

Narrator: 欢迎回到 Tip Top 贸易公司。自从 Denise 离开后办公室变得杂乱无序, 重要的电话留言一个接一个地丢失。这问题该怎么解决呢? 我不说你也能猜出来!

(Door opens)

Paul: Hi. Did anyone take a message for me while I was out? I'm expecting an important call.

Tom: Err... no!

Anna: Actually yes Paul. I wrote it on Tom's hand but he washed it off.

Tom: Look, good hygiene's very important to me.

Paul: Hmm. That's not very good is it? What's wrong with writing on a piece of paper?

Anna: We've run out of paper... and pens.

Tom: Everything really. Nobody's ordered any stationery or tidied up the office.

Anna: It's since Denise left.

Paul: Yes, maybe I was a bit hasty getting rid of her. It was really just to save money.

Tom: Yeah, but look, if we can't take messages from possible clients we're going to lose even more money.

Paul: Yes... I suppose you have a point. Maybe I will have to reinstate her.

Anna: You mean, get her back?

Narrator: 没错, 看来他意识到他开走 Denise 的决定是个错误。她要改变决定 'reverse his decision' – 这就是说 Paul 需要给 Denise 打个很尴尬的电话, 把人家请回来。

Tom: Look Paul, you're going to have to call her and tell her you've made an error... a huge one actually.

Paul: It wasn't that huge? Actually... Anna, you're her good friend, would you like to call her?

Anna: Me?! B-b-but I can't.

Narrator: Paul 可真是个胆小鬼! Anna 现在轮到你据理力争的时候了。你跟他说 "You're the boss, I think it's better coming from you." 你是老板, 最好是从你亲自出面。你还可以提醒他 "It was your decision so you need to explain the situation." 当初的决定是你做了, 现在你需要对此做出解释。别忘了提醒他 "This is your responsibility." 这是你的责任。你可以建议他这么说 "I'm sorry, I made a mistake and we would love to have you back." 对不起我做错了决定, 现在我们都希望你能回来。

Anna: OK. Do you know what Paul, I think the news is better coming from you... just to make it official.

Tom: Yeah Paul, you are the boss after all.

Anna: And it was your decision in the first place so you need to explain that the situation has changed.

Paul: Well, maybe you're right but I can't tell her I'm wrong can I?

Anna: Look, just say you're sorry. Tell her you made a mistake and I would love to have you back... we all would.

Paul: Yes, you're right. I should do it. I'll just have a quick biscuit. Here goes *(Dials number)*...

Denise: *(Answers phone)* Hello?

Paul: Ah... h-h-h-ello Denise. It's me... Paul... your boss... your ex-boss from Tip Top Trading.

Denise: Oh.

Paul: How are you... getting on?

Denise: Well...

Paul: Good, good. Actually, I've been rethinking our staffing situation in the office...

Denise: Yes?

Paul: And... well... I'm sorry Denise... I... miscalculated my staffing numbers.

Denise: You mean you made a mistake?

Paul: Well, I suppose so. So... I would love to have you back in the office as soon as possible. What do you say?

Denise: Hmm, let me think about it... hmmm... errr... well... hmmm...

Narrator: Denise 会怎么决定呢？对 Paul 来说这是个很难打的电话。绝不应该是 Anna 的活儿，因为那不是她犯的错，Anna 坚持原则没有向 Paul 让步。以下是她对 Paul 讲的话：

*You're the boss and I think the news is better coming from you.
It was your decision in the first place so you need to explain the situation.
This is your responsibility.*

Narrator: 下面是 Paul 在电话上道歉时使用的短语：

*I've been rethinking our staffing situation in the office.
Sorry, I made a mistake. I miscalculated my staffing numbers.
I would love to have you back in the office.*

Denise: Hmm... well... OK then. I'll start back tomorrow.

Paul: Oh wonderful. I'm so pleased. We'll get your old chair back in position.

Denise: Actually Paul, if you want me back I'll need a new chair... and a new phone...

Paul: OK Denise! See you tomorrow.

Denise: And a pay rise!

Tom: So, is she coming back then?

Paul: Yes, first thing tomorrow.

Tom: That's good because we've just had a call from Nice'n'Cheesy – they said nobody returned their call yesterday and they if we don't contact them by the end of tomorrow they will go elsewhere for their plastic grapes.

Paul: Right, we must act... and act fast.

Narrator: 希望那份儿订单不要从他们的手心儿里跑掉。毕竟 Denise 就要回来了，办公室会更有条理些。但是这能维持多久呢？请留意收听下期的《白领英语》系列。Bye!

Listening Challenge 听力挑战:

Paul 对 Denise 说他一直在重新思考什么？

(答案: 人员配备/数字)