



请遵循下面四个步骤，完成今日的无忧听写练习。

063.mp3

步骤一 难词先睹为快

在听写之前，请浏览下列单词，并重点记忆。

immediate 即刻的

grant 授予，拨款

effective 有效的

appliance 用具

stick to 坚持

步骤二 无忧听写练习（参考答案见章末）

不看下文，听录音，按照录音中的要求，把你听到的内容写到空白练习纸上。

The way to complain is to act business-like and important. If your complaint is **immediate**, suppose you got the wrong order at a restaurant, make a polite but firm request to see the manager. When the manager comes, ask his or her name. And then state your problem and what you expect to have done about it. Be polite! Shouting or acting rude will get you nowhere. But also be firm in making your complaint. Besides, act important. This doesn't mean to put on airs and say "do you know who I am?" What it means is that people are often treated the way they expect to be treated. If you act like someone who expects a fair request to be granted, chances are it will be **granted**. The worst way to complain is over the telephone. You are speaking to a voice coming from someone you cannot see. So you can't tell how the person on the line is reacting. It is easy for that person to give you the run-around. Complaining in person or by letter is generally more **effective**. If your complaint doesn't require an immediate response, it often helps to complain by letter. If you have an **appliance** that doesn't work, send a letter to the store that sells it. Be business-like and **stick to** the point. Don't spend a paragraph on how your uncle John tried to fix the problem and couldn't.

步骤三 听力理解测试

根据刚才听到的录音，为下列各题选择正确的答案。

- What does the speaker suggest you do when you are not served properly at a restaurant?
 - State your problem to the head waiter.
 - Demand a discount on the dishes ordered.
 - Ask to see the manager politely but firmly.
 - Ask the name of the person waiting on you.
- Why does the speaker say the worst way to complain is over the telephone?
 - Your problem may not be understood correctly.
 - You don't know if you are complaining at the right time.
 - Your complaint may not reach the person in charge.
 - You can't tell how the person on the line is reacting.

3. What should you do if you make a complaint by letter?
- Demand a prompt response.
 - Provide all the details.
 - Send it by express mail.
 - Stick to the point.

步骤四 核对总结分析

核对听力原文,把听写中的各类错误总结规划到下表,日后重点复习。

序号	错误类型	实例汇总
1	连读、弱读	
2	美式发音	
3	纯生词	
4	拼写错误(单复数)	
5	单词发音不熟	
6	语法问题(时态等)	

MEMO

Prejudice is the child of ignorance.

偏见是愚昧的产物。

——W. Hazlitt

W. 海兹利特(英国作家)

句型拓展

Experience is the child of thought.

经验是思想的产物。

Thought is the child of action.

思想是行动的产物。

人生真谛

狭隘源自无知,偏见出于愚昧。在生活中,我们要尽量减少偏见对自己的影响。面对新事物的时候,保持谦虚,提醒自己不可能什么都懂什么时候都是对的。暂时抛开你固有的世界观,给事实一个被聆听的机会。