

口语实战演练：如何转接客户来电(1) PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/264/2021_2022__E5_8F_A3_E8_AF_AD_E5_AE_9E_E6_c29_264093.htm A: Stone Corp. Hi, Mary speaking. 四通公司, 您好, 我是Mary。 B: Hello, I ' d like to speak to Mr. Hunter, please. 你好, 我想找Hunter先生。 A: May I ask who is calling, please? 请问您是哪位? B: My name is Herbert Wood of IBM Computer Company. 我是IBM电脑公司的Herbert Wood. A: Thank you, Mr. Wood. One moment, please ... (into PBX) Mr. Hunter, Mr. Wood of IBM Computer Company is on the line. 谢谢, Wood先生, 请稍等。(打内线电话) Hunter先生, IBM电脑公司的Wood先生找您。 C: Can you find out what he wants? 你可以问他有什么事吗? A: Yes, Mr. Hunter. (to caller) I ' m sorry to have kept you waiting, Mr. Wood. Mr. Hunter is rather busy right now and would like to know what you wish to speak to him about. 好的, Hunter先生。(对来电者说)对不起Wood先生, 让您久等了。Hunter先生现在非常忙, 他想知道你有什么事对他说。 B: Yes, I want to buy some computer software and talk about developing some other software. I don ' t know whether he is interested in that or not? 是的, 我想买一些计算机软件, 另外再谈一谈开发一些其它的软件。我不知道他是否有兴趣。 A: I see. Thank you very much, Mr. Wood. Would you wait a moment, please? (to PBX) Mr Hunter, Mr. Wood wants to buy some computer software. 我明白了, 非常感谢, Wood先生。请你等一下好吗?(打内线电话) Hunter先生, Wood先生想买一些计算机软件。 C: I see. Put him on line

two. 好的，请转到2号线。 A: Yes, Mr. Hunter. (To caller) Mr. Wood, I ' m very sorry to have kept you waiting. I ' ll put you through to Mr. Hunter. 好的，Hunter先生。（对来电者） Wood先生，不好意思让你久等了，我把你的电话接给Hunter先生。 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