

名前 _____ 日付 _____ / _____

QUESTION

Please read the article below and summarize it in English between 45 and 55 words.

以下の記事を読み、45～55語の英語で要約してください。

READING

Companies need to protect employees from difficult or abusive customer behavior. Complaints are important, but some customers use threats, insults, or unreasonable demands. Some businesses are strengthening measures against customer harassment.

What are some benefits of these measures? Clear rules can protect employees' mental health. Workers may feel safer when managers support them and respond to serious abuse. Moreover, better protection may reduce the number of employees who leave their jobs. People may be more willing to remain when the workplace handles harmful behavior properly.

On the other hand, these measures also have some drawbacks. Staff may reject reasonable complaints if the rules are applied too strictly. Customers with real problems could feel ignored or treated unfairly. Another concern is that policies and training cost money. Companies may need to prepare manuals, teach employees, hire specialists, or improve reporting systems to make the measures effective across all departments and locations.

要約は2ページ目に書きます。記事の和訳は載せていません（読む練習のため）。答え合わせはQRから。

スマホで読み取ると、書いた英文をその場でAIが添削します。

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1ページ目の記事を、45～55語の英語で要約します。記事の言葉をそのまま写さず、自分の言葉で言い換えましょう。

解答欄

目安 45～55語（1行に8～9語ほど）

メモ（要点を3つ書き出してから、まとめます）

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