

# 获得一个服务供应商

## 单词

词汇	发音	词性	翻译
allow	[us]ə'laʊ [uk]ə'laʊ	verb	准许, 许可
reliable	[us]rɪ 'laɪəbl [uk]rɪ 'laɪəbl	adj.	可信赖的; 可靠的
age	[us]eɪdʒ [uk]eɪdʒ	noun	年龄
frustrating	[us] 'frʌstreɪtɪŋ [uk]frʌ 'streɪtɪŋ	adj.	令人泄气的, 使人沮丧的
crazy	[us]'kreɪzi [uk]'kreɪzi	adj.	发疯的
drive	[us]draɪv [uk]draɪv	verb	逼迫, 迫使
basic	[us]'beɪsɪk [uk]'beɪsɪk	adj.	基本的, 基础的
package	[us] 'pækɪdʒ [uk] 'pækɪdʒ	noun	包裹
premium	[us] 'pri:miəm [uk] 'pri:miəm	adj.	高价的, 优质的
quality	[us] 'kwɒ:ləti [uk] 'kwɒləti	noun	质量, 品质
	[us]'vælju:		

value	[uk]'væljuː	noun	价值, 价格
need	[us]niːd [uk]niːd	noun	需要, 必要, 需求, 要求
different	[us] 'dɪfrənt [uk] 'dɪfrənt	adj.	不同的, 各种各样的
similar	[us] 'sɪmələər [uk] 'sɪmələ(r)	adj.	相似的, 类似的
megabit	[us] 'megəbɪt [uk] 'megəbɪt	noun	兆位, 百万比特
line	[us]laɪn [uk]laɪn	noun	电话线, 热线
plan	[us]plæn [uk]plæn	noun	计划, 规划, 安排
payment	[us] 'peɪmənt [uk] 'peɪmənt	noun	付款
regular	[us] 'regjələr [uk] 'regjələ(r)	adj.	有规律的, 规则的
technical	[us] 'teknɪkl [uk] 'teknɪkl	adj.	技术的
support	[us]sə 'pɔːrt [uk]sə'pɔːt	noun	技术支持
cover	[us]'kʌvər [uk] 'kʌvə(r)	verb	包含, 涉及, 涵盖
mean	[us]miːn [uk]miːn	verb	用意

cancel	[us]'kænsəl [uk]'kænsəl	verb	取消
notice	[us] 'nəʊtɪs [uk] 'nəʊtɪs	noun	提前通知, 预告, 事先声明
upgrade	[us],ʌp 'greɪd [uk],ʌp 'greɪd	verb	升级; 更新, 安装程序更新的版本或用更新的零件替换系统零件 (计算机用语)
contract	[us] 'kɒntrækt [uk] 'kɒntrækt	noun	合同

## 与你的互联网供应商之间的问题

在本课中, 我们将谈论我们在服务提供商上可能遇到的问题。

描述一项服务的问题	
在谈论我们碰到问题的服务时, 以下是一些我们可以使用的短语。	
The service just isn't reliable.	服务实在不稳定。
We have problems downloading things.	我们碰到了下载问题。
It's difficult to get the support we need.	很难获得我们需要的支持。
It takes ages to get a response.	很久才能收到回复。

观看视频, 学习语言用法。 [https://cns2.ef-cdn.com/Juno/12/86/30/v/128630/GE\\_6.6.1\\_v2.mp4](https://cns2.ef-cdn.com/Juno/12/86/30/v/128630/GE_6.6.1_v2.mp4)

[SALLY] Is this Mars Attack?  
 [JAKE] No, it's Galaxy Battlestar. It's completely different from Mars Attack.  
 [SIMON] I just bought it. It's awesome.  
 [SALLY] It looks similar to Mars Attack to me.

[JAKE] In Mars Attack, you have to shoot the spaceship. In Galaxy Battlestar, you have to fly the spaceship. It's totally different.

[SALLY] Right. Totally different.

[JAKE] I never win! Never!

[SIMON] It's only a game, Jake.

[JAKE] A game I always lose.

[SIMON] That's true.

[SALLY] You guys are always playing those stupid computer games. Let's play something different.

[JAKE] We're about to start a game of Mars Attack.

[SALLY] No. I mean a card game or a board game. Something that makes you actually talk to each other.

[SIMON] What do you suggest?

[SALLY] Monopoly.

[JAKE] Monopoly? I loved that game, when I was a kid.

[SALLY] I'll go get it.

[JAKE] Say goodbye, Mr. Price.

I never win!      我从未赢过!

A game I always lose.      一个我老是输的游戏。

You guys are always playing those games.      你们大家老在玩这些游戏。

表达我们的感受	
在谈论我们碰到问题的服务时，我们可以使用形容词帮助表达我们的感情。	
We're not so happy with our current service.	我们对我们目前的服务并不是很满意。
The speed is driving us crazy.	缓慢的网速把我们都快逼疯了。
It can be pretty frustrating.	这可能非常令人沮丧。
我们也可以使用类似 <b>always</b> 和 <b>never</b> 的单词强调服务并没有达到我们希望的水平。	
It's always so unreliable.	它总是很不稳定。
We can never download things as fast as we need to.	我们下载的速度总是达不到我们的要求。

请选择正确的词。 Well, I'm not so ( happy / frustrating / always ) with the product.

The company is never very ( reliable / crazy / always ) .

The system is driving us ( crazy / always / happy ) .

We can ( never / always / drive ) get help. It's so frustrating!

The service can sometimes be ( frustrating / happy / never ) .

**Truth:** happy; reliable; crazy; never; frustrating

## 比较不同的套餐

在本课中，我们将对比两种产品的特点。

对比不同产品的特点	
服务常常提供不同的套餐。	
Elektra is the basic package.	Elektra 是基础套餐。
Foto is our premium package.	Foto 是我们的高级套餐。
销售人员往往会从它们的优点来描述这些套餐。	
The premium package is a high-speed service.	高级套餐是一种高速服务。
The premium package is high quality.	高级套餐品质优秀。
The basic package is a very good value for the money.	基础套餐非常划算。
I think the basic package will meet your needs.	我认为基础套餐可以满足我们的需求。

请选择正确的词。 Elektra is the ( basic / high / money ) package.

Foto is our premium ( package / basic / needs ) .

The premium package is a high- ( speed / basic / meet ) service.

The premium package is high ( quality / service / basic ) .

The basic package is a very good ( value / need / premium ) for the money.

I think the basic package will ( meet / value / speed ) your needs.

**Truth:** basic; package; speed; quality; value; meet

阅读比较网络套餐的邮件。请选择正确的答案。 L1 and L2 internet

packages  
From: [benny.briggs@bigcompany.com](mailto:benny.briggs@bigcompany.com) To: [boss@bigcompany.com](mailto:boss@bigcompany.com)  
Hi, boss. I got you the information you needed about the internet packages:  
\* Both L1 and L2 are high-speed packages.  
\* L2 meets our needs for quality of performance more than L1.  
\* Neither of them is really a great value for the money. They're both quite expensive.  
Neither package is exactly what we want, to be honest. We should keep looking.  
Best regards,  
Benny

<b>Both 和 neither</b>	
<b>both</b> 和 <b>neither</b> 可用于指代两个事物。 <b>both</b> 用于肯定句。	
Both L1 and L2 are high-speed packages.	L1 和 L2 都是高速套餐。
<b>Neither</b> 形成了两个事物之间的否定联系。	
Neither package is really a great value for the money.	两个套餐都不是很划算。

<b>Similar、different 和 difference</b>	
以下词汇可用于比较所提供的服务。	
A: Any other differences between the two packages? B: The two packages are pretty similar, both high-speed.	两个套餐有其他区别吗？两个套餐十分相似，都是高速套餐。
A: Are the costs similar? B: They're not so different.	费用相同吗？它们的差别没有那么大。

请把词条移至正确的间隔处。 Hi, boss.

I got you the information you needed about the internet (packages) :

- Both L1 and L2 are (high-speed) packages.
  - L2 meets our needs for quality of (performance) more than L1.
  - Neither of them is really a great (value) for the money. They're (both) quite expensive.
- (Neither) package is exactly what we want, to be honest. We should keep looking.  
Best regards,  
Benny

大的数字	
在谈论金钱时， <b>million</b> 、 <b>thousand</b> 和 <b>hundred</b> 搭配货币使用时通常后面不加 <b>s</b> 。	
It's three million a year.	每年三百万。
It's four million yen per year.	每年四百万日元。
<b>hundred</b> 后面如果还有一个数字，可以使用 <b>and</b> 连接。	
The price is 105,000 – a good value for the money.	价格是 105,000，非常划算。
It's 1,000,000 for the WFX, and 1,250,000 for the WF20.	WFX 的价格是 1,000,000，WF20 的价格是 1,250,000。

您经常会在数字后面听到度量单位，例如 <b>megabits per second (Mbps)</b> 。	
The WFX is 15 megabits per second, and the WF20 is 20.	WFX 是 15 兆/秒，WF20 是 20 兆/秒。

## 询问服务细节

在本课中，我们将学习如何询问有关一项服务的更多信息。

### 服务特色

以下是一些您可能会听人说起的服务特色。	
There's a 24-hour help line.	设有 24 小时求助热线。
That's covered in the service plan.	这包含在服务计划中。
We can send someone out to you.	我们可以给您派人过去。
We have a 12-hour response time.	我们的响应时间是 12 小时。
You can set up a regular payment.	您可以设置定期付款。
You can get technical support any time.	您可以随时获得技术支持。

Complete the sentence. 请把词条移至正确的间隔处。 WOMAN: OK, so what if we have problems with the internet?

MAN: If you have problems, you just (call our help line) and we send someone out. That's covered (in the service plan) .

WOMAN: What's the response time?

MAN: Same day.

WOMAN: You mean it's a (24-hour response) time?

MAN: Yes. And for an extra 60,000 per month, we can (send someone out) to you in six hours.

WOMAN: Great! And is your help line 24 hours, too? I mean, (if we have a problem) , we can call any time, right?

MAN: That's right.

WOMAN: Cool. And how do we pay?

MAN: If you set up a (regular payment) , we just take the money at the end of the each month.

谈论条件	
我们可以使用 <b>when</b> 或 <b>if</b> 引导的句子来描述两个动作之间的联系。	
When you have a problem, you just call our help line.	当您遇到问题，您只需拨打我们的求助热线。
当我们同时使用两个一般现在时态时，这里强调每次您遇到问题，都可以拨打求助热线。在下例中，我们询问某种情况是否每次都会发生。	
If we have a question, can we call any time?	如果我们有问题，可以随时打电话吗？
我们可以搭配使用 *what* 和 <b>if</b> 来提问。	
What if we need technical support?	如果我们需要技术支持，那怎么办？
这些短语可用于描述类似服务的事物，我们预期这些事物始终保持一致。	



使用 <i>mean</i> 澄清意思	
在我们试图说明某件事情时，可以使用 <b>mean</b> 一词。它的意思类似 <b>want to say</b> 。	
A: That's covered in the same-day service plan. B: You mean there's a 24-hour response time?	那包含在当天服务计划之内。你是说有 24 小时的响应时间吗？
Is your help line 24 hours? I mean, if we have a problem, we can call anytime?	你们的求助热线是 24 小时开通吗？我是说，要是我们碰到问题，可以随时拨打吗？
您也可以使用 <b>I mean</b> 纠正自己。	
It'll be here in 24 hours. Sorry – I mean 48.	它 24 小时内就能抵达，对不起，我是说 48 小时。
或者用 <b>mean</b> 表示您明白了。	
I see what you mean.	我懂你的意思了。

## 条款和条件

在本课中，我们将学习如何查看一份服务合同的详情。

关于合同详情的词汇和短语	
在谈论合同的详情时，您会注意到一些十分常见的词汇和短语。	
You can cancel any time.	您可以随时取消。
You'll need to give us 30 days' notice.	您需要提前 30 天通知我们。
Are we able to change packages?	我们可以更换套餐吗？
You can upgrade to a premium package.	您可以升级至高级套餐。
You need to wait for the contract to expire.	您需要等合同到期。

请选择正确的答案。 RE: our internet

servicesFrom: [darren.flack@123net.com](mailto:darren.flack@123net.com)To: [chrissy@uweb.com](mailto:chrissy@uweb.com) Dear Chris, Thanks for your enquiry about our internet services. Please find replies to your questions below. \* If you want to cancel, you'll need to give us 14 days' notice. \* You can upgrade to a premium package any time, or change to a basic package with one month's notice when your contract expires. If you have any other questions, please get in touch. Darren Flack ADCOMS

请选择正确的词。 It takes 30 days if you want to ( cancel / notice / package ) the contract.

You'll need to give us 30 days' ( notice / contract / expire ) .

Are we able to change ( packages / notices / expires ) ?

If you want a premium package, you can ( upgrade / expire / contract ) any time.

You can wait for the contract to ( expire / notice / cancel ) .

**Truth:** cancel; notice; packages; upgrade; expire

请把词条移至正确的间隔处。 Dear Chris,

Thanks for your enquiry about our internet services. Please find replies to your questions below.

- If you want to (cancel) , you'll need to give us 14 days' (notice) .
- You can (upgrade to) a premium package any time, or change to a (basic package) with one month's notice when your (contract expires) .

If you have any other questions, please get in touch.

Darren Flack

ADCOMS

## 许可

在浏览合同详情时，我们常常想问允许我们做的事情。	
Are we allowed to change packages?	允许我们更换套餐吗？
Can we cancel the contract?	我们可以取消合同吗？
Are we able to upgrade any time?	我们能够随时升级吗？

## 义务

您可能听到了您的义务，或者想询问关于义务的内容。	
You need to give us 30 days' notice.	您需要提前 30 天通知我们。
You have to wait for the contract to expire.	您必须等合同到期。
Do we need to give you notice?	我们需要提前通知你吗？

请选择正确的词。 You have ( to give / giving / give ) us one month's notice.

Are we ( allowed / notice / need ) to cancel?

( Can / Need / Able ) we cancel any time?

Do we ( need / can / able ) to give you notice?

You are ( able / need / have ) to upgrade any time.

**Truth:** to; give; allowed; Can; need; able