

TOEIC 900 Business English Lesson:

Lesson 15: Customer Feedback and Improvement Meeting

Role-Play Dialogue Text (Approx. 10 minutes):

Customer Service Manager: Good morning. I'd like to discuss recent customer feedback and possible improvements.

Team Leader: Good morning. What are the key issues highlighted by our customers?

Customer Service Manager: I believe we should address the long wait times and inconsistent service quality. If we implement new protocols, then we could improve customer satisfaction.

Team Leader: That makes sense. What do you propose we do?

Customer Service Manager: I propose that we conduct training sessions and update our service guidelines. This approach might help us resolve these issues quickly.

Team Leader: Excellent. Let's draft a plan and monitor its effectiveness over the next quarter.

Customer Service Manager: I'm confident these improvements will be beneficial for our customer relationships.

Comprehension Questions and Sample Answers (Approx. 5 minutes):

1. **Q:** What are the main issues discussed in the meeting?

A: The issues are long wait times and inconsistent service quality.

2. **Q:** How is a conditional sentence used in this dialogue?

A: "If we implement new protocols, then we could improve customer satisfaction."

3. **Q:** Which modal verbs appear?

A: "Should" and "could/might" (e.g., "we should address" and "this approach might help").

4. **Q:** What solution is proposed?

A: Conduct training sessions and update service guidelines.

Teacher's Lesson Points (Concise Version):

- **Prep:** Review vocabulary (feedback, satisfaction, protocols, guidelines, training).
 - **Intro (2–3 min):** Brief discussion on the importance of customer feedback.
 - **Reading & Analysis (10 min):** Student reads dialogue aloud; focus on clear explanation of improvements.
 - **Comprehension (5 min):** Ask questions; provide feedback.
 - **Role-Play:** Teacher as Team Leader, student as Customer Service Manager.
 - **Wrap-Up (2–3 min):** Summarize key points; assign homework (prepare a brief improvement plan using modal verbs and conditionals).
-