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https://www.100test.com/kao_ti2020/471/2021_2022_BEC_E9_AB_98_E7_BA_A7_E5_c67_471817.htm 11. 轻度抱怨

: Unfortunately, 表示 something is wrong 的句子环境 : A company has sent you a bill for the wrong goods. Unfortunately you sent us a bill for the wrong goods. Please could you send us a correct bill as soon as possible. Your new photocopier has broken down. You have to write to the company who sold it to you. Unfortunately our new photocopier has broken down. Please could you send a repairman to fix it for us as soon as possible. Two temporary secretaries do not speak English. You have to write to the agency who sent them to you. Unfortunately two temporary secretaries you recommended to us do not speak English. We would be grateful if you could recommend two more who could speak English. You keep receiving letters for someone else. You have to write to the post office. Unfortunately I keep receiving letters for someone else. Please could you make the address clear before you deliver letters every day.

12. 提醒某人对某事的注意 : I should like to draw your attention to (the fact that)...I should like to point out that ... 如果你提醒的事情对方已经知道 (你想表达你的生气) : I should like to remind you that...I hope that it is not necessary to remind you that ...环境 : One of your staff keeps parking his car in front of the main door, the space which is reserved for the MD. I should like to remind you that the space in front of the main door is reserved for the MD. Someone is interested in purchasing a large quantity of your

simplex cameras. Tell him about 25% discount for large orders. I should like to draw your attention to the fact that we offer about 25% discount for larger orders. One of your staff arrives half an hour late for work every day. (She should start at 9.30.) I hope that it is not necessary to remind you that work starts at 9:30 every day. Someone is interested in your products. Tell him that you guarantee that your prices are the lowest in the country. I should like to point out that we guarantee that all prices are the lowest in the country.

13. 要求某人采取行动：We must insist that ...DO... (DO指动词原型) 注：请注意这一句型和句型8的区别。环境：We must insist that you deliver the goods immediately.

14. 警告：Unless...If...(not)...We will be forced to ...环境：(What warnings would you give these people?) A company that has not paid your bill Unless you pay the bill, we will be forced to take legal actions. Another company that is using your company's car park If you do not move your car away from our park, we will be forced to turn to the police. An employee who always arrives late for work Unless you come to work on time, we will be forced to fire you. A builder who has left a lot of their tools in your office If you do not take your tools from our office, we will be forced to throw them away.

15. 强烈抱怨：注：强烈抱怨遵循以下步骤：a. 阐述发生的问题：it is now over nine months since we placed this order and we are still waiting for the cabinets. b. 使用句型12：I should like to point out that we have already paid for these cabinets. c. 使用句型13：we must insist that you deliver them immediately. d. 使用句型14：unless we hear from you within 7 days we will take legal action.

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