

Section

7

售后服务

Customer Service

Useful Words

第 1 步 熟悉词汇

- | | |
|---------------------------------------|--|
| 1 return [rɪ'tʌ:n] 退回 | 2 refund ['ri:fʌnd] 退款 |
| 3 exchange [ɪks'tʃeɪndʒ] 交换 | 4 replacement [rɪ'pleɪsmənt] 更换 |
| 5 receipt [rɪ'si:t] 收据 | 6 package ['pækɪdʒ] 包装 |
| 7 maintenance ['meɪntənəns] 维修 | 8 complain [kəm'pleɪn] 投诉 |
| 9 customer ['kʌstəmə(r)] 顾客 | 10 satisfaction [sætɪs'fækʃn] 满意度 |
| 11 delivery [dɪ'lɪvəri] 投递 | 12 damage ['dæmɪdʒ] 损坏 |
| 13 destroy [dɪ'strɔɪ] 破坏 | 14 claim [kleɪm] 索赔 |
| 15 packing ['pækɪŋ] 包装 | |

Useful Sentences

第 2 步 牢记句型

现学现用万能句

- ☺ If it isn't suitable, can I bring it back? 如果不合适,我能拿回来吗?
- ☺ I'd like to return this for a new one. 我想把这个退了换一个的。
- ☺ Could you exchange this, please? 你能把这个给我换一下吗?
- ☺ I'd like to get a refund, please. 我想退款。
- ☺ Do you have a receipt? 您有收据吗?
- ☺ Do you ship in special items? 特价商品你们送货吗?

- 1** If it isn't suitable, can I bring it back? 如果不合适,我能拿回来吗?
- Could you bag them for me? 你能帮我把它们打包吗?

◇ suitable ['su:təbl] *adj.* 合适的

2 Sorry, you may exchange it but not return it for a refund.

抱歉，你可以换，但不能退款。

- Do you want to exchange this or get a refund?

你是想换一个呢还是想退款？

3 I don't want a refund, I just want a new one.

我不想退款，我只想换一个的。

- I'd like to return this for a new one. 我想把这个退了换一个的。

4 I'd like to return this. 我想退货。

- Could you exchange this, please? 你能把这个给我换一下吗？

5 Can I have a refund? 我可以退款吗？

- I'd like to get a refund, please. 我想退款。
- I'd like my money back, please. 请把钱退给我吧。

6 This TV broke, I need to return it. 这台电视坏了，我要退货。

- I bought this TV, and it broke. 我买了这台电视，坏了。

7 Hi, I'd like to make an exchange on this shirt, it doesn't fit.

嗨，我想把这件衬衫换一下，它不合身。

- These clothes don't fit. Can I exchange them?
这些衣服不合身，我能换一下吗？
- This dress has broken. I need to get the money back for this.
这件衣服破了，我要求退款。

8 Do you have a receipt? 您有收据吗？

- Do you have your sales receipt? 您有销售收据吗？

9 I'm sorry. We only take goods back if you can produce the receipt.

对不起，你出示收据，我们才能让你退货。

- If you don't show us the receipt, we can't take goods back.

如果你不给我们出示收据的话，我们不能退货。

- I'll need a receipt to give you cash. 我需要收据才能给你现金。

10 Do you ship in special items? 特价商品你们送货吗?

- I'd like something but you don't have in stock. Could you ship it to me?

我想要些东西，可是你们现在没货。能给我送过来吗?

✧ ship [ʃɪp] v. 运送

special items 特价商品

✧ in stock 有现货的，有库存的



Useful Conversations

第 3 步 模仿对话

1. 退电话 Return the Phone

Customer: I'd like to return this phone.

Salesman: When did you purchase it?

Customer: I bought it last week and it already broke.

Salesman: Okay, do you have your receipt?

Customer: Yes, I have it right here.

Salesman: I can refund on your credit card or give you the value in in-store card.

Customer: I'll take the refund on my credit card, thanks.

顾客： 我想把这部电话退了。

售货员：您什么时候买的？

顾客： 我上周才买的，现在就坏了。

售货员：好的，您有收据吗？

顾客： 有，就在这里。

售货员：我可以退款到您的信用卡里，或者给您在本店的专用卡充入相等的金额。

顾客： 请把退款打到我的信用卡里，谢谢。

◇ purchase ['pɜ:tʃəs] v. 买，购买 in-store 库存的，预备的



2. 买打印机 Buy a Printer

Salesgirl: Hello, sir. Can I help you find anything today?

Mr. Keller: Yes, I'm looking for a printer.

Salesgirl: You're in luck. We just got three new models in stock. Right this way.

Mr. Keller: Great.

Salesgirl: What type of printer are you looking for? Will this be for your home or office?

Mr. Keller: For my new office. I want something that can scan, print, and make copies.

Salesgirl: Okay, you'll probably want one of these printers. This one has a three-year money back guarantee.

Mr. Keller: And what about getting repairs if it breaks?

Salesgirl: The store can offer repair service for a flat rate of \$20 per year.

Mr. Keller: Okay, I'll take this printer and the repair service.

女售货员：你好，先生。今天需要我为您推荐点什么吗？

凯勒先生：是的，我要选一台打印机。

女售货员：您真幸运。我们刚刚有三种新型号的入库。这边请。

凯勒先生：太好了。

女售货员：您要什么类型的打印机？是家用还是办公？

凯勒先生：办公用的。我想要那种能扫描、打印和复印一体的。

女售货员：好的，也许这几种里面有您想要的。这一款有为期三年的退款保证。

凯勒先生：那如果坏了，会有维修吗？

女售货员：本店可以提供维修服务，每年统一收费 20 美元。

凯勒先生：好的，我要一并买下这台打印机和维修服务。

Chapter 4 日常购物生活

- ◇ printer ['prɪntə(r)] *n.* 打印机 scan [skæn] *v.* 扫描
◇ guarantee [ˌɡærən'tiː] *n.* 保证 flat rate 统一收费

Useful Paragraph

第4步 诵读短篇

When two people are in love, they are eager to have more sweet kisses. But why they are in quarrel, they are hurting each other by the mouths that once used for kissing? Every time when I was upset or tired, I can only kiss by myself.

两人相爱时，渴求无限甜蜜的吻。但为何在争吵时，却要用接吻的嘴互相伤害呢？每当我忧郁困惑，疲惫不堪时，我只能给自己一个吻。

Cultural Background

第5步 了解文化

美国的售后服务非常好，也可以说是令人羡慕的。例如在美国买台电脑，如果使用过程中你的键盘出现了问题，你只需出示电脑背面贴的专门用于服务的号码。这个号码是不重号的，一台电脑一个。对方很容易就根据这个号码查到电脑型号、购买日期、保修信息等。客服会安排上门服务，其服务的方式和速度之快也很让人震惊。技术员往往会把整个键盘都换成新的。由于美国人工贵，为了省材料，花很多时间去修修补补的事很少发生。基本上就是坏了就换新的，有时修的花费反而大。在美国退货也会令人印象深刻。在美国的商场里，只要凭发票，一般在一个月之内就可以退换。有的服装店甚至没有规定日期。只要衣服还新，上面的价格标签还在就给你退。也有人丢了收据，找负责人，照样能退货。在大食品超市，如果你发现他们扫描时显示的价格和商品标价不一样，那么你就可以免费拥有那个食物了。