

## 你擅长投诉吗？ Are you good at complaining?

Hello, this is 6 Minute English. I'm Sam.

大家好，这里是六分钟英语。我是萨姆。

And I'm Rob.

我是罗伯。

Are you good at complaining, Rob?

你擅长投诉吗，罗伯？

Of course not.

当然不擅长。

I'm British!

我可是英国人！

I never complain, even when I get terrible service.

我从不投诉，即使我受到的服务很糟糕。

It's just too embarrassing.

投诉太令人尴尬了。

Well, you might be in a minority now as it seems we British are complaining more than we used to.

嗯，你现在可能属于少数人，因为我们英国人似乎比以前投诉得要多。

We'll look at this topic a little more after this week's quiz question.

我们在揭晓本周的问题之后再了解这个话题。

The oldest recorded complaint is on a stone tablet in the British Museum.

最古老的有记载的投诉是在一块存放于大英博物馆的石板上。

It's nearly 4000 years old.

它有将近4000年的历史。

What was the complaint about?

这个投诉是关于什么的？

A) An incorrect number of goats that were delivered after being bought at market, b) The quality of copper bars that were supplied, or c) The non-payment of a bill for a banquet? What do you think, Rob?

A.在市场上购买后送到的羊的数量不对，B.提供的铜条的质量，还是 C. 未支付宴会的账单？你怎么看，罗伯？

I'm just going to guess at the goats.

我要猜羊的那一个。

Someone bought a load of goats and fewer were delivered than were bought.

有人买了很多只羊，但是送到的比买的要少。

添加的词汇



扫码APP内查看  
每日英语听力

That sounds good, but it's just a guess.

这听起来不错，但是只是猜测。

OK. Well, I will reveal the answer later in the programme, and don't complain if you get it wrong!

好吧，我会在稍后的节目中揭晓答案，如果你答错了可别抱怨哦！

You and Yours is a BBC radio programme about consumer affairs.

《You and Yours》是BBC电台一个关于客户事务的节目。

On a recent programme they discussed the topic of complaining and customer service with Giles Hawke from an organisation called the Institute of Customer Service.

最近的一期节目中，他们跟来自一个名叫客服协会的组织Giles Hawke讨论了投诉和客服的话题。

He talks about different sectors.

他谈论了不同的部门。

A sector is a particular area of business.

部门指的是生意的某个特定部分。

Which sectors does he say have most problems when it comes to keeping the complaining customer satisfied?

他说哪个部门有关于让投诉的客户满意的问题最多？

The sectors that probably have more problems than the UK average are public services, telecommunications, transport and service sector.

问题多于英国平均水平的部门应该是公共服务、通讯、交通和服务部门。

And there are probably some inherent challenges within those sectors-they maybe have more impact on a day-to-day basis.

这些部门里有一些问题是内在问题——它们的影响可能是一天天积累起来的。

Those sectors which are performing well...travel is performing well, retail is performing well, leisure appears to be performing well.

那些运转良好的部门.....旅游部表现良好，零售部表现良好，休闲部门似乎也表现良好。

So, which sectors are not keeping the customer satisfied?

所以哪些部门没有让客人满意？

He says that public services, telecoms, transport and the service sector have most problems.

他说公共服务、电信、交通以及服务部门的问题最多。

And he says that these sectors may have inherent challenges.

他说这些部门可能有内在问题。

And what does he mean by that?

他那么说是什么意思？

Well, some sectors, by their nature, are more complicated and more likely to cause problems for customers.

嗯，有些部门，因为它们的性质而更复杂，也更容易给客户惹麻烦。

Public services, for example, often don't have enough money or enough staff.

比如公共服务经常没有足够的钱或工作人员。

Telecommunications systems, such as your internet connection, are very complicated and sometimes go wrong.

通讯系统，比如你的网络连接，是很复杂的，而且有时候会出问题。

Bad weather can affect transport, and so on.

坏天气可能会影响交通，等等。

So an inherent problem is a problem that is part of the nature of the thing itself.

所以内在问题指的是因为某物自身性质而导致的问题。

So, those sectors are not performing well.

所以这些部门表现得不好。

We usually think of the word perform when we are talking about actors or musicians, but in a business sense to perform well or badly means to be successful or not, and, according to Giles Hawke, travel and retail are performing well in terms of customer service.

我们在谈论演员或音乐家时常常会想到perform（表演）这个词，但是在商业层面，表现好坏意味着成功与否，并且根据Giles Hawke的话，旅游和零售部门在客服方面表现得很好。

Giles Hawke goes on to talk about how people are actually making their complaints, but are modern methods taking over from the traditional letter or phone call?

Giles Hawke继续谈论事实上人们是如何进行投诉的，但是现代的方法有代替传统的信件或电话吗？

We still see over 58% of complaints are made by phone or by letter so, you know, the more traditional methods of making a complaint are still dominant, but we are seeing social media rise, although it's still a very small part of how people complain and it tends to be used as an escalation point if people aren't getting what they want dealt with in the first instance.

我们仍然看到58%的投诉是通过电话或信件完成的，所以你知道的，最传统的投诉方式还是处于主导地位，但是我们正看到社交媒体的崛起，尽管它仍然只是一小部分人投诉的方式，而且只有在人们在第一步得不到他们想要的结果时才会把它当做升级手段。

So, are people using modern methods more than traditional ones?

所以人们使用现代方式多过传统方式吗？

Actually, no.

事实上没有。

He says that phoning or writing a letter are still dominant.

他说电话或写信仍然占主导地位。

This means they are still the main, most used methods for making a complaint.

这意味着它们仍然是主要的最常用的投诉方式。

Where people are turning to social media is if their complaint is not dealt with.

人们只有在他们的投诉没有被处理的时候才会诉诸社交媒体。

To deal with something means to sort it, to fix it-and if you complain and it's not dealt with, then, he says, people turn to social media as a form of escalation.

处理某事的意思是整理它，解决它——如果你的投诉没有被处理，他说，那么人们就会诉诸社交媒体当做升级的方式。

When you escalate a complaint, you take it to a higher level.

当你升级投诉时，你会把它提升至更高的水平。

Putting your complaint on social media means that a lot more people are going to see it and it might encourage a company to deal with the complaint.

在社交媒体上投诉意味着很多人会看到它，而这可能会促使公司处理投诉。

Right, well before we receive any complaints, let's review today's vocabulary after the answer to the question which was about a 4000-year-old complaint.

是的，就在我们接到投诉前，我们来回顾一下今天的词汇吧，在这之前要先揭晓那个关于有4000年历史的投诉的问题的答案吧。

Was the complaint about: a) An incorrect number of goats that were delivered after being bought at market, b) The quality of copper bars that were supplied, or c) The non-payment of a bill for a banquet?

这个投诉是关于A.在市场上购买后送到的羊的数量不对，B.提供的铜条的质量，还是C.未支付宴会的账单？

Rob, what did you say?

罗伯，你说的是什么？

I went for a) .

我选的是A。

I went for the goats.

我选的是羊。

Sorry! It was actually a complaint about the quality of copper ingots or bars that were supplied.

对不起！它其实是一个关于供应的铜块或铜条质量的。

If you knew that, very well done.

如果你知道答案的话，那么你真棒。

If you guessed right, also, very well done.

如果你猜对了，还是很棒。

No shame to get that one wrong.

答错了也没关系。

And no complaints from me!

我不会投诉的哦！

OK. Right, now vocabulary.

好的，现在该说词汇了。

We had sectors, which are particular areas of business in the economy.

我们说到了部门，指的是经济中某个特定的商业部分。

Something that is inherent is a natural part of something.

内在的东西指的是某物的本质部分。

It's usually used to describe a problem or risk that is an unavoidable part of something.

它常常被用来描述一个问题或风险，它是某事物中不可避免的部分。

How successful a company is can be describe as how well it's performing.

一个公司的成功程度可以被描述为它的表现多好。

And if something is dominant, it means it is the strongest or most used.

如果某物是占主导地位的，这意味着它是最强劲的或被使用得最频繁。

And if a company doesn't deal with, or try to fix a problem, the customer might take the complaint to the next level on social media, which would mean an escalation.

如果一个公司不处理或试图解决一个问题，客户可能会把投诉提升到下一个水平，放到社交媒体上，这就意味着升级。

Thank you, Rob.

谢谢你，罗伯。

That's all from 6 Minute English this time.

这就是本期六分钟英语的所有内容。

Do join us again soon and don't forget to check us out online.

请务必再次收听，还有别忘记在网上查看我们。

Bye bye!

再见！

Bye!

再见！

---