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六级作文题目：设想你买了一本英文词典，发现有这样那样的质量问题，书店的服务态度又不好，因此给报社编辑写信。信中必须包括以下内容：1、事情的起因 2、与书店交涉的经过 3、呼吁服务行业必须提高

服务质量 范文： June 19, 2004 Dear Editor, I am writing this letter to reflect some problems I came across recently and appeal to the improvement of the service industry. This weekend I bought an English-Chinese dictionary in a bookstore near my home since its cover is elaborately designed. But when I went home and read carefully, I found that the several pages of the dictionary have been cracked and befouled. What is worse, the misprints spread everywhere in the dictionary and seriously affect my comprehension. Since there was such damage and misprint to the dictionary, I went to the bookstore to require for a replace. But to my surprise, the staff of the bookstore turn down my request rudely and even denied the poor quality of the dictionary. It goes without saying that todays face-paced and market-oriented economy calls for much higher standard for service industry. However, to my regret, many of the commercials fail to achieve this standard and the quality of the staff needs to be improved. Its self-evident that the poor quality of practitioners in the service industry will not only deeply disappoint customers but also hamper the development of our countrys economy. As a result, I expect your newspaper to appeal to the

service industry to attach more importance to the service improvement. Thank you for your attention! Sincerely yours, Sam
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