

2007专业英语四级听力考试模拟试题(三十二) PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/499/2021_2022_2007_E4_B8_93_E4_B8_9A_c94_499524.htm Making a Complaint
Complaining about faulty goods or bad services is never easy. But if something you have brought is faulty or does not do what was claimed for it, you are not asking for a favor to get it put right. Complaints should be made to a responsible person. Go back to the shop where you bought the goods, taking with you any receipt you may have. In a small store the assistant may also be the owner so you can complain direct. In a chain store, ask the manager. If you telephone, ask the name of the person who handles your enquiry, otherwise you may never find out who dealt with the complaint later. If you do not want to do it in person, write a letter. Stick to the facts and keep a copy of what you write. At this stage you should give any receipt numbers, but you should not need to give receipts or other papers to prove you bought the article. 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