

英语口语：如何用英语投诉和道歉？PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/132/2021_2022__E8_8B_B1_E8_AF_AD_E5_8F_A3_E8_c96_132254.htm 遇到不满意的事情和对待需要投诉时，礼貌地说比较奏效。而且有趣的是，你可能先要说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 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 there 's something wrong with the air-conditioning." 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." 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com