



- Narrator:** 欢迎回到 Tip Top 贸易公司，好像情况进展不妙。Anna 好不容易拿下了一个法国客户的订单，不过现在他们打电话来说被蒙骗了。这可得马上处理！
- Anna:** Oh Denise, what exactly did they say?
- Denise:** Something about them agreeing a price for 5,000 lemons and then being offered a better price by another company.
- Anna:** That'll be Tutti Fruity – they want our business.
- Denise:** Sounds like they're going to get it, unless you sort it out. Maybe you should work out some new figures.
- Anna:** Figures? Is there something wrong with my figure – am I too fat?
- Denise:** No Anna! Your numbers – work out a new price, see if you can squeeze the price of lemons – maybe you can price Tutti Fruity out of the market.
- Anna:** Hmm, somebody else has said that.
- Narrator:** Yes it was me Anna! 赶快算一下，你能出什么价钱，把 Tutti Fruity 给挤下去。
- Anna:** OK. I could sell them cheaper... but there would be less profit.
- Narrator:** Well, 少赚点钱也比不赚钱强。说不定这张单子做成了，以后还会有更多订单呢！你可要做决定了。
- Anna:** But what am I going to say?
- Narrator:** 保持友好的态度，你可以说非常抱歉听到你对我们的价格不满。 I'm sorry to hear you're not happy with our price. 告诉他们 Tip Top 公司一向以提供价廉物美的产品而著称。Tip Top Trading prides itself on quality products and good value for money. 你也需要捧捧客户，告诉他们是非常重要的客户，他们的订单也非常重要 – they are a valued customer and their business is very important to us.
- Anna:** And what shall I say about the price?
- Narrator:** 告诉他们竞争对手出什么价，你的公司就可以出同样的价。Match the price of your competitors.
- Anna:** Match the price. Right. Thanks. OK, I had better call them.
- Trader:** Bonjour. Fruit Traders International.

**Anna:** Oh, erm, hello, is that Monsieur Brown?

**Trader:** Oui. Yes.

**Anna:** This is Anna from Tip Top Trading. I was sorry to receive your message.

**Trader:** Yes, well, I thought we were doing good business and then another company called me and offered me a much better deal.

**Anna:** Yes, I understand. I'm sorry to hear you're not happy with our price... but hopefully we can sort something out?

**Trader:** Oh yes?

**Anna:** You are a valued customer and your business is very important to us... and we would love to see our Imperial Lemons on display in the restaurants and shops of France.

**Narrator:** 做的不错，还挺到位的。恭喜你，Anna!

**Trader:** So?

**Anna:** So, I've done some calculations and we can offer you a better price.

**Trader:** But Tutti Fruity can offer us a good price.

**Anna:** I'm sure they can but... we... we...

**Narrator:** Yes Anna?

**Anna:** At Tip Top Trading we pride ourselves on quality products and good value and I think we can match Tutti Fruity's price... in fact I know we can beat it.

**Trader:** I see. That's good to hear but...

**Anna:** We'll give you an extra 10% discount – but obviously we would like you to make a bigger order.

**Trader:** Oh, a bigger order. I will have to have a think about this.

**Anna:** Yes of course but please let me know as soon as you can before someone else snaps up this offer. Merci. Au revoir.

**Trader:** Ah, merci, au revoir.

**Narrator:** 干的好！Anna。我能看出来为什么她拿到了这份工作。不过她的销售策略能行得通吗？让我们再来复习一下 Anna 在解决棘手订单问题时用到得一些词汇和表达...

*I'm sorry to hear you're not happy with our price.  
Tip Top Trading prides itself on quality products and good value for money.  
You are a valued customer and your business is very important to us.  
We can match the price of our competitors.*

**Denise:** Well done Anna. It looks like you may have saved that deal.

**Paul:** Saved the deal? Is there a problem?

**Anna:** Well, Tutti Fruity has tried to undercut our price but I think I may have saved a deal we had with International Fruit Traders in France.

**Denise:** Yes, Anna offered a lower price for a bigger order and they're having a think about it.

**Paul:** Crumbs. If the deal's not complete I think you need to get out to France and seal the deal. I want you and Tom to fly out there as soon as possible and do some schmoozing.

**Denise:** Oh! You and Tom hey?

**Narrator:** 好了，别说了 Denise! 这可变得越来越有意思了。This should be fun! 我们下次节目再见!

- **Listening Challenge 听力挑战:**

Anna 给了法国客户多少折扣?

答案: 10%的折扣。