



- Narrator:** 欢迎回到 Tip Top 贸易公司。新员工 Rachel 可让 Anna 头疼了，做错了好几件事情。让我们听听 Anna 准备怎么办。
- Tom:** Right, we've definitely got to do something about Rachel...definitely...only, I'm a bit busy at the moment.
- Denise:** Sorting out your dinner date are you Tom?! So Anna, have you spoken to Paul about this?
- Anna:** Yes I have but he didn't do anything.
- Denise.** Hmm, well he is your boss so I think you've got to speak to him again. Take him some biscuits, that might get his attention.
- Anna:** Well, I'll try
- Denise:** Oh and keep notes of you have a record of your conversation.
- Anna:** Denise, you're amazing. But where have the pens gone to?
- Denise:** That is strange – we all seem to be losing our pens. Here, use this old pencil.
- Anna:** Thanks.
- Narrator:** Anna. 向上司正式提出对 Rachel 的不满，你觉得你能做得到吗？
- Anna:** Not really but what else can I do? She is spoiling all the work I've been doing.
- Narrator:** 那到也是。OK, 你可以告诉 Paul 事实情况，你要他采取行动解决问题。
- Anna:** OK. Right, here goes.
- Paul:** Come in.
- Anna:** Hi Paul. I really need to speak to you about Rachel. She really is messing things up...Paul?
- Paul:** Sorry, just counting my biscuits. What were you saying? Rachel? Great girl, isn't she?
- Anna:** No she's not.

Paul: Oh.

Anna: Paul, she's already sent out the wrong order and now she's upset our new client. Plus, have you seen the way she dresses? I'm not happy and I think you've got to take some action.

Narrator: Wow, Anna, 真有你的! 不过别偏题了, 保持职业化。

Paul: Well I'm sure Mr Socrates would disagree with you. Look, if she is as bad as you say then I'll give you my permission to discipline her – give her a warning.

Anna: What! Me?

Paul: You know what's she done wrong so tell her not to do it again...and besides, I've got an important meeting to go to and they usually have those delicious shortbread biscuits. *(WALKING AWAY)* So ...I'll leave it with you then? *(DOOR SHUTS)*

Narrator: 这是个废物老板! Anna 接下来怎么办, 你觉得你能做到吗?

Anna: Not really. What am I going to say?

Narrator: 要教导别人可不是件容易的事儿。你得保持冷静, 职业化。告诉 Rachel 她犯了一些非常严重的错误 "you've made some serious mistakes", 她需要在联系任何客户之前先征得你的同意 "you need to consult me before you contact any of our clients." 给她一个口头警告这种错误不能再犯了, 否则你将向领导汇报 "these mistakes cannot happen again otherwise I will have to refer the matter to someone higher." 这样的做法是非常正式的人事管理步骤, 不过也没其他办法了。

Anna: Oh it's all very serious but I suppose I've got to do it.

Narrator: Good luck!

(DOOR OPENS)

Rachel: Anna! Darling! What's wrong? I saw Paul and he said you're in a bit of a mood.

Anna: It's not a mood Rachel. Can we talk please...now?

Rachel: Yeah sure. Let's sit here, shall we?

Anna: I wanted to let you know that you've made some serious mistakes.

Rachel: Oh!

Anna: You have really upset our new client – and you think it's OK to sell second-hand plastic oranges.

Rachel: Calm down. It's business, darling.

Anna: It's not good business Rachel. These mistakes cannot happen again. If it does I will have to take matters higher and it could result in disciplinary action.

Rachel: Oh! You're quite scary for a short girl.

Narrator: Well Done! Anna 保持了在困难情形下冷静的态度。希望 Rachel 知道自己应该做什么了吧。 以下是给人口头警告时可能用到的语言...

*You've made some serious mistakes.
You need to consult me before you contact any of our clients.
These mistakes cannot happen again otherwise I will have to refer the matter to someone higher.*

Narrator: 不知道 Rachel 的反应是什么。

(LIFT OPENS)

Tom: Oh hello, Rachel.

Rachel: Tommy boy. Come give me a hug. *(SOUND OF PENS FALLING OUT OF HANDBAG)* Oh!

Tom: Our pens! All our pens! You've been stealing them! Rachel!

Paul: *(DOOR OPENS)* What's going on...I say what are all those pens doing on the floor?

Denise: They're from Rachel's handbag. She's been stealing them!

Paul: Right, well, could I see you in my office please Rachel.

Anna/Tom/Denise: Gasp!

Narrator: 原来 Rachel 竟是公司文具的盗贼，是偷笔大盗。这将意味着什么呢？ Find out next time 我们下次节目再见。

Listening Challenge 听力挑战

Who stole all the pens? 谁偷了公司的笔?

(Answer: Rachel. 答案: Rachel)