

TRANSACTIONAL · SERVICE & TRAVEL

Handling Unexpected Situations

When plans go sideways — staying calm, polite,
and clear.

予想外のことが起きた時の英語。

PAIR TALK

**Tell your partner about a time
something
unexpected happened to you.**

60 seconds each · listener asks one follow-up question · rotate once

NAMING THE PROBLEM

a mix-up

A mistake where things get confused or swapped.

EXAMPLE

"There's been a mix-up with my reservation."

手違い

SOFTENING BAD NEWS

I'm afraid...

A polite way to introduce bad or difficult news.

EXAMPLE

"I'm afraid my room hasn't been cleaned yet."

申し訳ないのですが...

POLITE REQUEST

Would it be possible to...?

A polite, hedged way to make a request — softer than "Can I...?"

EXAMPLE

"Would it be possible to change my seat?"

...することは可能でしょうか

FINDING A SOLUTION

to sort something out

To deal with a problem and find a solution.

EXAMPLE

"Could you help me sort this out?"

解決する / 対応する

HEARING IT BACK

to look into it

To investigate or check on something — what staff often say to you.

EXAMPLE

"Let me look into it and get back to you."

調べる / 確認する

USEFUL PHRASES

Three more to try today

"Excuse me, there seems to be a problem with..."

"Could you tell me what my options are?"

"That's not quite what I ordered."

ACTIVITY 1

Mishap Mingle Survey

- 1** Stand up. Take your survey card.
- 2** Talk to at least 5 different classmates.
- 3** Write one short note from each conversation.
- 4** Sit in groups of 3. Share the most interesting story.

ACTIVITY 2

Service-Counter Roleplay

- 1** Take one scenario card. Read it silently.
- 2** Mumble your first line to yourself for 60 seconds.
- 3** Run the scene (3 min). Then swap roles, same card (3 min).
- 4** New partner, new card. Repeat.

Customer

Report the problem politely. Hedge your request.

Staff

Confirm what you heard. Offer one option.

Both

Use the phrase bank. Close with a thank you.

ACTIVITY 3

Strategy Ranking

- 1 1 min** · Read your mishap slip. Rank the 5 strategies on your own.
- 2 2 min** · Pair up. Agree on a joint top and bottom — with one reason each.
- 3 3 min** · Groups of 4. Negotiate a single ranking together.
- 4 ~30 sec** · Share your group's top choice. Would it change in Japan vs overseas?

TOGETHER

Let's review some interesting moments.

A few things I noticed in your conversations — what works, what we can sharpen.

ONE PHRASE TO KEEP

**What's one phrase from today
you want to remember?**

Next time (June 12): describing places and spaces you know well.

FIVE MINUTES · ONE PAPER

Exit Ticket

- Four short questions.
- Your answers shape future lessons.