

如何巧用电话向客户预约和解决问题 PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/34/2021_2022__E5_A6_82_E4_BD_95_E5_B7_A7_E7_c28_34086.htm 作为职场中的一员，我们免不了要外出办公。为了使自己的工作更有效率，我们就需要提前和对方确定好相关事宜，这时，电话就发挥了相当重要的作用。通过电话还可以用它来解决当面不好说的许多问题呢！本期，我们就来学习一下如何用电话预约和解决问题。

OFFICE ASSISTANT: Good morning. Odyssey Promotions. How may I help you? 办公室文员: 早上好。这里是奥德赛企划公司。我能为您提供什么帮助吗？

NICK: Hello, this is Nick Delwin from Communicon. Could I speak to Helen Turner, please? 尼克: 你好，我是国际通讯公司的尼克戴尔文。可以帮我转接海伦特纳吗？

OFFICE ASSISTANT: Just a moment, please. 办公室文员: 请稍等。

OFFICE ASSISTANT: I have Nick Delwin on the line for you. 办公室文员: 有个叫尼克戴尔文的人打来电话要找你。

HELEN: Thank you... Hi, Nick. Nice to hear from you. How 's the English weather? 海伦: 谢谢.....你好，尼克。很高兴接到你的电话。英国那边的天气怎么样？

NICK: It 's pretty good for the time of year. What 's it like in New York? 尼克: 就今年这个时候来讲，还是相当不错的。纽约那边的天气呢？

HELEN: Not good, I 'm afraid. 海伦: 恐怕不怎么样。

NICK: That 's a pity because I 'm planning to come across next week. 尼克: 那真糟糕，因为我正打算下礼拜过去一趟。

HELEN: Really? Well, you 'll come by to see us while you 're here, I hope? 海伦: 真的吗？嗯，我希望你来的时候能顺便过来看看

我们，可以吗？ NICK: That ' s what I ' m phoning about. I ' ve got a meeting with a customer in Boston on Tuesday of next week. I was hoping we could arrange to meet up either before or after. 尼克: 这正是我打电话想要告诉你的事情。下礼拜二，我要在波士顿会见一个客户。我希望，在那之前或之后我们能找个时间见一下。 HELEN: Great. That would give us a chance to show you the convention centre, and we could also drop in at Caesar ' s Restaurant where Gregg has arranged your reception. 海伦: 太好了。那样我们就有机会带领你参观一下会议中心了，而且我们还可以顺便去凯萨饭店，葛雷格已经在那里为你安排好了接待活动。 NICK: That ' s what I was thinking. 尼克: 我也是这么想的。 HELEN: So you said you have to be in Boston on Tuesday? That ' s the 8th? 海伦: 嗯，你说你要在礼拜二的时候到波士顿？那是8号吧？ NICK: That ' s right. Now, I could stop over in New York either on the way in - that would be the Monday...Would that be possible? 尼克: 没错。那样的话，我也可以在去之前先去纽约一趟可能是礼拜一的时候那没问题吧？ HELEN: Ah, I ' m afraid I won ' t be in the office on Monday, and I think Gregg has meetings all day. 海伦: 啊，恐怕礼拜一的时候我不在办公室，而且我想葛雷格全天都在开会。 NICK: Uh-huh, well, the other possibility would be to arrange it after Boston on my way home. 尼克: 嗯嗯，好吧，那另一个可能就是在我从波士顿回来的时候再安排见一下了。 HELEN: When do you plan on leaving Boston? 海伦: 你打算什么时候离开波士顿？ NICK: Could be either Tuesday afternoon or Wednesday morning, but I would like to catch a flight back to London on Wednesday

evening. 尼克: 可能是礼拜二下午, 也可能是礼拜三上午, 但我想赶在礼拜三晚上搭乘航班返回伦敦。 HELEN: OK. Well, it would be best for us if you could fly in on the Wednesday morning. Either Gregg or I will pick you up at the airport, and then we could show you the convention centre and also Caesar ' s. If there ' s time, you could come back to the office and we ' ll run through any of the details that still haven ' t been finalized. 海伦: 好。 嗯, 如果你能在礼拜三上午飞过来的话, 那对我们来说最好不过了。 葛雷格或者我可以去机场接你, 之后, 我们可以带你去参观会议中心和凯萨饭店。 如果有时间的话, 你可以再去一下我们的办公室, 我们可以迅速处理一些还没有解决的细节问题。 NICK: That sounds good. Just as long as I can get back to the airport for my evening flight. 尼克: 听起来不错。 只要我能赶回机场搭上我的夜班飞机就行。 HELEN: No problem. Look, why don ' t you fax me your information once you ' ve confirmed your flight times? Then we ' ll get back to you with an itinerary for the day - that ' s Wednesday the 9th, right? 海伦: 没问题。 嗯, 一旦你确定了你的航班日期, 发个传真告诉我具体情况如何? 那样我们就可以给你回复当天的日程安排那天是9号礼拜三, 对吧? NICK: That ' s right. Good, well, I ' ll do that and I look forward to seeing you next week. 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