

English at Work 白领英语
Polite requests 礼貌的请求
Episode 5: The Queen of Sheba
第五辑: Denise生气了



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Narrator: 欢迎回到我们的节目。这还是 **Anna** 在 **Tip Top** 贸易公司上班的第一个周, 这家公司是英国最大的水果模型批发商。 **How is it going Anna?**

Anna: Everything's still so new to me. I keep needing to ask people for help!

Narrator: Well, that's only natural at the beginning.
注意在请别人帮忙时应该使用像 **would** 和 **could** 这样的礼貌用语; 当然也要用 **please**。不过千万要注意你说话的语气和神态务必要谦虚和有诚意。

Anna: Er, ok.

Paul: Hello Anna!

Anna: Oh hi, Paul!

Paul: I was wondering if you could do something for me?

Anna: Yes of course.

Paul: Would you be able print out a file for me? It's a document on CBL – Convincing Bananas Limited – they're one of our suppliers. The file should be on the system and could I have it in the next ten minutes please, as they're on their way here for a meeting?

Anna: Yes. Oh no, I've no idea how to find it! Tom...?!

Tom: Er, ask Denise. She should know.

Anna: Ok, thanks Tom, I'll ask her.

Denise: *(on the phone to Sharon)* I'd warned her, you know, I said 'Victoria, if you don't change your hairdresser...'

Anna: Denise?

Denise: One day you'll. Hold on a moment. Anna?

Anna: Please email me the background file on CBL.

Denise: Er!

Anna: Thank you.

Denise: *(on the phone)* Who does that girl think she is?... Anna... new girl... I told you about her... yes with the saucepans, that's the one. She's only been here five minutes and she's already acting like the Queen of Sheba...

Anna: Oh and Denise, please send it to me within five minutes, Paul needs it soon. Thank you.

Denise: Well honestly!

Tom: He he, good to see who's the boss, eh Denise?

Denise: Really!

Narrator: Er, Anna, 我想你得罪Denise了? You've upset Denise!

Anna: Upset Denise?

Narrator: 你刚才在请 Denise 帮忙的时候不是很礼貌。 You were a bit rude Anna!

Anna: Was I?

Narrator: 别忘了我是怎么说的 – 请别人帮忙, 仅仅说 please 是不够的, 弄不好让人听起来反而很不礼貌。

Anna: Oh.

Narrator: 与其说 please send me the file, 不如试着这么说 could you possibly send me the file? 或者 would you mind sending me the file?

Anna: Oh! English is so confusing! I'll try to remember that. Oh no, the printer isn't even set up! Tom...?

Tom: Yeah?

Anna: Please help me with - I mean, could you possibly help me with the printer?

Tom: Er... I need to finish this email to a very important new client.

Anna: But it's really urgent. Would you mind writing your email later?

Tom: Okay, since you asked so nicely. Let's have a look...

Narrator: 还好。Anna 及时理解了怎么用 could 和 would 这两个词来请别人帮忙。让我们再来听听使用这两个词的例句。

Paul: I was wondering if you could do something for me?

Paul: Would you be able print out a file for me?

Paul: Could I have it within ten minutes please?

Anna: Could you possibly help me with the printer?

Anna: Would you mind writing your email later?

Narrator: 打印机好像没问题了。不过**Anna** 和**Denise** 能和睦相处吗？该不会从今以后变成敌人了吧？

Denise: Really! 'Denise do this! Denise do that!' I'm telling you Sharon, I've almost had enough! I get treated like I'm some kind of servant!

听力题答案>

- **听力挑战 -答案:**
Tom 因为什么原因不能帮助 *Anna* 解决打印机的问题?
Tom 说他需要发一些重要电子邮件。