



- Tom:** Has anyone seen the stapler?
- Anna:** I can't find any pens.
- Tom:** Oh, here it is.
- Paul:** Will someone answer that phone!
- Narrator:** 欢迎大家回到新一集的白领英语。Tip Top 贸易公司从 Denise 离开后业务越来越忙，办公室也越来越杂乱无章。他们能招架得住吗？咱们一起去看看吧。
- Tom:** (*Answering phone*) Yes. It is. We're very busy so call back later. Bye.
- Anna:** That was a bit rude Tom.
- Tom:** Well we're too busy to be nice.
- Narrator:** Hmm Tom, 这种工作态度可不行啊！忙归忙，但是电话礼节不能忘啊。来电话的人说不定就是下一个客户呢！Anna, 这点很重要，我觉得你必须提醒 Tom.
- Anna:** Yes, I think so.
- Narrator:** 如果办公室特忙，你可以对来电话的人说 "We're a bit busy at the moment, could I take your name and number and we'll call you back?" 我们眼下很忙，如果您留下您的名字和电话我们回头给您打回去。接着再跟上一句话，"When would be a convenient time to call you?" 什么时间对您方便？如果来电话的人想具体找某个人说话，那你就可以说 "Could I take a message please and I'll make sure he/she calls you back." 可以留个口信吗？我确保让他或她给你回电。
- Anna:** That's useful. (*Phone rings*) Oh there goes the phone again.
- Paul:** Anna, could you get that please? I've got a mouthful of biscuit. Thanks.
- Anna:** Sure Paul. (*Answers phone*) Hello? Tip Top Trading... yes, that's right... but things are a bit busy at the moment. Could I take your name and number and I'll call you back as soon as I can... oh hold on, has anyone got a pen?
- Tom:** I think we've run out. Denise usually orders them. Here, use my souvenir pen I bought in Italy, you see it changes colour if you hold it up to...
- Anna:** Thanks. Oh no! There's no paper to write it on.
- Tom:** Here, write it on my hand.

Anna: OK. Hold still. 7-4-9-0-5-6-8. Thanks for your patience, when is a good time to call you back? OK... 3 o'clock... I'll call you then. Goodbye.

Tom: Sounds important.

Anna: Possibly. *(Phone rings)* Oh not again! *(Answers phone)* Hello, Tip Top Trading, Anna speaking... I see... well he doesn't seem to be here at the moment... can I take a message and I'll get him to call you back. *(Whispering)* Tom, I need your other hand to write on... keep still. *(To caller)* OK, what's the message?... Yes, call Bob about the lemons on 8-0-9-5-2-4. OK, I'll pass that on. Thanks. Bye.

Tom: Goodness. It's been crazy here since Denise left. Look we've even run out of teabags. I'll go and get some shall I?

Paul: Hold on Tom. Has that invoice for Tutti Fruity been sent out yet?

Tom: I dunno. Denise usually sends out the paperwork.

Anna: I wish Denise was here.

Narrator: 谁不希望如此呢！如果 Denise 还在这里就好了！听上去现在的办公室可够忙乱的。不过要记住，不论怎么忙在接电话的时候都保持职业冷静，下面我们再回顾一下请来电人留口信的常用套语...

We're a bit busy at the moment, could I take your name and number and we'll call you back.

When would be a convenient time to call you?

Could I take a message please and I'll make sure he/she calls you back.

(Lift door opens)

Anna: Ah there you are, Tom, you've been a long time. I need to give Paul that important message I wrote on your hand.

Tom: Ah... yes... it's a bit tricky. You see, I went to the toilet and then I... washed my hands.

Anna: Oh no, you've washed the messages off! What are we going to do now?

(Phone rings)

Tom: Erm... I'll get that shall I?

Anna: We can't carry on like this.

Narrator: 这种混乱局面可不能再继续下去了！Anna 是不是把两个潜在用户的电话号码丢了？今后还会发生什么事呢？我们下期的《白领英语》节目再会。

Listening Challenge 听力挑战：

办公室里什么文具用光了？

(答案：笔和纸)