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https://www.100test.com/kao\_ti2020/183/2021\_2022\_\_E4\_B8\_9A\_ E5\_8A\_A1\_E8\_8B\_B1\_E8\_c29\_183473.htm 1、 abandon rate 挂断 率(衡量客户服务质量的指标之一,计算方式为:拨入客户 服务中心的电话总数中客户因等候时间过长而挂断的电话数 目占总数的百分比)例:By choosing the right on-hold music, the company has reduced abandon rate by 50%. 2、 absenteeism 旷 工,缺勤例:Improvements in working conditions helped to reduce levels of absenteeism. 3、absolute interest 绝对产权,绝对 权益例: The company has an absolute interest in the building. 4 academic intelligence 学术方面的才智 例: Phrases such as "solves problems well, ""displays interest in the world at large , ""accepts others for what they are , ""admits mistakes , ""is goal oriented, " and "converses well" suggest that people focus on the worldly side of intelligence, as opposed to just "academic intelligence. 5、academic smarts 学术方面的才能例:Its not the usual way of thinking about it - academic smarts-IQ. 6, accelerated learning 速成学习 例:Accelerated learning shows that language learning an be fast, effective and enjoyable. 7、access 使用,享用 权例1: Access to these files is restricted. 2: Students have free access to the librarys scientific literature. 8、 access 进入 例:Its acquisition of the group will allow it to gain access to Frances railway business. 9、access fee 使用费例: They have cut the access fee long-distance providers pay to local phone companies. 10 、accessories 装饰品,首饰,衣饰例1:I would like to thank

you for the interest you expressed in our range of childrens and teenage fashion sportswear and accessories. 例2:As Potter-mania sweeps the nation, add a magical touch to your mobile with these fun Harry Potter-themed phone accessories. 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