

英语口语：Settling complaints 处理投诉 PDF 转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/501/2021_2022__E8_8B_B1_E8_AF_AD_E5_8F_A3_E8_c96_501282.htm Key Sentences (重点句子) 128. Can you change the room for me? Its too noisy. 能给我换个房间吗? 这儿太吵了。129. My wife was woken up several times by the noise the baggage elevator made. 我妻子被运送行李的电梯发出的嘈杂声弄醒了几次。130. She said it was too much for her. 她说这使她难以忍受。131. Im awfully sorry, sir. 非常对不起, 先生。132. I do apologize. 我向您道歉。133. No problem, sir. 没问题, 先生。134. Well manage it, but we dont have any spare room today. 我们会尽力办到, 但是今天我们没有空余房间。135. Could you wait till tomorrow? 等到明天好吗? 136. I hope well be able to enjoy our stay in a quiet suite tomorrow evening and have a sound sleep. 我希望明天晚上我们能呆在一套安静的房间里睡个好觉。137. And if there is anything more you need, please let us know. 如果还需要别的什么东西, 请告诉我们。138. The light in this room is too dim. 这房间里的灯光太暗了。139. Please get me a brighter one. 请给我换个亮的。140. Certainly, sir. Ill be back right away. 好的, 先生, 我马上就回来。141. The room is too cold for me. I feel rather cold when I sleep. 这房间太冷了, 我睡觉时感到很冷。Dialogue AA guest (B) wants to change a room. He goes to the assistant manager (A) A: Good morning, sir. What can I do for you? B: Im Bell. Im in Room 908. Can you change the room for me? Its too noisy. My wife was woken up several

times by the noise the baggage elevator made . She said it was too much for her . A : Im awfully sorry , sir . I do apologize . Room 908 is at the end of the corridor . Its possible that the noise is heard early in the morning when all is quiet . B : Anyhow , Id like to change our room . A : No problem , sir . Well manage it , but we dont have any spare room today . Could you wait till tomorrow ? The American People-to-people Education Delegation will be leaving tomorrow morning . Therell be some rooms for you to choose from . B : All right . I hope well be able to enjoy our stay in a quiet suite tomorrow evening and have a sound sleep . A : Be sure . Ill make a note of that . Everything will be taken care of . And if there is anything more you need , please let us know . Dialogue BA : Good evening , maam . Did you ring for service ? What can I do for you ? B : Yes . The light in this room is too dim . Please get me a brighter one . A : Certainly , sir . Ill be back right away...Do you mind if I move your things ? B : Oh , no . Go ahead . A : Thank you...How is the light now ? B : Its much better now . Thank you . A : Youre welcome . And if you need any other things , please let us know . B : Ah , yes , the room is too cold for me . I feel rather cold when I sleep . Can you turn off the air-conditioning ? A : (Checks) The air-conditioning is already off , maam . B : Maybe Im getting a cold . A : Would you like an extra blanket ? B : OK . And would you please get me some hot water , too ? I think I need to take some medicine . A : Certainly , maam . Ill be right back...here is a blanket , and hot water for you . Anything else ? B : No , thanks . A : Good night , ma , am . Words and

Expression elevator n . 电梯 corridor n . 走廊 , 回廊 delegation n
. 代表团 extra a . 额外的 , 外加的 blanket n . 羊毛毯 , 毯子 ,
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