

Jiro: Hi, Olivia. Thank you for coming today.

Olivia: My pleasure. What can I do for you?

Jiro: Well, I need to have a word with you about the interpreter you sent yesterday. We had a lot of problems with her, and to be honest, I was very disappointed.

Olivia: I'm terribly sorry to hear that. Would you mind telling me what happened?

Jiro: First of all, she came 20 minutes late, which I must say is highly unprofessional. Secondly, although I had specifically asked for someone with extensive technical knowledge, she occasionally got stuck on the most basic terminology and some of her translations seemed completely off. And finally, she came unprepared. She obviously hadn't read the material I sent earlier about the meeting because she didn't even recognize the name of our client company.

Olivia: Oh, dear. I'm shocked to hear that. She's supposed to have had ten years' experience as a technical interpreter and she passed our test with flying colors. I'll talk to her first thing tomorrow.

Jiro: You should probably do that. Whatever the reason, though, don't send her to our company again.

Olivia: Of course. We'll send a different interpreter for your meeting next week, free of charge. Would that be OK?

Jiro: I suppose. But if this kind of thing happens again, I'm afraid we'll have to stop using your service all together.

Olivia: I completely understand. I'm very sorry for the inconvenience this caused you. We'll make sure this never happens again.