# Business travel

# Stop) CNN related news about xxx

# Ref:

1. Travel.docx in C:\Tracy\TW related\English\EF\2 EF oral topics - Script based on Level\EF L17\_FieldSpecific\Travel English
2. The hotel/hospitality industry ` Industry\_Hospitalityservice.docx` in C:\Tracy\TW related\English\EF\2 EF oral topics - Script based on Level\EF L17\_FieldSpecific\Industry English

## Stop) Lexical resource

|  |  |  |  |  |  |  |  |  |  |
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| There are several common ways to prepare someone for bad news. Notice the use of the word **but** to introduce the actual information in the second and third examples.   * ***Unfortunately****, there is a big problem.* * ***I wish I had better news for you, but*** *we have to cut staff / have layoffs /* ***downsize workforces 裁员****.* //***(//subjunctive mood 其实我是有不好的消息). e.g. I wish I had better news for you, but I’m sorry to tell you that you didn’g  get salary increase.*** * ***I'm sorry to tell you this, but*** *we have to cut staff / have layoffs /* ***downsize workforces裁员****..*  |  |  |  | | --- | --- | --- | | When the news is mixed, that is, there is some good news and some bad news, it's common to use the following expression.   * ***I have some good news and some bad news. Which would you like to hear first?*** | | | |  |  |  |  |  |  |  | | --- | --- | --- | |  |  |  | |
| **I wish I did sth => subjunctive [səb'dʒʌŋktɪv] mood**  **e.g. I wish I were you.**  **e.g. I wish I were 18.** |
| Expressions can have both a literal and a figurative meaning. When an expression has a figurative meaning, it is called an **idiom**. Look again at these business idioms and their definitions.   * **literal meaning: 字面上的意思** * **figurative meaning 比喻意 = idiom,** a figurative word or phrase is used in a different way from its usual meaning, to give you a particular idea or picture in your mind |
| # Business idioms and expressions   |  |  |  | | --- | --- | --- | |  |  |  |   Expressions can have both a literal and a figurative meaning. When an expression has a figurative meaning, it is called an **idiom**. Look again at these business idioms and their definitions.   * **Literal meaning: 字面上的意思** * **Figurative meaning 比喻意 = idiom** * ***walk out the door = leave*** e.g. Our product manager quit suddenly last week. She just **walked out the door**. e.g. Vivian finally decided to leave; she just **walked out the door**. * *work* ***around the clock*** *=* work nonstop * *24/7 =* all the time (24 hours a day, seven days a week) e.g. We'll have to work 24/7. We're already **running two weeks behind schedule.** * ***我们比原计划推迟了2周: run <two weeks> behind schedule =* go slower than planned** e.g. We'll have to work 24/7. We're already **running <two weeks> behind schedule.** e.g.   e.g. I'm **running a little behind schedule** today. * *miss the deadline =* not meet the schedule e.g. Unfortunately, we missed the deadline. * *下一步: move forward  =* continue, next e.g. Moving forward, how can we work more efficiently?   e.g.   * ***回到了正轨 🡺 连读: be back on track = on schedule again*** e.g. Our project **is back on track** . Everything's going much better now. e.g. After a short delay, we **are back on track**. * ***wrap up = finish***  e.g. wrap it up, wrap it up, quickly 赶紧结束了 e.g. They **wrapped the project up** in three months. It was incredible.   e.g.   * *keep me* ***informed*** *=* tell me what's happening (keep sb updated/in the loop) e.g. Don't forget to keep me informed. * *跟紧点sth: fast-track* sth= achieve as quickly as possible e.g. Can you **fast-track my application**? e.g. *She was fast-tracked for promotion* ***as soon as*** *she joined the company.* e.g . |
| /ˈriːˌkæp/ recap  1.[V-T/V-I](javascript:;)You can say that you are going to recap when you want to draw people's attention to the fact that you are going to repeat the main points of an explanation, argument, or description, as a summary of it. 概括  •  To recap briefly, the agreement was rejected 10 days ago.  简短概括就是，这项协议10天前被否决了。  •  Can you **recap the points** included in the proposal?  你能概括一下这个提议中包括的要点吗？  2. [N-SING](javascript:;)Recap is also a noun. 概要  •  Each report starts with a recap of how we did versus our projections.  每一份报道都以一个概要开头，讲述和预期相比我们的表现如何。  e.g. After arranging a meeting, you can say like “Let’s **recap**: see u in starbucks this Fri. afternoon, 3 clock.  e.g. Just recap the meeting: xxx |
| **= I cann’t make it today. 我今天没空/不行. I cannot make it on Mon**  **so , what day would suit you? 你哪天合适（有空）？** |
| * 我周一没空 e.g. Monday doesn't **work** for me. = I cann’t **make** it on Monday = I’m not **available** on Mon. * 我全天都是会啊 **I’m fully booked all day**. Sorry I cannot make it Tody. * Where would you like to meet? * **你哪天合适（有空）: so , what day would suit you?** |
| /ɪmˈpɛrətɪv/ imperative, imperatively  1. [ADJ](javascript:;)If `it is imperative that sb (should) do sth`, that thing is extremely/exceptionally important and must be done. 做xxx事情至关重要的  •  **It was imperative that he (should)** act as naturally as possible.  至关重要的是他要尽可能地自然行事。  It is imperative that politicians (should) be good communicators. 至关重要的是  it is imperative (for sb) to do sth  •It is imperative to meet face to face with the client. 必须面对面接触客户。  2.[N-COUNT](javascript:;)An imperative is something that is extremely important and must be done. 紧迫之事  •  The most important political imperative is to limit the number of U.S. casualties.   政治上的当务之急是控制美国的伤亡人数。  3. [N-SING](javascript:;)In grammar, a clause that is in the imperative, or in the imperative mood, contains the base form of a verb and usually has no subject. Examples are "Go away" and "Please be careful." Clauses of this kind are typically used to tell someone to do something. 祈使语气;  4.[N-COUNT](javascript:;)An imperative is a verb in the **base form动词原形**that is used, usually without a subject, in an imperative clause. 祈使语气动词 |
| These fairly formal expressions are generally followed by **the base form of the verb 动词原形.** Notice in the examples that there is no **subject-verb agreement**: The verbs **attend** and **report** don't end in **s**, instead use their ‘**base form of the verb 动词原形`.** After certain strong or emotional verbs like these, the second verb is in a special form, called the **subjunctive [səb'dʒʌŋktɪv].**  **It's crucial that** we (should) find a solution. // **subjunctive [səb'dʒʌŋktɪv]mood; use the base form of the verb**  **It's vital that** no one (should) discuss this information out of this meeting room.  **It's critical that** we (should) meet the deadline.  **It's urgent** that the company buyout公司收购 must be ended in Q2.  **It's essential that** he attend the meeting.  **It's imperative that** all staff understand the situation. //imperative: extremely important and must be done 做xxx事情至关重要的  🡺Use the modifiers修饰词 `**absolutely, totally, extremely=exceptionally, emphatically`** to increase the sense of urgency and importance:  **It's absolutely critical** that we (should) meet the deadline.  **It's absolutely crucial/vital/imperative** that we (should) find a solution.  V.S. **emphasize; 断然否认: an emphatic denial; deny sth emphatically; expressing an opinion, idea etc in a clear, strong way to show its importance 强调的；有力的；坚决的** |
| On that note = Speaking of which,  Speaking of sth, xx |
| buyout /ˈbaɪaʊt/    [N-COUNT](javascript:;)A buyout is the buying of a company, especially by its managers or employees; a situation in which someoafne gains control of a company by buying all or most of its shares 控制股权收购  •a management buyout 管理层收购; (尤指管理层或雇员做出的) 公司收购  •  It is thought that a management buyout is one option.  管理权收购被认为是一个选择 |
| let me get this straight 让我把这个搞清楚 让我把这件事情弄清楚    **[Straighten up** sth**]**  **e.g. Straighten up** your desk, rearranging pencils may not be a form of procrastination.  有时，清理一下你的桌子，重新整理一下你的笔什么的，并不会延误你的工作。 |
| Hotel amenities 酒店的服务设施 |
| Indirect objects间接宾语 an **object** of a verb that refers to the person that something is given to, said to, made for etc. For example, in the sentence ‘I asked him a question’, the indirect object is ‘him’.  间接宾语〔如I asked him a question中的him〕 |
|  |
| affirmative /əˈfɜːmətɪv/      |CET4 TEM4  1.  [ADJ](javascript:;)An affirmative word or gesture indicates that you agree with what someone has said or that the answer to a question is "yes." 肯定的 (言辞、手势)  •  Haig was desperately eager for an affirmative answer.   黑格极渴望得到一个肯定的回答。  2.  [ADJ](javascript:;)In grammar, an affirmative clause is positive and does not contain a negative word. (语法中) 肯定的 (分句)  3.  [PHRASE](javascript:;)If you reply to a question in the affirmative, you say "yes" or make a gesture that means "yes." (回答问题) 肯定地  •  He asked me if I was ready. I answered in the affirmative.   他问我是否准备好了。我肯定地回答了。 |

# Part 1)



You mean Lindstorm





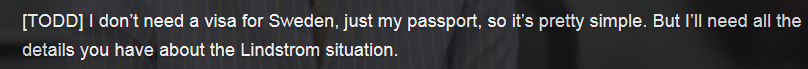








No, no I can go there











## Dealing with information

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| When dealing with information, remember **'the three Cs'**: **clarifying**, **confirming** and **correcting** (clarifying, confirming and correcting). |

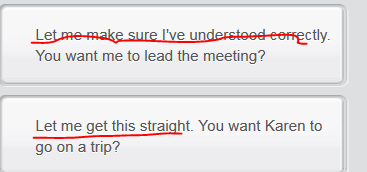
## Clarify and confirm information by using these expressions:

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|  | A: **You mean,** the CEO isn't cooperating with us? |  |
| B: Yes, **that's exactly what I mean.** |  |
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|  | A: **Let me make sure I've understood correctly.** They're not going to meet the deadline? |  |
| B: Yes, **that's correct.** |  |
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|  | A: **So, what you're saying is,** we've got a big problem on our hands. |  |
| B: **That's right.** |  |

**let me get this straight : 让我弄清楚 = Let me make sure I've understood correctly**



## Correct information by using these expressions:

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|  | A: So, you want me to talk with the Product Optimization team? |  |
| B: **No. Actually,** I'm going to. |  |
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|  | A: So, we're looking for a new supplier? |  |
| B: **No, that's incorrect.** **In fact,** we're still trying to work with our old one. |  |

e.g.

LIZ: After the **buyout**, we'll have a 25% market share.    
ROB: **You mean ,** we're buying the company?  
LIZ: **Yes, that's exactly what I mean.** We're meeting with their CEO next week in New York.  
ROB: **Let me make sure that I've understood correctly** . We're buying the company, and you want me to go with you to a meeting next week?  
LIZ: **Yes, that's correct** . In New York.  
ROB: Wow. And we can talk about this? With staff, I mean.   
LIZ: **No. Actually ,** I'd like to wait until the deal is certain.

## Stressing words for emphasis and correction

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| When you are clarifying, confirming or correcting, you can add emphasis by stressing certain words. Notice that **yes** and **exactly** are stressed in this sentence: | |
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|  | **Yes**, that's **exactly** what I mean. |
| Note that **actually** and **you're** are stressed in this sentence: | |
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|  | No. **Actually**, **you're** going tomorrow. |
| You can change the meaning of a sentence by stressing different words. Notice how the meaning changes if **tomorrow** is stressed instead of **you're**. | |
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|  | No. **Actually**, you're going **tomorrow**. |

## Reassuring

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| **Reassuring** | | |
| Use these expressions to find out if someone has a problem: | | |
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|  | *Is this a problem?* | Is this a problem? |
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|  | *Are you sure you can handle this?* | Are you sure you can handle this? |
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|  | *Are you OK with this?* | Are you OK with this? |
| Use these expressions to reassure someone: | | |
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|  | *No problem.* | No problem. |
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|  | *Don't worry. I can handle it.* | Don't worry. I can handle it. |
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|  | *It's going to be all right.* | It's going to be all right. |
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|  | *I'm sure it's all just a misunderstanding.* | I'm sure it's all just a misunderstanding. |



## Planning a business trip

A vendor for your company is behind schedule. Your colleague, Karen, was meant to go to their office, but something has come up and you are going instead. Reassure your boss that you can handle the situation.

# Part 2) Book a hotel

## Ref:

the hotel/hospitality industry ` Industry\_Hospitalityservice.docx` in C:\Tracy\TW related\English\EF\2 EF oral topics - Script based on Level\EF L17\_FieldSpecific\Industry English

## Book a hotel

Hello?



 Wonderful.









 mini-bar











  hmm, maybe I’ll begin

 you do? Wonderful.













## Hotel amenities 酒店的服务设施

What amenities does your hotel provide?

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| 极可意涡流式浴缸**whirlpool bathtub**，按摩浴缸Jacuzzi /dʒəˈkuːzɪ/    [N-COUNT](javascript:;)A Jacuzzi is a large circular bath fitted with a device that makes the water move around. “极可意”漩水浴缸; a large indoor **whirlpool bathtub** that makes hot water move in strong currents around your body jacuzzi /dʒəˈkuːzi/  a large bath/bathtub with a pump that moves the water around, giving a pleasant feeling to your body   1. Sitting in the jacuzzi helps me relax.   Listen to the audio  You can relax in the hotel spa and jacuzzi. |
| **mini-bar**  /ˈmɪnibɑːr/  a small fridge/refrigerator in a hotel room, with drinks in it for guests to use   1. The room had a well-stocked mini-bar with lots of snacks and drinks   Did you use anything from the mini-bar? |
| **airport transportation**  /ˈerpɔːrt trænspɔːrˈteɪʃn/  a vehicle, usually shared, which people can take to and from the airport   1. Is there airport transportation available over the holiday weekend? 2. convenient airport transportation   `airport transportation`  What transportation is there to the airport?  Do your hotel provide `airport transportation`? |
| Gym  golf course  The golf course and gym are free for hotel guests.  business center  We have a conference room and a business center.  Is there wireless internet in the rooms? |

## Intonation

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| **Confirming: intonation and tag questions** | |
| You can ask for confirmation by repeating what someone just said. Notice the rising intonation. It signals that the woman is asking a question, and also helps communicate how she feels. | |
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|  | A: *Does the hotel have a pool?* |
| B: *Yes, it's right next to the ocean.* |
| A: ***The pool's right next to the ocean?*** |
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|  | A: *Could I have your passport number, please?* |
| B*:* ***My passport number?*** *Just a moment.* |

## Tag questions for asking for confirmation

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| You can also use tag questions with **correct** or **right** to confirm or check information. If you know the answer, make your intonation flat instead of rising. | |
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|  | *You're a five-star resort,* ***correct****?* |

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| If you don't know the answer and are asking a real question, use a rising intonation with the tag. | |
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|  | *The hotel has a bar and restaurant,* ***right****?* |
| Another way to ask for confirmation are tag questions like **You do?** and **You don't?** Notice again how these tags don't just signal a question but also communicate the speaker's feelings. | |
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|  | A: *The hotel offers a free massage to all its guests.* |
| B:***You do?*** |
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|  | A: *The hotel doesn't provide airport transportation.* |
| B:***You don't?*** |

## Affirmative response/Respond in the affirmative

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| affirmative /əˈfɜːmətɪv/      |CET4 TEM4  1.  [ADJ](javascript:;)An affirmative word or gesture indicates that you agree with what someone has said or that the answer to a question is "yes." 肯定的 (言辞、手势)  •  Haig was desperately eager for an affirmative answer.   黑格极渴望得到一个肯定的回答。  2.  [ADJ](javascript:;)In grammar, an affirmative clause is positive and does not contain a negative word. (语法中) 肯定的 (分句)  3.  [PHRASE](javascript:;)If you reply to a question in the affirmative, you say "yes" or make a gesture that means "yes." (回答问题) 肯定地  •  He asked me if I was ready. I answered in the affirmative.   他问我是否准备好了。我肯定地回答了。 |



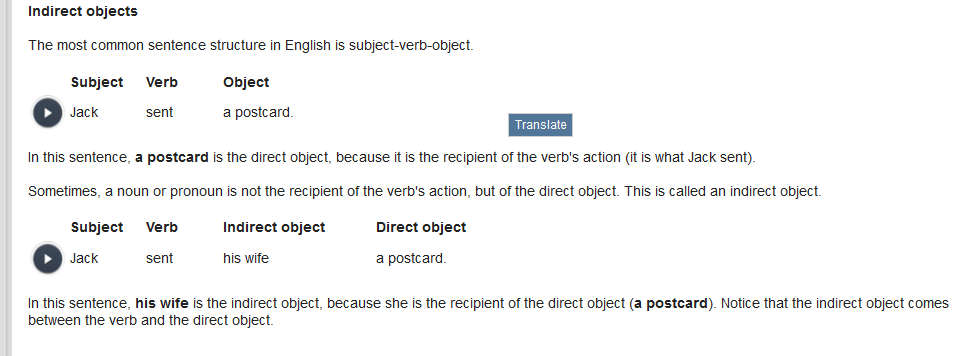
**HOTEL CLERK**: Hotel Royal. Good evening.  
BUSINESSMAN: Uh, hi. I have a reservation for the nights of December 7th and 8th. The name is Kent. Brad Kent.  
HOTEL CLERK: Uh-huh? Right . I see it here.  
BUSINESSMAN: I'd like to change that to the 8th and 9th, if possible.  
HOTEL CLERK: All right . Let me just check. No problem, sir.  I can make that change for you now, if you like.  
BUSINESSMAN: That'd be perfect . Thank you so much.

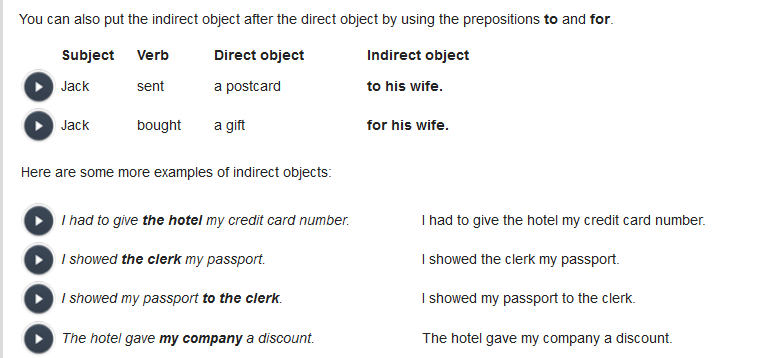
HOTEL CLERK: Not at all. Is there anything else?  
BUSINESSMAN: Uh, yes. Does my room have internet access?  
HOTEL CLERK: Yes, it does. Every room at Hotel Royal has free internet access.    
BUSINESSMAN: Great . Thank you very much.  
HOTEL CLERK: You're welcome. Goodbye.

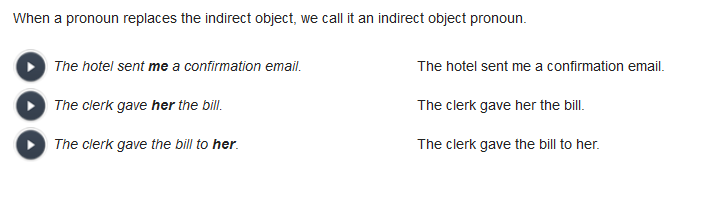
# Part 3)Direct objects V.S. Indirect objects间接宾语

an object of a verb that refers to the person that something is given to, said to, made for etc. For example, in the sentence ‘I asked him a question’, the indirect object is ‘him’.

间接宾语〔如I asked him a question中的him; I give fruits to my mum, where ‘my mum` is the indirect object 〕







## Express urgency and importance

These fairly formal expressions are generally followed by **the base form of the verb 动词原形.** Notice in the examples that there is no **subject-verb agreement**: The verbs **attend** and **report** don't end in **s**, instead use their ‘**base form of the verb 动词原形`.** After certain strong or emotional verbs like these, the second verb is in a special form, called the **subjunctive [**s***ə*b**'dʒʌŋktɪv].

**It's crucial that** we (should) find a solution. // **subjunctive [səb'dʒʌŋktɪv]mood; use the base form of the verb**

**It's vital that** no one (should) discuss this information out of this meeting room.

**It's critical that** we (should) meet the deadline.

**It's urgent** that the company buyout公司收购 must be ended in Q2.

**It's essential that** he attend the meeting.

**It's imperative that** all staff understand the situation. //imperative: extremely important and must be done 做xxx事情至关重要的

🡺Use the modifiers修饰词 `**absolutely, totally, extremely=exceptionally, emphatically`** to increase the sense of urgency and importance:

**It's absolutely critical** that we (should) meet the deadline.

**It's absolutely crucial/vital/imperative** that we (should) find a solution.

V.S. **emphasize; 断然否认: an emphatic denial; deny sth emphatically; expressing an opinion, idea etc in a clear, strong way to show its importance 强调的；有力的；坚决的**

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| Language note: Be careful how you use modifiers like **absolutely**, **completely** and **totally**; if the situation is not as urgent as your language suggests, you might be accused of exaggerating. |

Thank you all for coming today. First, let me say that **it is absolutely essential that** nothing I discuss here today go outside this room. That said, I think you all understand **how urgent it is that** we find a solution to the problem of our decreasing market share. **It's imperative that** we increase sales in the fastest-growing region for our products – Asia. Because of this, we have decided to purchase our biggest competitor. **It's vital that** this deal be successful. We have the financial strength, and **it's crucial that** we take advantage of this opportunity.

## Arrange a meeting









**// extremely= exceptionally**







You in Stockhom?









 **= I cann’t make it today. 我今天没空/不行. I cannot make it on Mon**

 **so , what day would suit you? 你哪天有空（合适）？**

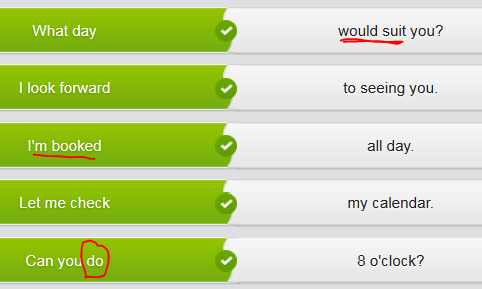







Sentences:



* 我周一没空  
  e.g. Monday doesn't **work** for me. = I cann’t **make** it on Monday = I’m not **available** on Mon.
* 我全天都是会啊  
  I’m fully booked all day. Sorry I cannot make it Tody.
* Where would you like to meet?
* **so , what day would suit you? 你哪天合适（有空）？**

# Stop review

# Part 4 )

## Business idioms and expressions



// walk out the door = leave

(sigh) 













**//I wish I did sth => subjunctive mood e.g. I wish I were you. e.g. I wish I were 18.**



**Keep everyone updated; keep everyone informed.**







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## Business idioms and expressions

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| # Business idioms and expressions   |  |  |  | | --- | --- | --- | |  |  |  |   Expressions can have both a literal and a figurative meaning. When an expression has a figurative meaning, it is called an **idiom**. Look again at these business idioms and their definitions.   * **Literal meaning: 字面上的意思** * **Figurative meaning 比喻意 = idiom**      * ***walk out the door = leave*** e.g. Our product manager quit suddenly last week. She just **walked out the door**. e.g. Vivian finally decided to leave; she just **walked out the door**. * *work* ***around the clock*** *=* work nonstop * *24/7 =* all the time (24 hours a day, seven days a week) e.g. We'll have to work 24/7. We're already **running two weeks behind schedule.** * ***我们比原计划推迟了2周: run <two weeks> behind schedule =* go slower than planned** e.g. We'll have to work 24/7. We're already **running <two weeks> behind schedule.** e.g.   e.g. I'm **running a little behind schedule** today. * *miss the deadline =* not meet the schedule e.g. Unfortunately, we missed the deadline. * *下一步: move forward  =* continue, next e.g. Moving forward, how can we work more efficiently?   e.g.   * ***回到了正轨 🡺 连读: be back on track = on schedule again*** e.g. Our project **is back on track** . Everything's going much better now. e.g. After a short delay, we **are back on track**. * ***wrap up = finish***  e.g. wrap it up, wrap it up, quickly 赶紧结束了 e.g. They **wrapped the project up** in three months. It was incredible.   e.g.   * *keep me* ***informed*** *=* tell me what's happening (keep sb updated/in the loop) e.g. Don't forget to keep me informed. * *跟紧点sth: fast-track* sth= achieve as quickly as possible e.g. Can you **fast-track my application**? e.g. *She was fast-tracked for promotion* ***as soon as*** *she joined the company.* e.g . |

## Time connectors, e.g. until

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| Time connectors indicate when something happened. Use **until** to indicate something continuing up to a specified time. | | | |
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|  | *The team will* ***work around the clock****, I mean 24/7* ***until*** *the project is finished/wrapped up.* |  |  |
| Use **as soon as** to indicate immediately after a point in time. | | | |
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|  | ***As soon as*** *we wrap up the project, I will take some time off.* |  |  |
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|  | *She was fast-tracked for promotion* ***as soon as*** *she joined the company.* |  | . |

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| Use **by the time** to emphasize the period of time leading up to an action or event. **It is often used with tenses like the past perfect 过去完成时, where two points in time are compared.** | | | |
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|  | ***By the time*** *we wrapped up, we* ***had already*** *missed the deadline. (过去的过去：past perfect)* |  |  |
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|  | *My boss* ***had gone******by the time*** *I finished writing the email.*  *The meeting* ***had finished*** *by the time he arrived. (过去的过去：past perfect)*  By the time I called the client, we had already lost the deal. |  |  |

## Prepare sb. for bad news

There are several common ways to prepare someone for bad news. Notice the use of the word **but** to introduce the actual information in the second and third examples.

***Unfortunately****, there is a big problem. 🡺 Oh, no, what’s that?*

***I wish I had better news for you, but*** *we have to cut staff / have layoffs /* ***downsize workforces 裁员****.*

//***(//subjunctive mood 其实我是有不好的消息).***

*e.g. I* ***wish*** *I* ***had*** *better news for you,* ***but*** *I’m sorry to tell you that you didn’t get salary increase.*

***I'm sorry to tell you this, but*** *we have to cut staff / have layoffs /* ***downsize workforces裁员****.*

***I’m sorry to tell you this, but you din’t get pay increase this year.***

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| When the news is mixed, that is, there is some good news and some bad news, it's common to use the following expression. | | |
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|  | *I have some good news and some bad news.* ***Which would you like to hear first?***   * Oh, I don’t know. Maybe the bad ones. * Let’s start with the good news. |  |
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