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提出抱怨 来源：www.examda.com 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：Excuse me, I think youacute.s a problem with the heating in my room. Sorry to bother you, but I think thereacute.m afraid I have to make a complaint. Some money has gone missing from my hotel room. 房间没有整理：Iacute.s a slight problem with my room - the bed hasnacute.s a problem with the heating. 或者 Iacute.ll get someone to check it for you. 或者 Sorry to hear that Iacute.m afraid ... Excuse me, there seems to be something wrong with ... There appears to be something wrong with ... Oh, I am sorry about that, Iacute.m afraid there is nothing we can do about it, actually. Iacute.t much that we can do about it. I suggest you leave it with us, and weacute.m afraid the manager isnacute.m afraid... Excuse me, there seems to be something wrong with... There appears to be something wrong with ... Oh, I am sorry about that, Iacute.m afraid there is nothing we can do about it, actually. Iacute.t much that we can do about it I suggest you leave it with us, and weacute.m afraid the manager isnacute.m sorry. I thought you didnacute.s terribly loud. Could you turn it down a fraction? B: Sorry! Is it disturbing you? A: Yes, and something elsewouldnacute.t realize you

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