courier.
2. Using courier services is also a good idea, as they work a little faster.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

경비실에 소포를 놔두세요.

B

Sure. I will just let the security officer sign the receiving copy.

네. 경비원이 수신 사본에 서명하도록 하겠습니다.

A

알겠어요. 제가 생각엔 이번에는 좀 늦었네요. 보통 작은 소포를 배달하는 데는 10 일이 걸리지 않나요?

B

We're sorry for the delay. There was a shipment problem.

배송지연에 사과 드립니다. 수송에 문제가 있었습니다.

Conversation Questions

Question 1

Have you experienced receiving your order late because of shipment problems before?

Question 2

How did you deal with the situation?

Essay Questions

How do you explain shipment delays to your customers?

고객에게 배송지연을 어떻게 설명할 것입니까?

Lesson 082

핵심표현 배우기

244 When can I expect ~?

245 How soon ~

246 We need it by ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

- A** Hello, Mr. Raman. We will ship your order out tomorrow.
안녕하십니까, Mr. Raman 씨. 당신이 주문하신 것을 내일 발송 할 예정입니다.
- B** Good. When can I expect warehouse delivery?
좋습니다. 창고 인도는 언제입니까?
- A** Within three business days only, Sir
영업일 기준 3 일 이내 입니다.
- B** That will be good. Thank you.
좋네요. 감사합니다.

Vocabulary

- **Expect** (to look forward to)
(동) 기대하다. 고대하다.
 1. We are expecting a rise in food prices this month.
 2. Are you expecting visitors?
- **Business day** (official working day of the week)
영업일
 1. All cash and checks are to be deposited at the end of each business day.
 2. As the business day closes, I will have my own time!

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

주문한 것을 얼마나 빨리 보내주실 수 있습니까?

B

The product has already been shipped.

그 제품은 이미 출하되었습니다.

A

잘됐군요! 프로젝트를 시작하기 위해서는 금요일까지 그것이 필요합니다.

B

Don't worry. It'll arrive tomorrow morning.

걱정하지 마세요. 그것은 내일 아침에 도착할 것입니다.

Conversation Questions

Question 1

When did you experience halting a project because you're out of resources?

Question 2

What alternative measures did you use?

Essay Questions

Which do you consider most when finishing up a project, timetable or quality?

어떤 프로젝트를 끝내려고 할 때, 일정과 품질 중 어느 쪽을 더 고려합니까?

Lesson 083

핵심표현 배우기

247 I haven't received ~

248 Could you check up on ~?

249 There is an error on ~

STEP 1

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DIALOGUE

A There is an error on the bill of lading.

선적확인서류에 오류가 있습니다.

B What seems to be the problem?

뭐가 잘못되었나요?

A There was one particular item on page three which I believe is erroneous.

3 페이지에 특정한 항목이 잘못되었다고 생각하는데요.

B Please give me a copy of the bill for me to double check.

다시 한 번 확인해 볼 테니 저에게 그 서류의 복사본을 주세요.

Vocabulary

- **Bill of lading** (a written receipt given by a carrier for goods accepted for transportation)

선하증권(선적확인서류)

1. Paul issues a bill of lading with each order.
2. We cannot get your shipment out of customs without a certificate of origin and a copy of the bill of lading.

- **Erroneous** (containing error; incorrect; mistaken)

잘못된

1. According to an erroneous conclusion in the meeting, we decided to close the branch.
2. This is completely erroneous.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

약속해주신 견본을 아직 받지 못했습니다.

B

I'm sorry but we will do our best to send the samples today.

미안합니다, 오늘 견본을 보내드리기 위해 최선을 다하겠습니다.

A

알겠습니다. 정확한 도착시간을 알 수 있을까요?

B

Sure. I'll call you back to inform you about it.

물론이죠. 다시 전화 드려 알려드리겠습니다

Conversation Questions

Question 1

How cautious are you in preparing documents like receipts, bills, etc.?
When you make mistakes, how do you resolve them?

Question 2

How often does a human error happen in your department?

Essay Questions

How can you finish a project without much error ?

당신은 어떻게 많은 오류 없이 프로젝트를 끝낼 수 있습니까?

Lesson 084

핵심표현 배우기

250 The invoice number is ~

251 We shipped them via ~

252 Here is the tracking number ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A I'm having a problem with the delivery.

배송에 문제가 있습니다.

B Let me check it out. What is the invoice number?

확인해보겠습니다. 송장번호가 몇 번입니까?

A **The invoice number is** 05-2835. It doesn't match up with the one written on the package itself.

송장번호는 05-2835 입니다. 그것은 포장에 적혀있는 것과 일치하지 않아요.

B I see. Please wait while I check it.

알겠습니다. 확인하는 동안 기다려주세요.

Vocabulary

- **Invoice** (an itemized bill for goods sold or services provided, containing individual prices, the total charge, and the terms)

(명) 송장, 청구서

1. I sent an invoice for the goods yesterday.
2. What does this invoice specify about the contract?

- **Match up** (the pairing of things as for comparison)

조화되다. 일치하다.

1. The suspect's stories just don't match up.
2. The trip failed to match up to her expectations.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

여기에 주문하신 물건의 송장번호가 있습니다. 적어주세요.

B

Thank you. How did you send them?

감사합니다. 그것을 어떻게 보냈습니까?

A

특급 항공편으로 발송했습니다.

B

It will arrive here in no time then. Thanks.

여기로 곧 도착하겠네요. 감사합니다.

Conversation Questions

Question 1

When you encounter problems, what do you do first?

Question 2

Do you try to solve problems on your own first before consulting someone?

Essay Questions

How important is a tracking number when shipping products?

제품을 발송할 경우, 추적(송장)번호는 얼마나 중요합니까?

Lesson 085

핵심표현 배우기

253 Will you deliver ~

254 I would prefer ~

255 Could you send that by ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A Let us discuss the shipping.

수송에 대해서 이야기해봅시다.

B Yes. **Will you deliver** them all at once?

네. 그것들을 한번에 배달할 겁니까?

A Certainly. Just give me the shipping address.

물론입니다. 배송할 주소를 알려주세요.

B Okay. Is it possible to divide the shipment and deliver it in two settlements?

알겠습니다. 선적을 나누어 2 개의 정착지로 배송하는 것이 가능합니까?

Vocabulary

• **All at once** (all together; all of a sudden)

동시에, 한번에

1. Do the work all at once as it is not much.
2. Then I'll just pay all at once.

• **Settlement** (a place newly settled or straightened out; completion; the act of making stable or permanent)

정착지, (분쟁 등을 끝내는 공식적인) 합의

1. The colonies had different religions and motives for settlement in America.
2. The management and unions have reached a settlement over new working conditions.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

Fedex 로 그것을 보내주실 수 있습니까?

B

Yes or would you prefer UPS?

네 혹시 UPS 로 보내는 건 어떠십니까?

A

Fedex 가 더 좋습니다.

B

We'll be sending it via FedEx then.

그러면 Fedex 편으로 보내겠습니다.

Conversation Questions

Question 1

How often do you shop online?

Question 2

What method of shipment do you usually choose?

Essay Questions

What are the different methods of shipping do you know?

당신이 알고 있는 다른 배송 방법은 무엇입니까?

Lesson 086

핵심표현 배우기

256 I have a complaint about ~

257 What ~ would you like to order?

258 We have a large stock of ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A I have a complaint about the desk I ordered.

제가 주문한 책상에 불만사항이 있어요.

B What seems to be the problem?

무슨 문제가 있습니까?

A While I was trying to assemble the parts, I found one of the legs chipped.

부품을 조립하는데, 다리 한 짝이 약간 깨져 있는 걸 발견했어요.

B I'm sorry. We'll send a replacement right away.

죄송합니다. 즉시 교체품을 즉시 보내드리도록 하겠습니다.

Vocabulary

• **Assemble** (put the parts together)

(동) 조립하다. 모으다

1. Now you are ready to assemble them.
2. It's very difficult to assemble and disassemble this product.

• **Chipped** (separated by cutting or chopping)

이가 빠진, 부러진, 깨진

1. One of my front teeth is chipped.
2. My mother will notice that chipped glass.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

주문하려고 하는 모니터의 일련번호가 무엇입니까?

B

The one with 20123. Do you have them in stock?

20123 입니다. 재고가 있습니까?

A

물품목록에서 확인해보겠습니다. 네, 재고가 많이 있네요.

B

Great. I'll buy one.

좋습니다. 하나 주세요.

Conversation Questions

Question 1

Have you experienced complaining about a product you bought?

Question 2

How did they resolve your problem?

Essay Questions

What are the common customer complaints in your company?

당신의 회사에서 흔히 있는 고객 불만사항은 무엇입니까?

Lesson 087

핵심표현 배우기

256 Please accept our apologies ~

257 Due to an oversight ~

258 Unfortunately, we are unable to ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A **Due to an oversight**, your request was not processed yesterday.

착오로 인해, 어제 당신의 요구사항이 처리되지 않았습니다.

B I can't believe it! I need those this afternoon.

믿을 수가 없군요! 오늘 오후에 꼭 필요한데요.

A I'm sorry. I personally made a remedy this morning so you may get your request before noon.

죄송합니다. 개별적으로 오늘 오전에 해결방안을 만들었으니, 정오 전에는 받아보실 수 있을 겁니다.

B Thank you for your effort.

수고해주셔서 감사합니다.

Vocabulary

• **Oversight** (an error due to carelessness)

(명) 실수, 간과

1. I assure you that it was an oversight on my part.
2. Would you please give me a notice on the oversighted parts as soon as possible?

• **Remedy** (put right)

(명) 처리방안, 해결책 / (동) 바로잡다, 개선[교정]하다

1. There is not a better remedy than that.
2. We need to do things that will remedy that.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

안타깝게도, 주문을 취소할 수가 없습니다.

B

Why? As far as I can remember, I cancelled my orders early.

왜요? 내 기억으로는, 일찍 취소했는데요?

A

우리 쪽 실수입니다. 저희의 사과를 받아주십시오. 이 문제에 대해서 특별한 합의가 있을 것 입니다.

B

Okay. I hope it will be fair for everybody.

알겠습니다. 모두에게 공정하길 바랍니다.

Conversation Questions

Question 1

Is it always necessary to complain?

Question 2

Do you prefer raising your complains over the telephone or in person?

Essay Questions

What do you think of the saying, "The customer is always right"?

“고객은 항상 옳다.” 라는 말을 어떻게 생각합니까?

Lesson 088

핵심표현 배우기

262 The problem was caused by ~

263 We should have ~

264 Our customers are ~

STEP 1

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DIALOGUE

A Our sales have slumped for the whole year. What will we do?

판매실적이 한해 내내 급감했습니다. 어떻게 해야 할까요?

B **We should have** anticipated such problem.

우리는 그 문제를 예측 했었어야 했습니다.

A You're right. Investors started to draw back.

맞습니다. 투자자들은 손을 떼기 시작했어요.

B Let's do our best to save this company. I know we can.

회사를 구하는데 최선을 다해봅시다. 우리는 할 수 있습니다.

Vocabulary

• **Anticipate** (to realize beforehand; to foresee)

(동) 예상하다, 예측하다, 기대하다.

1. I anticipated catching all the information while traveling.
2. We anticipate that sales will rise next year.

• **Slump** (to drop or fall heavily; collapse)

(동) 급감하다, 폭락하다

1. This world-wide economic slump is hurting Koreans.
2. Profits slumped by over 20% in my company.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

그 문제는 지난주에 내보낸 거짓 광고 때문에 일어났습니다.

B

Well, we'll make sure that this will not happen again.

네, 이 일이 다시는 일어나지 않도록 확실히 하겠습니다.

A

고객들은 매우 화가 나 있습니다. 그들은 우리가 문을 닫길 바랍니다..

B

They will soon calm down. We are going to do our best to compensate their expenses.

곧 잠잠해질 겁니다. 우리는 그들의 지출을 보상하는데 최선을 다 할 것입니다.

Conversation Questions

Question 1

When did you experience having problems in the company?

Question 2

What kind of problem was it and how did you solve it?

Essay Questions

How does your company help their employees solve problems?

귀사는 고용인들의 문제해결을 어떻게 도와주고 있습니까?

Lesson 089

핵심표현 배우기

265 I have no good excuse for ~

266 I was so ~ that...

267 The reason is that ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A Can you please tell me something about the plan for expansion?

확장 계획에 대해 알려주실 수 있으세요?

B I'm sorry but we cannot answer you about that this time.

죄송하지만, 지금은 대답할 수 없습니다.

A Why not?

왜 안 되는거죠?

B **The reason is that** we are contractually forbidden to reveal such information.

그 이유는 계약상 그 정보를 누설하는 것은 금지되어 있기 때문입니다.

Vocabulary

• **Reveal** (to make known; disclose; divulge)

(동) (비밀 등을) 드러내다, 누설하다.

1. It was revealed that the important evidence had been suppressed.
2. I am reluctant to reveal my secret.

• **Forbidden** (not allowed; prohibited)

(형) 금지된

1. Smoking is forbidden within the church.
2. The forbidden area was the attic, which was very huge.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

제가 너무 바빠서 이메일에 답장을 할 수 없었습니다.

B

You didn't realize that I wasted my time waiting for your response.

답변을 기다리느라 제 시간이 뺏겼다는 걸 모르셨군요

A

미안합니다. 저의 불찰에 대해 드릴 말씀이 없습니다. 이 신세는 갚을게요

B

You better do that.

그렇게 하시는 게 좋겠네요.

Conversation Questions

Question 1

What excuses do you tell your boss when you didn't meet deadlines?

Question 2

How often do you make excuses?

Essay Questions

What do you do to avoid revealing forbidden information about your company?
Are you committed to company secrecy?

회사의 금지된 정보 누설을 피하기 위해 어떻게 하고 있습니까?

회사의 기밀엄수를 이행하고 있습니까?

Lesson 090

핵심표현 배우기

268 We've remitted ~

269 Our records show you're ~

270 When did you ~?

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A **Our records show you're** late with this month's check.

기록에 따르면 당신은 이번 달 계산이 늦었네요.

B That's right. There was a problem with our system.

맞습니다. 시스템에 문제가 있었습니다.

A I see. But you're still not exempted from the penalty.

네. 하지만 그래도 당신은 벌금에서 면제되지 않습니다.

B I understand.

알겠습니다.

Vocabulary

- **Remit** (to send money, a check, etc. to a person or place, usually in payment; to free someone from a punishment, debt, etc.)

(동) 송금하다. (의무 · 처벌 등을) 면제해 주다

1. It would be better if the payment can be remitted by check.
2. I didn't know that she remitted the goods for the services that she received from us.

- **Exempted** (to free from an obligation)

면제된, 제외된

1. He was exempted from military service.
2. If you have a TOEFL score, you are exempted from the English exam.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A _____

우리는 이미 온라인으로 지불액을 송금했습니다.

B Really? I checked my record but there's no notification yet from the bank.

정말입니까? 기록을 확인해봤지만 은행으로부터 아직 통지된 것이 없었습니다.

A _____

언제 확인해보셨습니까? 다시 한번 해보세요.

B Okay. I'll do it.

네. 해볼게요.

Conversation Questions

Question 1

Do you pay your bills on time?

Question 2

How much is the penalty when you don't?

Essay Questions

When customers do not pay their dues on time, what does your company do to them?

고객들이 요금을 제때에 지불하지 않았을 때 당신의 회사는 그들에게 어떤 조치를 취합니까?

Lesson 091

핵심표현 배우기

271 We'll compensate you for ~

272 It should be there in ~

273 We'll do our best ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A I'm so frustrated in dealing with your company!

당신 회사의 일 처리에 정말 실망했습니다!

B I apologize.

죄송합니다.

A It's just that I've wasted so much time on this issue.

이 일에 많은 시간을 낭비했을 뿐입니다.

B I understand. **We'll compensate you for** any wasted time.

이해합니다. 소요된 시간에 대해 보상해드리겠습니다.

Vocabulary

• **Frustrated** (to be disappointed; irritated; discouraged)

(형) 좌절감을 느끼는, 불만스러워 하는

1. We were hugely frustrated by it and disappointed as well.
2. I feel frustrated because nobody goes with me.

• **Compensate** (to recompense, pay off, or give back for something; to counterbalance)

(동) 보상하다, 보상금을 주다

1. Let us compensate for that failure soon.
2. How will you compensate me for the hurt which this has caused me?

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

그것은 2 주 후에 도착할 것입니다.

B

Are you sure?

확실합니까?

A

네. 신속한 배송을 하기 위해 최선을 다하겠습니다.

B

Thank you for that.

감사합니다.

Conversation Questions

Question 1

How do you react when you're frustrated of something?

Question 2

Are you able to control it?

Essay Questions

What do you do to appease your customers or clients?

당신은 고객이나 의뢰인을 달래기 위해 어떻게 합니까?

Lesson 092

핵심표현 배우기

274 We will look for a replacement ~

275 You can exchange ~

276 If you're not satisfied ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A This product simply doesn't work.

이 제품은 작동하지 않아요.

B **You can exchange** the item for one of equivalent value.

같은 수준의 제품으로 교환 가능하세요.

A Can I see the catalogue?

카탈로그를 볼 수 있습니까?

B Sure you can. Here it is.

물론이죠. 여기있습니다.

Vocabulary

• **Equivalent** (equal in value or measure; corresponding in function)

(형) 동등한, (명) 상당하는 것, 등가물

1. The two machines are equivalent in speed.
2. Send 20 dollar or the equivalent in your own currency

• **Catalogue** (list or record of items for sale)

카탈로그, 상품 목록

1. I'm calling about the catalogue your manager ordered.
2. We will forward our new catalogue to you next week.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

만족하지 않으신다면, 전액 환불이나 다른 것으로 교환 해드립니다.

B

I don't have time to find a replacement product elsewhere.

나는 다른 곳에서 대체제품을 고를 시간이 없어요.

A

저희가 저희 공급회사에서 대체 제품을 찾아보겠습니다.

B

That will be a big help from you. Thank you.

그게 큰 도움이 되겠네요. 고맙습니다.

Conversation Questions

Question 1

Are you a demanding client or customer?

Question 2

How do you treat sales agents?

Essay Questions

When was the last time that you demanded refund for a product that you bought?

마지막으로 구매한 제품의 환불을 요구한 적은 언제였습니까?

Lesson 093

핵심표현 배우기

277 The product is supposed to ~

278 We were told ~

279 Don't you have any ~?

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A Our CEO wants an update on our shipment to Turkey.

저희 CEO 는 터키로 보낸 적하물의 최신정보를 원합니다.

B **The product is supposed to** arrive on Monday.

그 제품은 월요일에 도착하기로 되어있습니다.

A He wants it there by today.

사장님은 그것이 오늘까지 도착하기를 원하십니다

B That is impossible unless the shipment will be changed to air freight.

적하물이 항공화물로 변경되지 않는 한 불가능합니다.

Vocabulary

• **Suppose** (to consider something as a possibility suggested)

(동) 추정하다, 가정하다.

1. The theory supposes the existence of life on other planets.
2. Let's suppose that it is true.

• **Unless** (except under the circumstances that)

~ 하지 않는 한, ~한 경우 외에는

1. Unless the claim is satisfied, those customers must be upset.
2. I'm leaving for the day, unless there's anything else that needs to be done.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

우리는 배송 지연이 없을 거라고 들었는데요.

B

We're sorry. Unfortunately, the truck carrying the goods was in an accident.

죄송합니다. 안타깝게도 제품을 나르는 트럭이 사고가 났습니다.

A

더 빨리 배송하기 위한 대안은 없습니까?

B

Our personnel are now on their way to deliver your goods.

지금 저희 직원이 제품 배송을 위해 가는 중입니다.

Conversation Questions

Question 1

Do you anticipate changes at work as in changes in standard operating procedures, rules and regulations, set up and the like?

Question 2

How do you feel when there are major changes in a project that you're working hard to finish?

Essay Questions

What is your company's protocol when there are sudden changes due to untoward incidents or accident?

사고나 뜻밖의 사건으로 갑작스런 변화가 있을 시 회사의 규정은 어떻게 됩니까?

Lesson 094

핵심표현 배우기

280 I'd like to check the status of ~

281 Let me explain our ~

282 Payment must be made ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A What can I do for you?

무엇을 도와드릴까요?

B I'd like to check the status of my order.

주문한 물건의 위치를 파악하고 싶어요.

A Sure. What is your confirmation number?

네. 주문확인번호가 몇 번입니까?

B It is THZ032456.

THZ032456 입니다.

Vocabulary

• **Status** (the state or condition of something)

(명) 위치, 지위, 상황

1. Achieving status requires a lot of roles in different places.
2. What is the current status of our application for funds?

• **Confirmation** (the state of being confirmed, verified, or authenticated)

(명) 확인

1. I will supply you with a written confirmation.
2. We received confirmation from business associates.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

계약조건에 대해서 설명하겠습니다.

B

Yes, go ahead.

네, 말씀하세요.

A

지불은 신속하게 이루어져야 합니다. 연체시, 우리는 서비스 이용을 제한할 수 있는 권리가 있습니다.

B

I understand.

알겠습니다.

Conversation Questions

Question 1

How do you check the status of any accounts you have?

Question 2

Do you prefer checking them online or in person?

Essay Questions

How do you understand "terms of business"?

계약조건을 어떻게 이해하고 있습니까?

Lesson 095

핵심표현 배우기

283 If you fail to pay ~

284 Your payment is ~

285 We'll be forced to ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A **If you fail to pay** on time, your account will be frozen.

제때에 지불하지 않는다면, 당신의 계좌는 동결될 것입니다(계좌가 닫힐 것입니다)

B For how long?

얼마 동안입니까?

A Until payment is received.

지불이 완료될 때 까지입니다.

B I'm just wondering if I can pay it by installment.

분할납입이 가능한지 궁금합니다.

Vocabulary

• **Frozen (Freeze)** (to prohibit something to be used temporarily)

(동) 동결하다. (~을 못하게 하다.<활동을>중단시키다)

1. The company made my store frozen for sale.
2. The company's assets have been frozen.

• **Installment** (any several parts into which a debt is divided for payment)

분할납입

1. He will pay you back on the installment plan.
2. Did you buy this in a lump sum or an installment?

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

지불기간이 지난 지 한참 됐습니다.

B

We're trying to arrange something for the payment.

지불금을 마련하려고 노력하고 있습니다.

A

우리가 받지 못할 경우, 우리는 미수금 대행업체에게 당신의 계좌를 넘겨야할 것입니다.

B

Okay. I'll do my best to pay it very soon.

알겠습니다. 곧 지불하도록 최선을 다하겠습니다.

Conversation Questions

Question 1

Have you ever been forced to pay for something?

Question 2

Were you able to pay it on time?

Essay Questions

Are collection agencies being used in your country?

당신의 나라에서는 미수금대행업체가 이용되고 있습니까?

Lesson 096

핵심표현 배우기

286 We're unhappy with~

287 This is the worst ~

288 Several of ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A **This is the worst** experience I've had with an online distributor.

이것은 온라인 판매회사와 있었던 가장 최악의 경험입니다.

B I'm sorry you feel that way. We are doing everything to fix the problem.

죄송합니다. 문제를 해결하도록 모든 것을 하겠습니다.

A I hope it will not take time or I will demand refund as well as damages.

시간이 걸리지 않길 바랍니다. 아니면 손해 만큼 환불을 요구할 것입니다.

B We understand how you feel. We'll update you if there will be a development.

당신의 기분이 어떨지 이해합니다. 진전이 있으면 알려드리겠습니다.

Vocabulary

• **Refund** (to make repayment to; reimbursement)

환불, 환불하다

1. Consumers have the right to demand a refund.
2. Would you refund the money on this furniture?

• **Damage** (the estimated money equivalent for detriment or loss)

손해(배상), 손실, 피해

1. The company has put in a claim for damages.
2. He was ordered to pay damages amounting to \$100.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A _____

선물포장이 별론데요.

B Please tell me what the problem is.

무슨 문제가 있는지 말씀해주세요.

A _____

몇 군데가 너무 쉽게 찢어집니다.

B We apologize for that. If you want you can bring the items here and we'll fix it again.

죄송합니다. 원하신다면 물건을 가져오세요. 다시 해 드리겠습니다.

Conversation Questions

Question 1

Do you complain about small things?

Question 2

What was the smallest thing that you complained about recently?

Essay Questions

What was the worst experience that you encountered involving customer service?

고객서비스에 있어서 당신이 접했던 가장 최악의 경험은 무엇입니까?

Lesson 097

핵심표현 배우기

289 I must insist ~

290 Occasionally, there are ~

291 You can exchange the ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A I must insist that you take immediate action to replace the damaged products.

손상된 제품의 교환을 위해 즉각 행동을 취해주시기를 강력히 요구합니다.

B We need to see the product code first.

먼저 상품번호를 봐야합니다.

A We can send it back to you but the cost will be shouldered by your company.

그걸 돌려 보내드릴 수 있지만 비용은 그쪽 회사에서 지불해야 합니다.

B It's okay. When can we expect the damaged products?

괜찮습니다. 손상된 제품이 언제쯤 도착할까요?

Vocabulary

• **Insist** (to be emphatic, firm, or resolute on some matter of demand)

(동) 주장하다. 강력히 요구하다. 우기다

1. If you insist on going alone, please do that.
2. John insists on playing music late at night.

• **Shoulder** (to assume as a responsibility)

(동) (책임) 짊어지다. 받아들이다. (어깨) 메다

1. She has to shoulder his share of the responsibility.
2. Workers shoulder a load of bricks.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A I bought one of your books, but some pages are missing.

책 한 권을 샀는데요, 몇 장이 빠져 있네요.

B _____

죄송합니다. 보통 저희의 작은 결점이 없습니다. 가끔 페이지가 빠지는 경우가 있습니다.

A I understand. So what will I do?

알겠습니다. 그러면 제가 어떻게 할까요?

B _____

잘못된 책은 서점에서 다른 책으로 교환 할 수 있습니다.

Conversation Questions

Question 1

Have you experienced exchanging something that you bought because it is faulty?

Question 2

Was it easy or you've gone through processes?

Essay Questions

If you are the seller, what will you tell your customer if she/he is trying to ask for a replacement but you know it is not possible?

당신이 판매자라면, 고객이 교환을 요구하지만 불가능하다고 판단할 경우 어떻게 말할 것입니까?

Lesson 098

핵심표현 배우기

292 Your product failed to ~

293 You promised a ~

294 I need you ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A **Your product failed to** live up our expectations.

그쪽 회사의 제품은 우리의 기대에 못 미칩니다.

B In what way?

어떤 부분이 그렇지요?

A The shape and size are not what we want.

모양과 크기가 우리가 원하는 것이 아닙니다.

B No problem. We can make some adjustments with the shapes and sizes.

문제없습니다. 저희는 모양과 크기를 수정할 수 있습니다.

Vocabulary

• **Live up** (to satisfy or to meet)

(동) 부응하다. 이행하다

1. Sorry, I've not been able to live up to your expectations.
2. She found it hard to live up to his high ideals.

• **Adjustment** (adaptation to a particular condition, position, or purpose)

(명) 수정, 조정, 적응

1. There was no adjustment until we lost a competition.
2. You've made my adjustment to a foreign country easier.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A _____

도와주세요. 사무실에 있는 발전기가 사고 있어요.

B I'm sorry, but we can't repair that until tomorrow. It's holiday today.

미안하지만 내일까지 고칠 수 없습니다. 오늘은 휴일입니다.

A _____

하지만 24 시간 운영한다고 했었는데요

B Well, I need to consult my boss first.

그러면 먼저 사장님과 상의해봐야겠습니다.

Conversation Questions

Question 1

What do you do when there is an emergency situation that you need to deal with but nobody is around to help?

Question 2

Do you troubleshoot the problem yourself?

Essay Questions

Do you consider servicing your customers even if it's your holiday?

휴일이라도 고객들에게 서비스를 제공할 것입니까?

Lesson 099

핵심표현 배우기

295 The quality of your service is ~

296 I'm returning your ~

297 We have confirmed ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A **The quality of your service is** unacceptable.

서비스가 형편없군요.

B What can we do to improve your experience?

개선을 위해 저희가 어떻게 해드릴까요?

A You can start by looking after my shipment. It's been three days.

배송 정보를 찾아봐주세요. 3 일이나 되었잖아요.

B I'm sorry for the delay. Your shipment is on its way to your office already.

배송지연에 대해 죄송합니다. 물건은 이미 당신의 사무실로 배송 중입니다.

Vocabulary

• **Unacceptable** (not capable or worthy of being accepted, acknowledged, or recognized)

(형) 받아들일(인정할/용납할) 수 없는

1. It is unacceptable and must be remedied.
2. As I am not a vegetarian, I find this unacceptable.

• **Look after** (to seek, search for something)

찾다, ~을 맞다

1. Luck comes to those who look after it.
2. I'm looking after his affairs while he's in hospital

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

오늘 아침에 전화하셨다면서요.

B

Oh, yes. Have you located my deposit?

네. 저의 입금은 확인하셨나요?

A

네. 예금증서를 확인했습니다.

B

Thank you. It would have been bad if it didn't go to your account.

고맙습니다. 계좌로 송금이 안 되었으면 곤란할 뻔 했네요

Conversation Questions

Question 1

When do you return calls?

Question 2

How often do you return calls to a client or customer?

Essay Questions

How is the quality of your company's service?

당신의 회사의 서비스의 질은 어떻습니까?

Lesson 100

핵심표현 배우기

298 How would you like to ~

299 Do you mean by ~?

300 Your account is ~

STEP 1

오늘의 패턴이 사용된 대화문으로 수업 중 원어민 강사님과 Role-play 합니다.
실제로 말하듯 역할을 바꿔가며 소리내 말해보세요.

DIALOGUE

A Ms. Nelson, we have a problem.

Ms. Nelson 씨, 문제가 생겼어요.

B What is it?

뭔데요?

A **Your account is** not in good standing.

당신계좌의 자산상태가 좋지 않군요.

B I know and I'm sorry. I'm really broke these days.

알아요, 유감이에요. 요즘 돈이 하나도 없네요.

Vocabulary

• **Standing** (good reputation or credit)

(명) 지위/평판, 지속 (기간)

1. The contract has no legal standing.
2. His standing as a movie director has risen in recent years.

• **Broke** (without money; bankrupt)

(형) 파산한, 돈이 없는

1. After they went broke, the factory had to cease.
2. I'm always broke by the end of the year.

STEP 2

오늘의 패턴을 응용하여 빈칸을 채워 대화문을 완성해 보고, 소리내어 읽어보세요.

DIALOGUE

A

어떻게 지불하시겠습니까?

B

Can we pay some now and some later?

지금 조금하고 나중에 해도 됩니까?

A

분할납입을 말씀하시는 겁니까? 좋습니다.

B

Oh, I see. Thank you very much.

알겠습니다. 감사합니다

Conversation Questions

Question 1

Have you ever been bankrupt for any reason?

Question 2

How did you overcome your bankruptcy?

Essay Questions

Before you applied to your current company, did you consider its status or reputation as an organization?

현재의 회사에 지원하기 전에, 조직으로서의 지위나 명성을 고려했습니까?

Business Pattern English 5

Answer Sheet

Lesson81

- A Please leave the package at the security desk.
- B Sure. I will just let the security officer sign the receiving copy.
- A Okay. I think you're late this time. Usually it takes 10 business days to deliver a small package, right?
- B We're sorry for the delay. There was a shipment problem.

Lesson82

- A How soon can you get us our order?
- B The product has already been shipped.
- A That's perfect! We need it by Friday in order to start the project.
- B Don't worry. It'll arrive tomorrow morning.

Lesson83

- A I haven't received the promised samples yet.
- B I'm sorry but we will do our best to send the samples today.
- A Great. Could you please check up on the exact time of its arrival?
- B Sure. I'll call you back to inform you about it.

Lesson84

- A Here is the tracking number of your orders. Please write it down.
- B Thank you. How did you send them?
- A We shipped them via air express.
- B It will arrive here in no time then. Thanks.

Lesson85

- A Could you send that by FedEx?
- B Yes or would you prefer UPS?
- A I would prefer FedEx.
- B We'll be sending it via FedEx then.

Lesson86

- A What serial number of monitors would you like to order?
- B The one with 20123. Do you have them in stock?
- A Let me check the inventory. Yes, we have a large stock of the goods.
- B Great. I'll buy one.

Lesson87

- A Unfortunately, we are unable to cancel your order.
- B Why? As far as I can remember, I cancelled my orders early.
- A The mistake is on our end. Please accept our apologies.
We will have a special agreement on this matter.
- B Okay. I hope it will be fair for everybody.

Lesson88

- A The problem was caused by an alleged false advertisement that was shown last week.
- B Well, we'll make sure that this will not happen again.
- A Our customers are boiling mad. They want us to shut our operations down.
- B They will soon calm down. We are going to do our best to compensate their expenses.

Lesson89

- A I was so busy that I couldn't answer to any emails.
- B You didn't realize that I wasted my time waiting for your response.
- A I'm sorry. I know that I have no good excuse for my mistake. I'll make it up to you.
- B You better do that.

Lesson90

- A We've remitted our payment online already.
- B Really? I checked my record but there's no notification yet from the bank.
- A When did you check it? Please do it once again.
- B Okay. I'll do it.

Lesson91

- A It should be there in two weeks.
- B Are you sure?
- A Yes. We'll do our best to ensure prompt delivery.
- B Thank you for that.

Lesson92

- A If you're not satisfied, we can offer a full refund or replace it with another one.
- B I don't have time to find a replacement product elsewhere.
- A We will look for a replacement from our suppliers.
- B That will be a big help from you. Thank you.

Lesson93

- A We were told that there would be no delays in the shipment.
- B We're sorry. Unfortunately, the truck carrying the goods was in an accident.
- A Don't you have any alternative actions to deliver them faster?
- B Our personnel are now on their way to deliver your goods.

Lesson94

- A Let me explain our terms of business.
- B Yes, go ahead.
- A Payment must be made promptly.
If your account is overdue, we have the right to suspend your service.
- B I understand.

Lesson95

- A Your payment is long overdue.
- B We're trying to arrange something for the payment.
- A If we don't receive it soon, we'll be forced to turn your account over to a collection agency.
- B Okay. I'll do my best to pay it very soon.

Lesson96

- A We're unhappy with the gift-wrapping.
- B Please tell me what the problem is.
- A Several of the items broke quite easily.
- B We apologize for that. If you want you can bring the items here and we'll fix it again.

Lesson97

- A I bought one of your books, but some pages are missing.
- B I'm sorry for that. Usually, our books are perfect.
Occasionally, there are faulty copies that slip through.
- A I understand. So what will I do?
- B You can exchange the faulty book for another copy from the bookseller.

Lesson98

- A I need your help, please. Our generator in the office is leaking.
- B I'm sorry, but we can't repair that until tomorrow. It's holiday today.
- A But you promised a 24-hour service.
- B Well, I need to consult my boss first.

Lesson99

- A I'm returning your call from this morning.
- B Oh, yes. Have you located my deposit?
- A Yes. We've confirmed the receipt of your deposit.
- B Thank you. It would have been bad if it didn't go to your account.

Lesson100

- A How would you like to pay?
- B Can we pay some now and some later?
- A Do you mean by installment? That's fine.
- B Oh, I see. Thank you very much.

