

Unit 7

Customer Service

Text A | Really Want to know
Language Points

Teaching Objectives



to know the words and expressions



to analyze some sentences patterns



To put into use

01

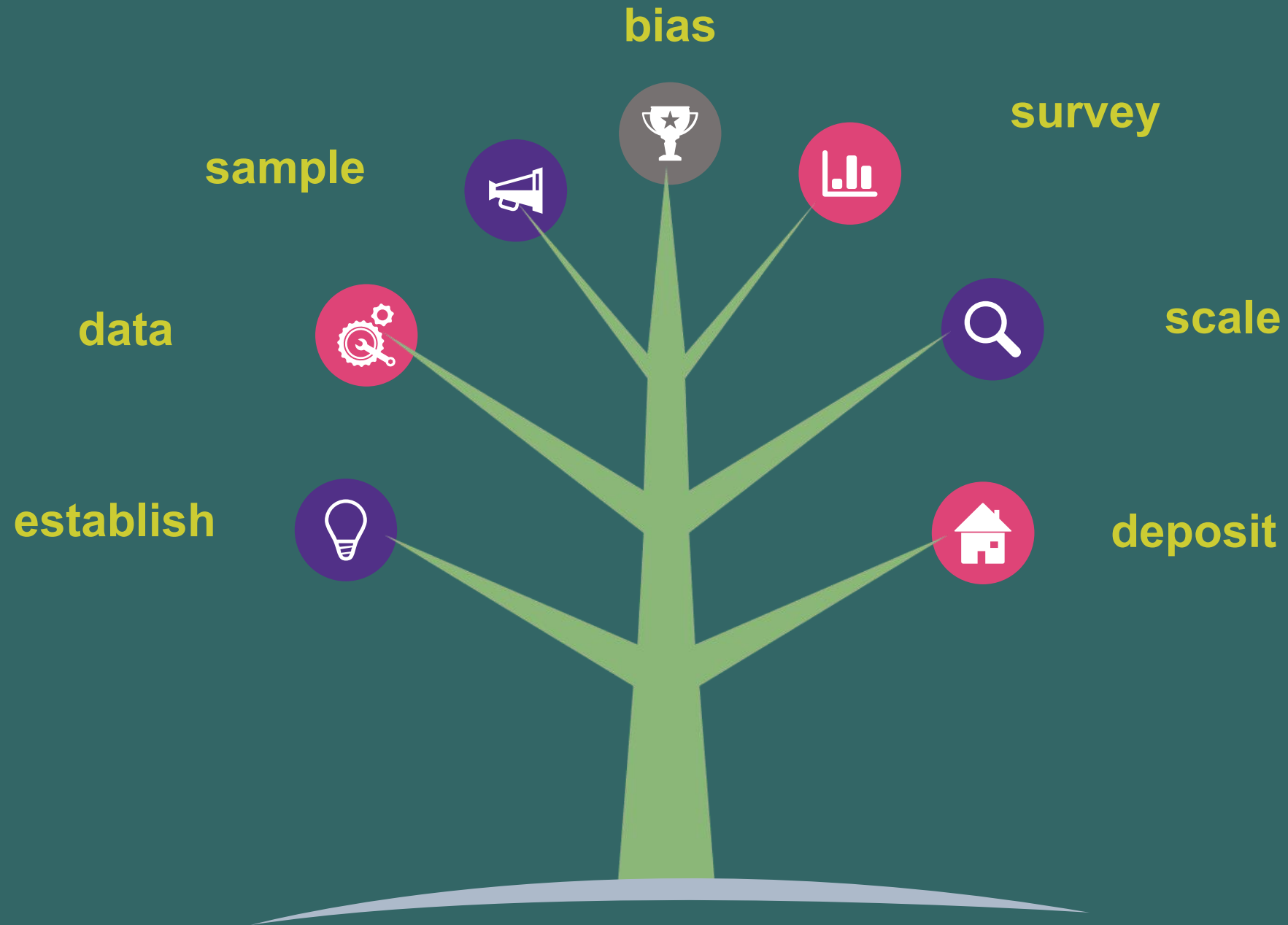
Words and Expressions



1 Please listen to the tape and pay attention to the pronunciation



1 Pronunciation



2 Words meaning



Help the words or phrases to find their **English** meanings and translate their **English** meanings into **Chinese**.

(**C**) 1. deserve

A. to have an increase in **增加, 添加**

(**J**) 2. entire

B. in existence and ready for use **准备好投入使用**

(**H**) 3. survey

C. to have earned something by good or bad actions or behavior **值得, 应得**

(**A**) 4. gain

D. to strongly advise someone to do something **力劝, 敦促**

(**I**) 5. particular

E. to take action or put into practice **完成**

(**D**) 6. urge

F. opinion given briefly in speech or writing about something or someone **评价**

(**F**) 7. comment

G. to set up **建立, 设立**

(**E**) 8. implement

H. a general examination or study (of conditions, opinions, etc.), especially carried out by asking people questions **调查, 民意测验**

(**G**) 9. establish

I. unusual, single and different from others **特别, 尤其**

(**B**) 10. in place

I. J. whole; complete **完全的**

3 Word usage



deserve

v. to have earned something by good or bad actions or behavior

e.g. You've been working all the morning—I think you **deserve** a rest.

3 Word usage



implement

v. to take action or put into practice

e.g. We have decided to **implement** the president's suggestion in full.

3 Word usage



establish

v. to start; to set up

e.g. The relationships between the two companies were **established** two years ago.



e.g. The **establishment** of the business took several years.

3 Word usage



obtain

. to get something especially by means of effort
e.g. The perfect body has always been difficult to obtain.

obtain

formal, to get something especially by means of effort

difference

gain

to increase in weight, speed, height or value,...

3 Word usage



go off

1. to stop

e.g. The headache went off quite suddenly.

2. leave suddenly

e.g. They went off without telling us.

3 Word usage



think twice

to think very carefully about something

e.g. Let's wash out that idea and think twice。

Think twice before doing anything.

三思而行

Sentence Understanding

02

Sentences Understanding



P2: It is admirable for an organization to want to measure customer satisfaction.

An organization wants to measure customer satisfaction.
That is admirable.

e.g. It will be difficult for me to translate this article.

Sentences Understanding



P2: One side of the questionnaire contained a note from the owner, **beginning** with the words “I really want to know”.

One side of the questionnaire contained a note from the owner. The note began with the words “I really want to know”.

e.g. The secretary worked late into the night, **preparing** a speech for the manager.

03

Put into use



Put into Use



TASK 1

Complete the following sentences with the words or phrases given.

Change the form if necessary.



1. comment
2. think twice
3. implement
4. go off
5. fill out

Put into Use

01

After Tom passed his driving test, he filled out an application for his driver's license.

02

Mary and I have gone off cooking, so we live on salads these days.

Put into Use

03

If I were you, I'd think twice before investing the money in that business.

04

He had read the novel himself, and made quite a few comments on it.

Put into Use



The committee's suggestion will be implemented once the president gives the permission.



THANK YOU