

Aso: IPG Tableware. Masaki Aso speaking.

Clarkson: Hello. This is Nadia Clarkson of Fine Dining in Osaka. There's a problem regarding the order that has just arrived.

Aso: Could you give me the details?

Clarkson: The items I ordered were 30 dinner plates and 20 soup bowls, but what I received was 50 dinner plates. There are no soup bowls at all.

Aso: I apologize for the problem. We will ship the rest of your order tomorrow.

Clarkson: Tomorrow ... I must have them this weekend. Please send them by express.

Aso: Certainly.

Clarkson: What should I do about the extra dinner plates I received?

Aso: The carrier will pick them up when he delivers your next shipment.

Clarkson: Good. Thank you.

Aso: We're so sorry to have caused you trouble. We promise it will never happen again.