

**Describe a bad service you received in a restaurant or shop** (一次糟糕的服务)

**You should say:**

**When and where it happened**

**What happened**

**How it was solved**

**And explain how you felt about the experience**

**知识点:**

**1. 好的服务员、销售人员 (可以把好词儿反过来用, 前面加 not) :**

- **Attentive:** 密切关注你的, 很注意的
- **Friendly:** 友好的
- **Helpful:** 善帮助的
- **Efficient:** 高效的
- **Knowledgeable:** 知识渊博的
- **Patient:** 有耐心的
- **Responsive/ prompt:** 反应及时的, 有问必答的
- **Polite:** 有礼貌的
- **Adaptable/ flexible:** 灵活的, 有适应力的
- **Professional:** 专业的

**2. 糟糕的服务员、销售人员**

- **Arrogant:** 傲慢的
- **Indifferent:** 漫不经心的、冷漠的
- **Inattentive:** 不关心的、不注意的
- **Inefficient:** 低效的

- **Uninformed:** 不了解情况的, 对产品、服务不了解的
- **Impatient:** 没耐心的
- **Unresponsive:** 反应不及时的
- **Rude:** 粗鲁的
- **Inflexible:** 不灵活的
- **Unprofessional:** 不专业的

So, a about a year ago, my family and I had a “not-so-great” experience (不是太好的经历) at a posh (华丽的) French restaurant in our city.

It was on my mom's birthday, a day that was supposed to be filled with joy and celebration (本该是充满欢声笑语的一天). We decided to treat her to a special dinner (请她吃饭) at a fancy French restaurant that is famous on social media.

When we arrived, there was a lot of people, and all the servers were very occupied (很忙). We waited for about 45 mins until finally got a table. Our server came to us, and by that time, we were still very excited and in high spirits (情绪很高).

But the server had this a very annoyed and arrogant face (很嫌弃又傲慢的脸) right from the start. He barely greeted us with a smile (几乎没有笑脸相迎), and when we asked about the specials, he just shrugged (耸耸肩) and said, "They change every day." Which was very shocking as he was supposed to be the one who helped me to order.

We placed the order, and later guess what (你猜怎么着), he brought the wrong dishes to our table (菜端错了). When we politely pointed out the mistake (指出问题), his response was incredibly rude. He said, "Well, I can't remember every order, you know." Can you believe it?? We didn't want to let one server ruin our mood (毁掉心情) for the night, so we stayed, instead of leaving.

However, as the evening went on, the server's indifference went on and on as well. He rarely checked on us (几乎不管我们), 0 attentive (一点都不关注我们), and when he did, he was all the time rolling his eyes (翻白眼) and get annoyed by our requests for water refills or extra napkins (蓄水和多给额外纸巾). I get it, he was busy. But that was a fancy and expensive restaurant. Being friendly and patient should be the bare minimum (最基本的、及格线的要求), right?

Eventually, we couldn't put up with (受不了) his bad attitude. So, we asked to speak to the manager. The manager was apologetic and even offered us a complimentary dessert (免费赠与的甜点) as an apology for the terrible experience.

I felt terrible about the experience. Not just me, my parents as well. We felt ignored, belittle and mistreated (感到被忽视、轻视和错误对待). It should be a happy and special day. But everything was ruined by one bad server. I guess, not everyone can be a server.

So yeh, that was the story, thank you.

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