



## Unit16. トラブル Trouble (2)

### (1) Conversation

#### I had my credit card stolen

- Lady: Is this the bank?
- Operator: Yes ma'am. How may I help you?
- Lady: My credit card was stolen. I'd like to have it canceled.
- Operator: I'm sorry to hear that, when was it stolen?  
May I know your account name and number?
- Lady: A couple of hours ago.
- Operator: Okay. First, I have to verify your personal information to be able to process you request.

#### May I ask for a Japanese translator?

- Tsuji: May I ask for a Japanese translator?
- Anthony: I'm sorry but we do not have a Japanese translator.
- Tsuji: I need someone who understands Japanese.
- Anthony: For what reason?
- Tsuji: Somebody broke into my room last night.  
I have to go to the police and report it.
- Anthony: I see.



I'll look for a Japanese translator right away.

### Somebody broke into my room

Man: I need help. Somebody broke into my room last night.  
I lost all my valuables.

Police: What time did this happen?

Man: Around midnight.

Can you help me get my valuables back?

Police: We will do our best.

Can you show us where the crime happened?

Man: Yes, of course.

Police: Let's go.

### My mobile phone got stolen

Man: Can you help me? My mobile phone got stolen.  
I don't know what to do.

Stranger: I think you should go to the police to report it.

Man: I cannot explain what happened in English very well. I need somebody who understands and speaks Japanese.

Stranger: Do you have any relatives or friends that you can call?

Man: Yes, but I don't have any other mobile phone other than the one stolen from me.



Can you show me the nearest public phone?

Stranger: Sure.

### I'd like to report a crime

Police: How can I help you, sir?

Man: I'd like to report a crime.

Police: What happened?

Man: Somebody broke into my room last night and stole my cashbox.

Police: We will see what we can do to help you get the cashbox again.

Man: Thank you.

### I'd like to complain about the thief that...

Old lady: I'd like to report about the thief that stole my wallet!

Police: Where was it stolen?

Old lady: In the market.

I lost all my money and my credit card.

Police: Please call the bank to cancel your credit card.

Old lady: Yes, I will. I'd like you to catch that thief!

Police: We will do our best, ma'am.



## (2) Activity 1

Practice the dialogues with your Coach.

Take turns and take note of the stress and intonation of each question.

## (3) Activity 2

Practice the dialogues with your Coach and play your assigned role using your own words.

