**III. 必备词汇、短语和句型**

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| 1. 投诉/抱怨信 (1) 介绍段 - express one’s discontentment with/ dissatisfaction with/ concern about/ concerning/ concerning sth. 表达对某事的不满 - with regard to/ with reference to/ concerning sth. 关于某事 - complain against sb. about sth. 就某人投诉某事 - draw one’s attention to sth. 引起某人对某事的注意 - You can imagine our disappointment when we discovered it. 你可以想象我们发现问题时有多失望。  (2) 主体段 - disturbance n. 干扰 - inconceivable adj. 不可思议的 - intolerable/ unbearable adj. 无法容忍的 - nuisance n. 烦人事儿 - negligence n. 忽视 - put up with/ bear/ tolerate sb. sth. 忍受某人/某事 - cause some difficulty/ trouble for sb. to do sth. 给某个人做某事带来困难 - show sb. a rather disrespectful attitude 态度不尊 - be rude/ impolite to sb. 对某人很粗鲁/无礼 - disturb sb. 打扰某人 - solve/ fix the problem 解决问题 - look into/ go into/ investigate the incident/ matter 调查某事件 - awful environment 糟糕的环境 - poor service/ quality 糟糕的服务/质量 - out of one’s expectation 大失所望 - sanitary condition 卫生条件 - with bad manners 不礼貌/态度差 - fail to do sth in time 未能及时做某事 - remedy/ make up for/ compensate for 补救 - Service is suspended for some time. 服务暂停了一段时间 - I tried to contact sb. but failed. 我尝试联系某人但无果而终。 - I am not pleased with sth. 我对某事不满 - Sth. poses challenging and frustrating influences on my normal life. 某事给我的正常生活带来的极具挑战和令人挫败的影响。 - Sth./ sb. disturbed/ disordered my sleep/ normal life. 某事或某人打扰了我的睡眠或正常生活。 - The noise level can be minimised by installing sound-absorbing materials. 可使用消音材料来降低噪音水平。  (3) 结尾段 - make an effort to prevent the recurrence of this kind 努力防止此类事件的再次发生 - appeal to law/ bring the matter to the court/ resort to law 诉诸法律 - We will appreciate your willingness to make up for the loss. 您愿意弥补我们的损失，对此我们深表感激。 - In light of the loss I have suffered, a proper compensation of … would be necessary. 鉴于我所遭受的损失， 赔偿……是很有必要的。 - I would like my money refunded. 我要求退款。 - You must offer an explanation for this poor quality of service. 你必须对低劣的服务质量作出解释。 - I hope my request will be met in a timely manner. 我希望我的要求能够尽快得到满足。 - I look forward to a favourable reply. 期待您给出恰当的回复。  2. 请求/求助信 (1) 主体段 - seek/ ask for one’s assistance/ help in sth. 寻求某人在某事上的支持或帮助 - turn to sb. 向某人求助 - formally request sb. to do sth. 郑重的请求某人做某事 - look after/ take care of sb./ sth. during one’s absence 在某人不在期间照看某人或某物 - Would you be so kind to …? 您是否可以……？ - I wonder if you could spare some time to attend to my home while I am away for my annual paid holiday. 在我休年假的时候不知你能否有时间帮我照管一下房子。 - I would appreciate it if you could … 如果你能……我会很感激的。  (2) 主体段 - drop in (on)/ by sb. 顺道拜访某人 - take the trouble to do sth. 麻烦去做某事 - on a daily/ weekly/ monthly basis 每天/每周/每月 - the operation instructions/ guidebook （操作）指南 - every other day/ every two days 隔天 - lose (lost) sth. somewhere 在某地丢了某物 - check sp. to see if it is possible to find sth. for sb. 查看某地是否能为某人找到某物 - Your timely help is of great significance to me. 你及时的帮助对我意义重大。 - Sth. if of great value to me because it is a gift from sb. who … 某物对我极其重要，因为她是……的某人送给我的礼物。 - I am sure that I have left sth. in sp./ somewhere but I cannot remember/ recall the exact time and place now. 我确定我把某物遗忘在了某地，但我现在想不起来具体的时间地点。  (3) 结尾段 - I would be greatly grateful/ thankful to you if you could lend me a hand at such a critical time and I am looking forward to hearing from you. 如果您能在这关键时刻帮我一把，我必然非常感激，期待收到您的来信。 - If you have any information/ Should you have any information, please feel free to email me or call me anytime. 如果有任何消息，请随时发邮件给我或者打我电话。 - Should anything happen, please call me, and I would be available all the time. 如果有事情发生，请打电话给我，我随时有空。 - A favourable reply at your earliest convenience is highly appreciated. 方便时请尽快回信，我将非常感激。 - Thank you for your attention to these requests. 感谢你对这些请求的关注。 - I shall remain grateful to you for the great help. 对您给予的重大帮助，我心存感激。  3. 邀请信 (1) 介绍段 - I would like to see your presence at sp. 我希望能在某地见到你。 - I would like you to come … 我希望你能来…… - I wonder if you could come to sp. 不知您可否来某地。 - I am writing to invite you to sp. to do sth. 此番写信，是为了邀请你去某地做某事。 - Would you like to join us in …? 您是否愿意加入我们…..？ - I’m inviting sb. over for dinner and I wonder if you would like to join us. 我邀请了某人来吃晚餐，您是否愿意一起来。 - I sincerely ask you to come to Beijing to join us after the conference. 我诚挚的邀请你在会议结束后来北京，与我们在此一聚。 - It is my pleasure/ a great honour for me to extend an invitation to/ invite you to my wedding ceremony. 我很荣幸地邀请您参加我的婚礼。 - I would like to invite you to join us and attend the meeting. 我希望你能同我们一道出席会议。 - I am glad to invite you to participate in my graduation ceremony/ commencement. 我非常高兴的邀请您参加我的毕业典礼。  (2) 主体段 - a big flat with four bedrooms 四室公寓 - the scenic spots 旅游景点 - places of interests 名胜古迹 - a spare room 多余的房间 - be capable of … 多余的房间 - The dinner will be at sp. 晚餐安排在某地 - The birthday/ housewarming/ farewell/ welcome party will be held in sp. on sometime. 庆生会/ 乔迁宴/ 欢送会/ 欢迎宴将与某个时候在某地举办。 - I’ve enclosed a map of how to get to our new apartment. 我已在信中附上地图，方便您找到我们的新家。 - Sp. is a little out of the way. 某地有点儿偏僻。  (3) 结尾段 - stay the night/ stay overnight过夜 - Anyway, do let me know if you can make it. 无论如何，如果你可以的话（你能来的话），务必告知我。 - I really hope that you can make it. 我真希望你能答应（您能来）。 - I would feel greatly honoured if you could come. 如果您能来的话，我倍感荣幸。 - Sb. would be looking forward to your presence at the party. 某人将期待您参加这个晚会。 - My telephone number remains unchanged. 我的电话号码没变。 - I will pick you up at the airport. 我会到机场接你。 - We expect your early arrival. 我们期望您早日到达。 - We would be honoured to have you there with us. 您若能与我们同去，我们将不胜荣幸。 - I will cover all the expense involved. 我将支付所有相关费用。 - Would you please let me know as soon as possible if you can accept my invitation? 您若能接受邀请，烦请尽快告知我。 - I hope that you won’t decline my invitation. 我希望你不会拒绝我的邀请。 - Please confirm your participation at your earliest convenience. 请尽快确认您的参加事宜。 - The honour of your presence is requested. 敬请您的到来。 - Perhaps you could give us a call or email us to let us know when to expect you. 何时到来，您可电话或邮件告知我们。  4. 友情信 (1) 介绍段 - I’m writing to tell you that … 我写信是为了告诉你…… - Great news! I … 好消息！我…… - In response to your request of leaving your children under my care on this weekend, I should say it is my great pleasure to do this job. 我非常愿意于本周末在你离开期间帮忙照顾你的孩子。 - I have already received your e-mail about your visiting. Unfortunately, I have to tell you that tomorrow I will be leaving for New York. 我收到了你即将来访的邮件，不巧的是，我明天要前往纽约。 - How have you been recently? / How is it going? I am writing this letter to invite you to visit my new house. 近来可好？写信时为了邀请你参观我的新居。  (2)主体段 - land a job 找到工作 - spend … commuting 花时间在通勤上 - compared with the current/ previous one, sth. … 与现在/之前那个相比，某物…… - leave sb. under one’s care 把某人交给某人照顾 - stay with sb. for … 和某人待多久 - make good preparations for … 为……做好充分准备 - give/ land sb. a hand = to help 帮助某人 -show sb. around sp. 带某人在某地转转 - be of great inconvenience to me 对我非常不便 - outdoor/ indoor activities 户外/室内活动 - in the vicinity of … = in the neighborhood of 在……附近 - A is … away from B. A地离B地有多远。  (3) 结尾段 - Please do come and visit sb./ sp. 请一定要来看望某人/参观某地。 - I cannot wait to see sb. 我迫不及待地想见到某人。 - I am looking forward to seeing you. 期待见到你。 - Tell me if you could make it. 如果可以/如果能来要告诉我。  5. 推荐信 (1) 介绍段 - I would like to present sb. for your consideration in your search for a … 鉴于……一职，我推荐某人以供您参考。 - With reference to your requirements, I shall, without reservation, recommend sb. as an ideal candidate. 针对您的要求， 我毫无保留的把最佳人选……推荐给您。  (2)主体段 - organize a summer session/ school programme 组织夏令营/暑期学校项目 - keep in touch with sb. through/ via e-mails与某人通过邮件保持联系 - broaden one’s vision and enrich one’s life 开阔视野、丰富生活 - perform/ display one’s brilliant talents 展示某人卓越的才华 - be suitable for a position as …= suit the position as … 适合……职位 - a group of candidates 一些候选人 - interpersonal communication skills 人际交往能力 - Sb. has rich experience in … 某人在……方面经验丰富 - Sb. has become an indispensable assistant to me in … 某人在……方面已经成为我的得力助手。 - It’s (well) worth mentioning that … 值得一提的是…… - Sth. convinces me that … 某事让我相信……  (3) 结尾段 - It is my pleasure and honour to write this recommendation letter for sb. 能为某人写推荐信，我深感欢欣荣欣。 - I guarantee the truthfulness of all that I have describes about sb. . Therefore, I do not hesitate to recommend sb, as the right person for your consideration. 关于某人的介绍，我保证信息属实。因此，我极力向您推荐某人作为您的合适人选。 - If you need more details, please feel free to contact me. 如您需要更多信息，请随时联系我。  6. 申请/求职信 (1) 介绍段 - I’m writing to express my interest in your recently advertised position for a … 我对你们新登出的……职位很感兴趣。 - I’m writing this letter to apply for the position that you have advertised in … 此信是为申请你在……登出的空缺职位。 - I am very interested in exploring the possibility of obtaining a position as … 对于……一职， 我很感兴趣。 - I have read your advertisement in … for a position of sales manager. 我在……看到您登出的招聘销售经理的广告。 - I read with interest your advertisement which appeared in … and would like to take up the challenge as a … with your firm. 读了您在……刊出的招聘广告， 我非常想挑战一下贵公司的……一职。 - After obtaining my bachelor’s/ master’s degree at … university in 2000, I was employed by … company as a … . Now, I want a change. 2000年，在……大学获得学士/硕士学位后，我被……公司聘为……，现在我想换一份工作。  (2) 主体段 - meet the requirements 满足要求 - accumulate rich working experience 积累丰富的工作经验 - apply for… 申请…… - suit sth. = be suitable for … 适合…… - be competent at a job; be qualified for the work 胜任某项工作 - be available for an interview 可以参加面试 - have a good command/ mater of 对……熟练掌握 - have the qualifications to do sth. = be qualified for sth. 有资质做某事/能胜任某事 - expected salary 期待的薪水 - interpersonal skills/ communication skills 人际交往/沟通能力 - cross-cultural communication ability/ bilingual ability跨文化沟通能力/ 双语能力 - Upon graduation, I first worked as … The following job was … and currently I am working for… 毕业之处， 我做……，后来换了……的工作，目前在……公司上班。  (3) 结尾段 - Thank you for considering my application and I am expecting an interview with you. 感谢关注我的申请，期待您给我面试的机会。 - If you need more details/ to know more about me, please feel free to contact me at …关于我的更多信息，请拨打…… - I am looking forward to a favourable reply at your earliest convenience. 期待您的及时回复。 - I believe I have the appropriate qualifications and experience for this post, and therefore, here I am enclosing my curriculum vitae. 我认为我的资历和经验与此职位相符，因此我附上一份简历。 - I am available for an interview every Monday afternoon. Please contact me at … 我每周一下午有时间参加面试，请拨打……联系我。 - I hope that after reviewing my enclosed resume you will kindly give me an interview so that I can elaborate on my study and working experience. 我希望您看过我的简历后能给我面试机会，这样我可以向您详谈我的学习和工作经历。 - With the kind of experience I have accumulated, I would expect a salary of no less than… 鉴于我的工作经验，我期待不低于……的薪水。  7. 建议信 (1) 介绍段 - I am writing to express my views concerning … 这封信主要是为了谈论我对……的看法。 - I am writing in response to sth. to suggest ways that you could further improve your service. 写这封信是针对于某事提出一些你们可以提高服务质量的建议。 - I would like to suggest that … 我想建议…… - You have asked me for my advice concerning whether you should study business management or music at university and now I am trying to offer some suggestions and hope they will be helpful. 关于你咨询我在大学该学习工商管理还是音乐，我想给你一些有用的建议。  (2) 主体段 - make a living =earn a living 谋生 - offer few career prospects 就业前景不好 - devote oneself to sth./ doing sth. 投身于某事/ 埋头苦干 - be computer-literate adj. / computer literacy n. 会用电脑（的）/ 熟练使用电脑（的） - be equipped with … skills 拥有某种技术 - a preparation for one’s future career 为未来就业做准备 - in the era of a high-tech revolution 在科技革命时代 - in the foreseeable future 在可预见的未来 - in one’s spare/ free/ extra-curricular time 在空闲/课余时间 - The field of computer offers far wider job opportunities than that of literature. 计算机领域的就业机会比文学领域广泛得多。 - I would recommend that sb. should do sth. 我建议某人应该怎么做。 - Sth would be considerably enhanced. 某物将会得到加强。 - There is no doubt that … / Undoubtedly, … 毫无疑问，…… - Sth. was far beyond what I had expected. 某事远远超出我的意料  (3) 结尾段 - I would be happy to know if my suggestions have turned out to be useful in you constant improvement of your overall service. 如果我的建议能够不断帮助你们提高整体服务水平，我将十分高兴。 - I would be ready to discuss this matter to further details. 我很乐意就此事细节做进一步讨论。 - Hope you find these suggestions useful when you make your decision. 希望这些建议能够在你做决定的时候帮到你。 - I hope you will find these suggestions/ proposals/ recommendations helpful/ useful/ practical/ beneficial. 希望这些建议对你有用。  8. 感谢信 (1) 介绍段 - I am writing to extend my sincere/ earnest gratitude for … 此番写信是为了表达我对……真挚谢意。 - I would like to convey in this letter my heartfelt thanks to you for … 借此信表达我对您在……方面的衷心感谢。 - I truly appreciate your kindness. 我非常感谢你的热心。 - I am grateful to you for … 我非常感谢您的…… - I take this opportunity to express to you my deep appreciation for the kind assistance you rendered me. 借此表达我对您所给予的帮助的深深谢意。  (2) 主体段 - cordial adj. 热忱的，衷心的 - courtesy n. 礼貌 - courteous =polite adj. 有礼貌的 - generosity n. 慷慨 - gratitude n. 谢意 - hospitality n. 好客之情 - appreciate sb. for sth. 为某事而感激某人 - beyond words 难以言表 - in a timely manner 及时地  (3) 结尾段 - I must thank you again for your generous help. 我必须再次感谢您的慷概相助。 - It was kind of you to do …. 你真好，做了……/ 真是谢谢您…… - Many thanks for your kindness and hospitality. 万分感激您的善良与好客。 - Again, I would like to express our warm thanks to you. 我想再次表达我们对您由衷的感谢。  9. 道歉信 (1) 介绍段 - I am terribly/ awfully sorry for what I have done. 对于我的所作所为我深表歉意。 - I am afraid what I have done has caused many inconveniences to you. 我担心我给你带来了诸多不便。 - I regret to inform you that I am unable to do sth. 很遗憾告诉你， 我无法……。 - I am writing to apologise/ make a sincere apology to you for … 我写信是为了就……向您表示诚挚的歉意。  (2) 主体段 - awfully= terribly adv. 非常 - behaviour n. 行为 - excuse n. 借口 - failure n. 失败 - ignorant adj. 无知的 - ignorance n. 无知 - considerate adj. 体贴的 - inconvenience n. 不便 - inconvenient adj. 不方便的 - misunderstanding n. 误解 - negligent adj. 忽略的 - forgive v. 原谅 - offend v. 冒犯 - apologise to sb. for sth. 因某事向某人道歉 - make an apology to sb. for sth. 为某事向某人道歉 - make up for sth./ remedy sth./ compensate for sth. 补救某事 - regret doing sth. 后悔做了某事 - regret to do sth. 很遗憾…… - be responsible for sth./ shoulder the responsibility in… 承担责任  (3) 结尾段 - I am so sorry again to have put you through so much trouble. 对于给您带来的诸多麻烦，我再次深表歉意。 - Please accept my sincere apology for all inconvenience I may cause. 对于可能给您带来的麻烦，请接受我诚挚的歉意。 |