口语实战演练:如何转接客户来电(2) PDF转换可能丢失图片或格式,建议阅读原文

https://www.100test.com/kao_ti2020/466/2021_2022__E5_8F_A3_ E8_AF_AD_E5_AE_9E_E6_c67_466055.htm A: Good afternoon, Sales Department. May I help you? 下午好,销售部,我能帮你 什么忙吗? B: Could I speak to Mr. Bush, please? 可以和Bush先 生说话吗?A: I'll see if he is available. Who shall I say is calling, please? 我要看一看他是否在。请问我得告诉他谁打来的? B: John Smith. A: Hold the line, please. Mr. Bush is in a meeting with the Managing Director at the moment, I ' m afraid. Can I help you? 请别挂机,Bush先生正在和总经理开会,我可以帮你忙吗? B: Well, I want to discuss with him the new contract we signed last week. 好的,我想跟他讨论一下我们上星期签订的合同。 A: I don 't think the meeting will go on much longer. Shall I ask him to call you when he is free? 我想会议不会开得太久,我让他有空给 你打电话,好吗? B: Yes, that would be easiest. 是的,那样最好 了。 A: Could I have your name again, please? 请再一次告诉我你 的姓名,好吗? B: Yes. It's John Smith. 好的,我叫John Smith A: And the number? 电话号码呢?B: 021-64358796 A: OK. You 'Il be hearing from Mr. Bush later in the morning then, Mr. Smith. 好的, Smith先生, 早上晚些时候, 你会收到Bush先生 的电话。 B: Thank you for your help. Good-bye. 谢谢你的帮助 A: You are welcome. Good-bye. 别客气,再见。 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