

English at Work 白领英语
Apologising 道歉
Episode 7: Mr Lime's Grapefruits
EPISODE 7: LIME先生的柚子



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Narrator: Hello! 欢迎回到 **Tip Top** 贸易公司, 英国最大的水果模型批发商。今天公司里有突发情况, **Anna** 正在接待一位客户, 来自 **Citrus Ventures** 的 **Lime** 先生。听起来他非常生气, **Anna** 得赶紧想办法让 **Lime** 先生消消火, 否则可就出大事儿了。

Anna: Well Mr Lime, how can I help you?

Mr Lime: On Monday I was meant to receive 8,000 plastic grapefruit from Tip Top Trading.

Anna: Yes.

Mr Lime: The delivery was made on Tuesday.

Anna: Oh dear.

Mr Lime: And instead of 8,000 plastic grapefruit, I got 800,000 plastic pineapples!

Narrator: 哎呀! 这可是个大错误。你得赶快道歉, 必须显示出你的诚意, 对于所出的问题导致的结果表示歉意, **I'm really sorry to hear that.**

Anna: I'm really sorry to hear that, Mr Lime.

Mr Lime: What on earth am I going to do with 800,000 plastic pineapples?

Narrator: 要向 **Mr Lime** 表示你已经了解了事情的来龙去脉。你可以用这几个短语:
这是绝对不可以接受的 **that's totally unacceptable.**
或者这肯定给你带来了极大的不便 **that must have been very inconvenient for you.**

接下来你要保证能解决这个问题。可以说: 我保证一定会尽全力解决这个问题的 **you have my word that we will sort this out.**

还有我们一定会尽可能的弥补此事给您带来的不便。 **We can definitely do something to make up for the inconvenience.**

当然, 你还得保证这种事情将来肯定不会再发生。 **It won't happen again.**

Mr Lime: 800,000 plastic pineapples!

Anna: That's totally unacceptable.

Mr Lime: I didn't even have anywhere to put them and pineapples are so much bigger than grapefruit!

Anna: It must have been very inconvenient for you.

Mr Lime: It certainly was! When he took my order, your colleague Tom told me that Tip Top Trading was the most reliable firm in the industry!

Anna: You have my word that we will sort this out. We'll remove the pineapples and have your grapefruit sent via express delivery this afternoon.

Mr Lime: Good. Thank you.

Anna: And we could include some of our latest-edition imitation oranges to make up for the inconvenience.

Mr Lime: Oh! Well, that would be nice!

Anna: They're made with revolutionary premium faux-orange, laser-curve-definition technology. You will be the first to have them!

Mr Lime: Wow, now that's good customer service! Tell me, do you have any other artificial fruits in this range?

Anna: Yes. Well, it's a bit of a secret, but you're a trusted client, so I think I can tell you...

Mr Lime: Go on...

Anna: We're about to unveil a new Imperial Lemon.

Mr Lime: Really?

Anna: I can't tell you any more for now. But...

Mr Lime: Yes...

Anna: Maybe we could present it to you more formally in a couple of weeks, when it's ready for release?

Mr Lime: Sounds perfect.

Anna: You would be the first to see it!

Mr Lime: Excellent. Thank you, er... Anna, isn't it?

Anna: Yes.

Mr Lime: A very pretty name.

Anna: Thanks. It's spelled the same forwards and backwards.

Mr Lime: Is it really?

Anna: Anyway, Mr Lime, we'll fix this grapefruit problem for you, and I promise you, it won't happen again.

Mr Lime: Good, good. You're new here, aren't you Anna?

Anna: Yes.

Mr Lime: Well I look forward to working with you.

Narrator: 成功了! Mr Lime 火气消了, 而且还很高兴! Anna 有诚意的道歉解决了问题。她用了这些短语:

*I'm really sorry to hear that, Mr Lime.
That's totally unacceptable.
It must have been very inconvenient for you.
You have my word that we will sort this out.
And we could include some of our latest-edition imitation oranges to make up for the inconvenience.
I promise you, it won't happen again.*

Narrator: Anna 的老板 Paul 会对她今天的表现作出什么评价呢? 倾听下期节目。

- 听力挑战
LIME 先生应该从 *TIP TOP*公司收到多少柚子水果模型?
8,000