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Paul: Good afternoon.

Anna & Tom: Hi, good afternoon.

Paul: Anna, Tom, room 301 please. Now.

Narrator: 欢迎回到 Tip Top 贸易公司, 今天公司的气氛有点紧张。Paul 把 Tom 和 Anna 叫进 room 301。一般大家都会在这个房间里谈些严肃的话题。会不会是 Paul 听说昨天来投诉的事情了?

Anna: Oh dear.

Narrator: Ah, don't worry Anna 你应该没问题。昨天你面对 Mr Lime, 处理的很好, 应该受到表扬才是。

Anna: Really? What do you think Paul will say?

Narrator: Well, if he is pleased, he'll say things like:
好样的。 *Well done.*
你处理的很好。 *You handled it well.*
做得好。 *Great job.*
你的表现我很满意。 *I'm really impressed.*

Anna: And if he's not?

Narrator: Well, I suppose...oops!

Paul: Well, Tom, Anna... Yesterday was not a great day. Two clients came in with serious complaints. Mrs Kumquat received a delivery of imitation bananas that were purple, not very convincing. And Mr Lime ordered grapefruits, but got pineapples. Tom.

Tom: Yes, listen...

Paul: Were you responsible for these errors?

Tom: Well... yes, but...

Paul: Look, mistakes happen. But it seems that Mrs Kumquat left our offices even angrier than when she came in and she says she will never use Tip Top Trading again.

Tom: I tried my best.

Paul: Hmm. I understand you told her to spray-paint the bananas and to 'stop being such a miserable old witch'.

Tom: Yeah, well look, she'd been very rude to me.

Paul: If you weren't such a good salesman I would fire you for that. Anna.

Anna: Yes.

Paul: Well done. Not only was Mr Lime satisfied that his business would be resolved, but we might even get some extra business from him, thanks to your Imperial Lemon proposal.

Anna: I hope so.

Paul: You were in a difficult situation and you handled it well. You remained calm, friendly and professional. So, great job. I'm really impressed. I'm going to...

(phone rings)

Paul: Oh no. It's a call from the USA.

Tom: Oh god!

Anna: What?

Tom: The boss!

Anna: Whose boss?

Tom: Ours! The big, big boss, based in America.

Narrator: Oh No! 美国总部的大老板来电话了!

Paul: Shhhh! (*on the phone*) Hello? Ah, good afternoon Mr Socrates, I mean, er-morning, ha ha, where you are it's ... yes ... no, n-yes ... I'm not sure. Mrs Kumquat did she? Well, it was very unfortunate purple, yes totally unacceptable I will. If you'd like I could- Mr Socrates? Hello? Mr Socrates? Oh, he's gone.

Right where was I? Tom, great work. Anna, I'm disappointed. No no, Anna, great work, I want you to take charge of the Imperial Lemon presentation. Tom, if you speak to a client like that again there will be disciplinary action. Mrs Kumquat was so angry she even emailed Mr Socrates. OK that's it.

Narrator: Phew! 至少 Anna 没事儿! Paul 在表扬 Anna 的时候用了几种不同的表达方式, 我们再听一词:

Well done.

You were in a difficult situation and you handled it well.

So, great job. I'm really impressed.

他解释了为什么他认为 Anna 做得好:

You remained calm, friendly and professional.

不过 Tom 犯下的这个错误可是给大家带来了不少额外的工作。

Paul: First thing tomorrow we need to sort this mess out. Tom, I want you to phone every single client and check the orders. Anna, you can go to the warehouse and find out what's going on in there!

- 听力挑战

TIP TOP 公司的大老板在哪个国家?

America 美国