

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\\_ti2020/502/2021\\_2022\\_\\_E8\\_8B\\_B1\\_E8\\_AF\\_AD\\_E5\\_8F\\_A3\\_E8\\_c96\\_502754.htm](https://www.100test.com/kao_ti2020/502/2021_2022__E8_8B_B1_E8_AF_AD_E5_8F_A3_E8_c96_502754.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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