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8. 提出抱怨遇到不满意的事情和对待需要投诉时，礼貌地说比较奏效。一般先要说Excuse me, sorry, 再提出你的投诉，这样显得很有教养和礼貌，你的问题才会得到更圆满的解决。比如，在商店里，收款员找错了钱，你可以说：来源：考试大Excuse me, I think you ' ve given me the wrong change 或者 Sorry, I think this change is wrong. I gave you \$20, not \$10. 在酒店里 房间的调温器坏了：Excuse me, but there ' s a problem with the heating in my room. Sorry to bother you, but I think theres something wrong with the air-conditioning. 来源：考试大失窃了：I ' m afraid I have to make a complaint. Some money has gone missing from my hotel room. 房间没有整理：I ' m afraid there ' s a slight problem with my room - the bed hasn ' t been made. 当人们发现自己错了而道歉，一般都会说sorry, 然后再提出把事情做好的解决办法。比如对应上面对调温器的投诉：Excuse me, but there ' s a problem with the heating. 或者 I ' m sorry I ' ll get someone to check it for you. 或者 Sorry to hear that I ' ll send someone up. Excuse me, Im afraid ...Excuse me, there seems to be something wrong with ... There appears to be something wrong with ... Oh, I am sorry about that, Ill... Well, I ' m afraid there is nothing we can do about it, actually.Im afraid there isn ' t much that we can do about it. I suggest you leave it with us, and we ' ll see what can be done/we can do.Im afraid the manager isn ' t in at the moment. Could you

call back later?Excuse me, I ' m afraid...Excuse me, there seems to be something wrong with...There appears to be something wrong with ...Oh, I am sorry about that, I ' ll...Well, I ' m afraid there is nothing we can do about it, actually.Im afraid there isn ' t much that we can do about itI suggest you leave it with us, and we ' ll see what can be done/we can do.Im afraid the manager isn ' t in at the moment.

Could you call back later?A: Do you think you could keep the noise down a bit?B: Sorry! Have I been keeping you awake?A: Yes, and another thingwould you mind not using my toothpaste? B: Im sorry.

I thought you didnt mind.A: That radio ' s terribly loud. Could you turn it down a fraction?B: Sorry! Is it disturbing you? 来源：考试

大A: Yes, and something elsewouldn ' t it be an idea to buy your own soap? B: Sorry! I didn ' t realize you felt so strongly about it.

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