

影片長度 2 分 05 秒，立即讀取收看影片



3 A Long Wait

30 CSR = Customer Service Representative

Molly calls customer service when she has trouble with a ride-hailing [◆] app.⁵Molly: Hi, I was trying to book a taxi through your app to go to the **Metropolitan**⁶ Museum of Art, but the wait time is very long.35 CSR: Our **apologies**⁷ for that. Unfortunately, we're experiencing high demand right now, and it might take another 20 minutes for a driver to accept the booking.

Molly: Well, are there any other options available?

40 CSR: Yes, you could switch to our ride-sharing [◆] service. It should get you a car faster since we pool[★] resources differently for those rides.

Molly: That sounds like a good idea. I'll just switch to the ride-sharing service.

CSR: OK, glad I could help.

4 A Lost Item

45 After getting her ride, Molly realizes that she left her wallet in the car and calls customer service again for help.

Molly: Hi, I got dropped off[★] at the Met about 10 minutes ago, and I think I left my wallet in the car.

50 CSR: I'm sorry to hear that. Let me check your ride details... Are you Molly Price?

Molly: Yes, that's me.

CSR: OK, I'll **notify**⁸ the driver and call you back soon.

Molly: Thank you.

55 CSR: (Calling back a short time later) Hello, Ms. Price. The driver found your wallet. Can we arrange a time to return it to you?

Molly: That's great! I'd like another ride later, so could he just bring it then and take me to my next destination?

CSR: That should work!

Vocabulary

* 表示大考出現過的字彙

* 5. **app** [æp] n. 應用程式 (為 application [ˌæpləˈkeɪʃən] 的簡稱)
Lauren uses a fitness **app** to track her workouts.* 6. **metropolitan** [ˌmetrəˈpəlɪtən] adj. 大都會的 (the Metropolitan Museum of Art 指「大都會藝術博物館」，常簡稱為 the Met，如第 47 行)
The **metropolitan** area is known for its cultural diversity.* 7. **apology** [əˈpɒlədʒi] n. 道歉、認錯Deanna sends her **apologies** for missing the meeting.* 8. **notify** [ˈnəʊfaɪ] v. 通知、告知
They **notified** the police immediately after the accident.

參考字彙

◆ ride-hailing [ˈraɪdˌheɪlɪŋ] adj., n. 預約車輛 (的); 叫車 (的)

◆ ride-sharing [ˈraɪdˌʃeɪɪŋ] adj., n. 共乘 (的)

補充說明

★ pool 在此作動詞，表示「(為了共同目的而) 集結 (資源、金錢、想法等)」。

★ drop sb/sth off 表示「讓某人下車; 在途中留下某物」，對話中為被動用法。