

商务社交：解释失误explainmi lay PDF转换可能丢失图片或格式，建议阅读原文

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工作中有失误是在所难免的，发现错误要及时向领导承认，态度要诚恳，而且要说明失误的原因，及以后如何避免犯类似的错误；不能试图掩盖，那样的话反而会弄巧成拙。 DialogueA: Mr. Wang, this is

ridiculous. Ive just opened this letter with a check for nothing that a customers sent us./王先生，真是可笑。我刚打开这封信，是一位顾客寄来的。里面是一张空白支票。

B: What, Mr. Liu? Whos that, please?/什么，刘先生？请问那人是谁？ A: Someone from BMA Ltd. Listen to what he says, "thank you for your usual monthly statement. It says we have to pay you nothing. The one you sent last month said the same, so I now enclose our check for nothing. Will this perhaps be the last time you sent a statement of this kind? Yours faithfully."/BMA有限公司的一个什么人寄来的。我读给你听：

“感谢你们每月的账单。账单上说，我们无须支付。上个月我们收到了同样的账单。所以，随信附上一张空白支票。希望这是你们最后一次寄这样的账单，行吗？祝好。” B: Oh, we can thank the computer for that. All our accounts are computerized for that. All our accounts are computerized and it prints out a statement every month for our regular customers, even if they dont owe us money./噢，都怪那台电脑。我们把所有的账户都输入了电脑。然后每个月由电脑为那些老客户打出一份账单，即使他们不欠我们的钱。 A: Why do we send them?/那么为什么把这类账单发出去呢？ B: We dont usually, but Lis new to

the department and he probably sent it without even looking at it. I'll have a word with him about it. I'll also write a letter of apology to BMA./我们一般不寄。但是，李是新来的，也许他连看都没看就寄了，我得与他谈谈，并且给BMA写封信，表示歉意。

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