

Describe an occasion when you heard someone complaining about something in a restaurant/store or other business places

I distinctly remember an incident when I overheard someone complaining in a restaurant a few months ago. It occurred during a lunch outing with friends at a popular local eatery. The ambiance was pleasant, and the restaurant was known for its delicious cuisine.

As we were enjoying our meal, I couldn't help but notice a heated discussion at a nearby table. A customer was expressing dissatisfaction with the service and complained about the delayed delivery of their order. The individual seemed frustrated and vocalized their discontent, making the atmosphere tense for both the staff and other patrons.

The complaint revolved around the prolonged wait for the food, which, according to the customer, negatively impacted their dining experience. The staff, to their credit, handled the situation professionally. They promptly apologized, offered a complimentary dessert, and assured the customer that they were addressing the issue to prevent a recurrence.

Witnessing the incident, I felt a mix of empathy for the customer's frustration and appreciation for the restaurant staff's efforts to resolve the issue. It highlighted the importance of effective communication in customer service and the need for businesses to respond promptly to customer concerns. The incident served as a reminder that even reputable establishments may encounter challenges, but how they address and resolve issues ultimately defines the customer experience.

1.overheard someone complaining (无意中听到有人抱怨)

2\*\*.heated discussion\*\* (激烈的讨论)

3.expressing dissatisfaction (表达不满)

4.vocalized their discontent (发表了他们的不满)

5.the atmosphere tense (氛围变得紧张)

6.revolved around (围绕着)

7.prolonged wait (漫长的等待)

8.addressed the issue (解决问题)

9.effectively communicate (有效沟通)

10.define the customer experience (定义客户体验)

**I distinctly remember an incident**

**I couldn't help but notice**

**The complaint revolved around**

**prevent a recurrence.**

**It highlighted the importance of**

**reputable**

**right**

Describe a place you would like to go to relax

One place I would love to visit for relaxation is the serene and idyllic island of Bali in Indonesia. Nestled in the heart of Southeast Asia, Bali is renowned for its lush landscapes, pristine beaches, and rich cultural heritage. I have always dreamt of escaping to this paradise to unwind and rejuvenate.

Ideally, I would like to visit Bali during the months of November to February when the weather is pleasantly cool and the island is less crowded. The tranquil ambiance during this period would enhance the overall experience of relaxation.

While in Bali, I envision myself indulging in various activities to soothe my mind and body. Long walks along the pristine beaches, yoga sessions amidst nature, and exploring the vibrant local markets would be on my agenda. Additionally, I am eager to immerse myself in the Balinese culture, enjoying traditional dance performances and savoring authentic Indonesian cuisine.

The allure of Bali as a relaxation destination lies not only in its breathtaking scenery but also in the spiritual and calming atmosphere that pervades the island. The unique blend of natural beauty and cultural richness creates an ideal setting for a peaceful retreat. The idea of being surrounded by lush greenery, picturesque landscapes, and the gentle sounds of the ocean is immensely appealing to me.

In summary, Bali represents my dream destination for relaxation, offering a perfect blend of natural beauty, cultural experiences, and tranquility. The prospect of escaping to this enchanting island fills me with anticipation and a longing for the ultimate peaceful retreat.

1.**serene and idyllic island** (宁静而宜人的岛屿)

2.lush landscapes (郁郁葱葱的风景)

3.pristine beaches (原始的海滩)

4.cultural heritage (文化遗产)

5.tranquil ambiance (宁静的氛围)

6.indulge in various activities (参与各种活动)

7.yoga sessions amidst nature (在大自然中进行瑜伽)

8.vibrant local markets (充满活力的当地市场)

9.spiritual and calming atmosphere (宗教和宁静的氛围)

10.ultimate peaceful retreat (最终的宁静退却)

**I have always dreamt of** escaping to this paradise to unwind

I envision myself indulging in

.....**vibrant local markets**

would be on my agenda

immerse myself in

**The allure of Bali as a relaxation destination lies not only** in its **breathtaking scenery** but also in the spiritual and calming atmosphere that **pervades the island**.

**The prospect of** escaping to this enchanting island **fills me with anticipation** and **a longing for the ultimate peaceful retreat**.

Describe the website you always visit

carry the name

enjoy the reputation of its Professionalism

当谈论计算机时，以下是一些相关的词汇：

1. 代码 (Code)
2. 编程语言 (Programming Languages)
3. 技术 (Technology)
4. 软件开发 (Software Development)
5. 程序设计 (Programming)
6. 数据结构 (Data Structures)
7. 算法 (Algorithms)
8. 网络 (Networks)
9. 数据库 (Databases)
10. 人工智能 (Artificial Intelligence)
11. 机器学习 (Machine Learning)
12. 深度学习 (Deep Learning)
13. 网站开发 (Web Development)
14. 应用程序 (Applications)
15. 操作系统 (Operating Systems)
16. 云计算 (Cloud Computing)
17. 虚拟现实 (Virtual Reality)
18. 区块链 (Blockchain)
19. 物联网 (Internet of Things)
20. 编码规范 (Coding Standards)

这些词汇涵盖了计算机领域的各个方面，从编程到网络技术，再到人工智能和新兴技术。

describe your favorite place in your house where you can relax

参见relax

social apps

pajamas

describe an advertisement you don't like

Decorate the house

mechanically repeat

An advertisement that I find distasteful is one that promotes harmful stereotypes or perpetuates negative body image ideals. For example, ads that excessively photoshop models to create unrealistic beauty standards or those that rely on sexist or racist tropes for humor. Such advertisements not only contribute to societal issues but also fail to recognize the diversity and complexity of the audience they are targeting.

technology difficult to use

I'd describe a phone I once had that was quite challenging to use. It was an older model with a **small screen and a complex menu system. The buttons were tiny and closely packed together**, making it difficult to navigate without accidentally pressing the wrong ones. Moreover, the touchscreen was not very responsive, often requiring multiple taps to register a command. Overall, using that phone felt like a frustrating puzzle at times, especially when trying to perform simple tasks like sending a text or making a call.

fail my expectation

react slowly and run slowly

bad experience in restaurant

Hygiene conditions in restaurants

Compensated us

a person talks a lot

One person I know who is quite talkative is my friend Emily. I got to know her through a mutual friend about three years ago, and since then, we've become quite close. Emily is the kind of person who can strike up a conversation with just about anyone and keep it going for hours.

I first noticed Emily's **talkative nature** at a social gathering where she effortlessly engaged everyone with her lively anecdotes and interesting observations. From that point on, **I realized that talking was her way of connecting with people and expressing herself**. Whether it's sharing her experiences, discussing current events, or simply chatting about everyday life, Emily always has something to say.

She is **particularly passionate about** travel and often regales us with tales from her adventures around the world. Her enthusiasm is contagious, and it's hard not to be captivated by the vivid descriptions of the places she's visited and the people she's met. Emily's conversations are not just about sharing information but creating a shared experience through words.

While some might find her chattiness overwhelming, I appreciate Emily's ability to **bring energy and liveliness to any gathering**. Her openness and willingness to share make her a great friend to be around. I've come to value her as someone who adds vibrancy to our social circles and provides a constant source of interesting conversations.

In conclusion, Emily is a person I know who enjoys talking a lot, and I find her conversations not only entertaining but also enriching. Her passion for storytelling and connecting with others through words makes her a unique and engaging individual in my social circle.

1. strike up a conversation (开始一场对话)
3. captivating descriptions (引人入胜的描述)
4. constant source (持续的来源)
5. enriching conversations (丰富多彩的对话)
6. **passionate about** (对...热衷) \*\*
7. regales us with tales (向我们讲述故事)
8. contagious **enthusiasm** (有感染力的热情)
9. **overwhelming chattiness** (令人不知所措的多言多语)
10. **openness and willingness to share** (开放和愿意分享)

Describe an occasion when you used a map (e.g. a paper map, an electronic map) that was useful. You should say:

I vividly recall an occasion when I used a map during a solo trip to Kyoto, Japan. It was a few years ago when I decided to explore the historical city with its intricate maze of streets and numerous landmarks. I opted for an electronic map on my smartphone to navigate through the unfamiliar terrain.

I utilized the map extensively when wandering through the narrow streets of Gion, the famous geisha district. The electronic map provided real-time updates on my location and highlighted points of interest. It was like having a personal guide, ensuring that I didn't miss any significant cultural or historical sites.

The map proved incredibly useful, especially in locating hidden temples and shrines nestled in the city's charming corners. Without it, I might have overlooked these cultural gems. The visual representation and detailed information on the map allowed me to plan my route efficiently, optimizing my time and ensuring I covered all the attractions on my list.

I chose to use the map primarily because of the intricate layout of Kyoto's streets and the desire to make the most of my limited time there. The experience left me with a sense of accomplishment as I successfully navigated the city and discovered its hidden treasures with the help of modern technology.

1. vividly recall (清楚地记得)
2. solo trip (独自一人的旅行)
3. intricate maze of streets (错综复杂的街道迷宫)
4. electronic map (电子地图)
5. real-time updates (实时更新)
6. points of interest (感兴趣的地点)
7. hidden temples and shrines (隐藏的寺庙和神社)
8. visual representation (视觉表现)

9.optimize my time (优化我的时间)

10.sense of accomplishment (成就感)