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8. 提出抱怨 遇到不满意的事情和对待需要投诉时，礼貌地说比较奏效。一般先要说Excuse me, 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.

----- Excuse me, I'm afraid ...
Excuse me, there seems to be something wrong with ... There appears to be something wrong with ... Oh, I am sorry about that, I'll... Well, I'm afraid there is nothing we can do about it, actually. I'm afraid there isn't much that we can do about it. I suggest you leave it with us, and we'll see what can be done/we can do. I'm afraid

the manager isn't in at the moment. Could you call back later?

----- Excuse me, I'm afraid... Excuse me, there seems to be something wrong with... There appears to be something wrong with ... Oh, I am sorry about that, I'll... Well, I'm afraid there is nothing we can do about it, actually. I'm afraid there isn't much that we can do about it I suggest you leave it with us, and we'll see what can be done/we can do. I'm afraid the manager isn't in at the moment. Could you call back later? A: Do you think you could keep the noise down a bit? B: Sorry! Have I been keeping you awake? A: Yes, and another thing would you mind not using my toothpaste? B: I'm sorry. I thought you didn't mind. A: That radio's terribly loud. Could you turn it down a fraction? B: Sorry! Is it disturbing you? A: Yes, and something else wouldn't it be an idea to buy your own soap? B: Sorry! I didn't realize you felt so strongly about it. 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