

English at Work 白领英语
Episode 26: You cannot be serious!
第26集: 你不是认真的吧!
投诉用词



- Narrator:** 欢迎回到 Tip Top 贸易公司, 大家看起来都有点儿不知所措。
- Paul:** ...and we really need the best biscuits there are.
- Denise:** Yes, and I've made sure there's tea and coffee...
- Paul:** ...and the carpets?
- Denise:** Uh?
- Paul:** ...have they been cleaned?
- Denise:** Don't panic Paul, all taken care of.
- Narrator:** 美国总部的大老板 Mr Socrates 突然到这里来, 所以什么事情必须都得做好, 不能出错。Anna, 你对他的印象如何?
- Anna:** Well, so far he seems OK. A bit bossy, quite short and... a bit smelly.
- Narrator:** 他从美国飞了很久才过来。你帮他订了五星级的酒店, 希望他能好好休息洗漱一下。
- Anna:** I hope so!
(*Phone rings*) Oh, I had better get that. Hello? Ah hello Mr Socrates, did you sleep well? Oh! I see... I see... erm... well... oh, I don't know... Tom said it was five-star... well... OK... goodb- Oh, he's hung up.
- Paul:** Everything OK Anna? You look a bit pale.
- Anna:** It was Mr Socrates. He's not happy.
- Paul:** Golly gosh, oh dear. What's the matter?
- Anna:** It's his hotel room. He doesn't like it. The bed's too soft, too small and it's a single room not a twin room.
- Paul:** Oh yes, he likes to have two beds in the room for some reason.
- Anna:** But Tom said he only likes a single bed in the room.
- Paul:** Really? Oh no, he insists on a twin – something to do with business partners he says. Anything else?
- Anna:** Yes. He says he wanted freshly squeezed orange juice for breakfast, not the stuff out of a carton.

Denise: Anything else?! A view of Mount Everest perhaps?

Paul: Yes, thank you Denise. Well, we really must sort this out. We can't afford to upset Mr Socrates. Now, Anna, you chose this hotel, I really think you need to sort out this mess.

Anna: It was Tom's suggestion...

Paul: Just sort it, quickly. Oh golly gosh.

Narrator: Uh oh Anna. 你得去投诉了, 不过说什么好呢?

Anna: Oh... I don't know. I'm not very good at complaining.

Narrator: Well, Anna, 保持平静, 要有礼貌的告诉酒店你的不满。你可以说:
*I'm very disappointed with your service. 你们的服务让我非常失望。
The standard of service is not good enough. 服务质量明显不够标准。
The room I booked did not meet my expectations. 我订的房间和我的期望相差太远了。*

Anna, 祝你投诉成功!

Anna: OK. Here goes. *(Dialling phone and ringing)*

Receptionist: Hello. Royal Imperial Hotel.

Anna: Erm... hello... I want to... I want to complain.

Receptionist: Really? About what exactly?

Anna: Your hotel. Well, I mean, a room I booked for my boss. Room 101. I'm very disappointed with your service.

Receptionist: And why's that then?

Anna: Well, the room isn't like the one I booked. It's not good enough.

Receptionist: Hmm. Let's have a look at that booking... Well, your boss got a bed... and breakfast too... a continental breakfast in fact.

Anna: But the room just didn't meet his expectations... hello?

Denise: Give me the phone Anna, I'll deal with this. Now hello Miss...?

Receptionist: Miss Fit.

Denise: Miss Fit?! This is the office assis- I mean Manager here. This isn't good enough. My colleague has made it quite clear that the room did not meet our requirements and I would like you to resolve this matter as quickly as possible or I will have to cancel our reservation.

Receptionist: Sadly, we have no other twin rooms available and anyway...

Denise: OK, I'd like to speak to your manager please. Really!

Narrator: Denise 还是有经验的。她肯定碰到过这种情况，不过找经理投诉能解决问题吗？让我们来复习一下投诉时能用得上的表达：

*I'm very disappointed with your service.
The standard of service is not good enough.
The room I booked did not meet my expectations.*

要求解决问题，你可以说：

I would like this matter resolved as quickly as possible,

或者：

I would like to cancel my reservation and get a full refund.

不知道 Denise 解决问题了吗？

Paul: So have you managed to sort out Mr Socrates?

Denise: Oh yes, Anna's got him a new room.

Paul: Thanks Anna, I'll let him know. And what about the orange juice?

Anna: Errr...

Denise: Freshly squeezed, every morning!

Paul: Oh golly gosh – that reminds me, we need some here in the office. He's going to be here any minute and he says he's got some important news for us.

• **Listening Challenge 听力挑战**

Mr Socrates 要什么样的房间？

答案：一间双人房。