

PELAJARAN 21 – Keluh Kesah dan Krisis Mendesak

CATATAN PELAJARANPeran

Jeff:	Staf Bagian Legal - Hale and Hearty
Harvey Judd:	Kepala Bagian Pembelian - Hale and Hearty
Kate:	Resepsionis – Hale and Hearty
Lian Lee:	Pemilik perkebunan teh (bersama Lok suaminya)

Jalan Cerita

Harvey mengontak Jeff karena belum juga menerima rancangan naskah kesepakatan M.O.U. (Memorandum of Understanding). Tak lama kemudian Harvey menerima telepon dari Lian bahwa Lok tidak bersedia melanjutkan kerjasama karena warna yang dipakai perusahaan Hale and Hearty mengandung firasat buruk.

Bahasa – Mengajukan keluhan dan menyampaikan kabar buruk

Pelajari arti contoh-contoh kalimat di bawah ini, lalu ucapkanlah dengan suara keras.

Mengeluh atas kelambatan yang terjadi

I have a query...
Is the contract ready yet?
Have you sent that order yet?
We seem to be missing the June payment.

Mendesak agar dipercepat

It's very urgent.
We needed it yesterday.
We're waiting on that T.T.
Our outlets are calling for the goods.

Menetapkan batas waktu

I'll expect it tomorrow.
We'll need it by the weekend.
We can give you only two more days.

Menyiratkan ancaman

If you can't do it, I'll have to outsource.
 If you are unable to move on this, we'll have to cancel the order.
 I'm afraid we'll have to look elsewhere unless you can deliver.

Menyampaikan kabar buruk
 I'm afraid I have some bad news.
 I don't know how to tell you this but...
 I don't want to cause you undue concern.
 There's a matter we need to discuss.
 I'm afraid something's come up.
 There's been a bit of a setback.

Istilah Dagang

outlet – toko eceran pengusaha tertentu, pasar barang-barang

(to) outsource - mengontrak pihak luar

shipment (*juga consignment*) – kiriman barang melalui darat, laut atau udara

LATIHAN

1. Kosa kata penting

Carilah arti dan cara pengucapan kata-kata di bawah ini pada kamus:

(to) appreciate	arrangement	auspicious
cancel	complaint	crisis (<i>plural: crises</i>)
culture	goods	query
setback	superstitious	ultimatum
unbelievable		urgent

2. Latihan Perbendaharaan Kata

Pilihlah salah satu kata dari kotak di atas untuk melengkapi kalimat di bawah ini. (Tidak semua kata dapat digunakan). Cocokkan dengan jawaban di samping, lalu ucapkan dengan suara keras.

1. The manager was very _____. He didn't like the number 4.
2. The officer rang to make a _____ about the lateness of delivery.
3. Could you send the payment today please? It's very _____.
4. If you can't deliver the _____ on time, we'll have to cancel the order.

3. Merapikan Kalimat – Kalimat 'First Conditional'

Kalimat 'First Conditional' digunakan manakala pengandaiannya baru akan dipenuhi di masa mendatang. Ancaman atau ultimatum biasanya disampaikan dalam bentuk 'First Conditional'.

Pola: **If + obyek + present tense, + subyek + future tense.**

Contoh: **If you can't do it, I'll have to outsource. Atau:
I'll have to outsource if you can't do it.**

Rapikan kalimat di bawah ini, cocokkan dengan jawaban di samping, lalu ucapkan dengan suara keras:

1. our make if we service extend profit we'll a

2. elsewhere if can't the go deadline you we'll make

3. order we receive if payment to we'll don't have cancel the a

4. Latihan Ucapan

Ucapkan berulang-ulang dengan suara keras:

I'm afraid I have,
I'm afraid I have,
I'm afraid I have bad news.
I'll see what I
I'll see what I
I'll see what I can do.



ABC
Radio Australia

Answers. 2. 1)superstitious 2) complaint 3) urgent 4) goods 3. 1) If we make a profit, we'll extend our service. or We'll extend our service if we make a profit. 2) If you can't make the deadline, we'll go elsewhere. or, We'll go elsewhere if you can't make the deadline. 3) If we don't receive a payment, we'll have to cancel the order. or-We'll have to cancel the order if we don't receive a payment.

