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https://www.100test.com/kao_ti2020/559/2021_2022_BEC_E4_B8_AD_E7_BA_A7_E5_c85_559727.htm Listening 1 Frida Andersson, a manager at Sanderin AB in Stockholm, receives five voice mails and decide what each speaker is trying to do. 1 A make a complaint 2 B request some information 3 C change an arrangement D decline an offer 4 E give feedback 5 F confirm arrangements G make an offer M ask for permission Which of the cases do you find difficult to understand? Why? Don't forget leaving answering machine messages When we leave messages, it is important to be very clear Prepare the listener for the message This is Frank Arsen from Scandinavian Conferences. It's 9.30 on Wednesday morning. I'm ringing about the sales report. Make requests simple and polite Could you send me the report, please? Could you please come back? Give clear contact information I'm in Helsinki until Friday My telephone number is 346 766. 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