

商务英语：解决问题SolveProblem PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/225/2021_2022__E5_95_86_E5_8A_A1_E8_8B_B1_E8_c85_225776.htm 如果商品、价格、交货期、服务及其他方面出现问题时，必须应客户的需要及时予以解决；对于索赔，无论大小，应慎重处理。 DialogueA: I want to see the one responsible for selling typewriters./我想见负责销售打字机的人。 B: My name is Wang. Im the Sales Manager of this company./我姓王，是本公司销售部的经理。 A: Well, look here, Mr. Wang. Six new typewriters were delivered to my college yesterday afternoon and only three of them work properly./那好，张先生你看，昨天下午送到我们学院的6台打字机，只有3台是好的。 B: Oh, Im sorry about that./噢，真抱歉。 A: Never mind being sorry, what are you going to do about it?/别光说抱歉，这件事你们怎么处理？ B: Well, Ill send a mechanic to repair them immediately./我会马上派修理工上门修理。 A: Good, and I hope youll make sure that it doesnt happen again./好吧，我希望你保证以后不再发生类似事件。 B: Ill certainly look into that./我一定查清楚这件事。 A: Thank you, Mr. Wang. Goodbye./谢谢，张先生。再见。 B: Goodbye./再见。 转贴于：考试大_BEC考试 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