

## BBC Learning English – Q & A of the Week

### About this script

Please note that this is not a word for word transcript of the programme as broadcast. In the recording and editing process changes may have been made which may not be reflected here.

### 关于台词的备注:

请注意这不是广播节目的逐字稿件。本文稿可能没有体现录制、编辑过程中对节目做出的改变。

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### Mobile Etiquette 手机礼节

*(Sound of phone ringing)*

**Wang Fei:** Hello? Hello? 一定是打错电话了。大家好，欢迎收听 Question and Answer of the Week. 我们今天的问题来自北京的蔡璐同学，她现在英国留学。

### Insert

*Hello everyone, my name is Cai Lu. When I arrived in the UK I found it a little difficult to talk with foreign people by mobile phone. It is different from in China. When we talk on the phone in China we usually say in Chinese 你有什么事吗? But I don't know how to say it in English. To avoid this embarrassing situation, I want the BBC programme to give me some suggestions. Thank you.*

**Wang Fei:** 蔡璐同学询问如何用英语打电话。在汉语中，我们通常说 “你有什么事吗？” 这句话用英语该怎么说呢？我觉得 Finn 会给你很好的解答。Hello Finn.

**Finn:** Hello Wang Fei.

**Wang Fei:** How are you?

**Finn:** Very well thanks. So, Cai Lu wants to know how to avoid this embarrassing situation.

**Wang Fei:** An embarrassing situation 这样一个尴尬的情况。 So what would we say in English, Finn?

**Finn:** Well, how about this? I'm going to call two colleagues, William and Catherine. Try to listen for what they say when in Chinese you would say 你有什么事吗?

**Wang Fei:** Very good idea. Finn 打算给两个同事打电话，但是不告诉他们打电话的原因，我们看看我们的英国同事会如何用英语说 “你有什么事吗？”

**Finn:** Let's call Will.

*(Calls phone)*

**Will:** Hello?

**Finn:** *Hi is that Will?*

**Will:** *Speaking.*

**Finn:** *Hey Will, how's it going? It's Finn.*

**Will:** *Oh hi Finn how are you doing?*

**Finn:** *Not too bad how are you?*

**Will:** *Yeah not too bad yeah.*

**Finn:** *Yeah. What are you up to?*

**Will:** *I am just finishing off a programme and thinking about when I ought to be going home.*

**Finn:** *OK, cool.*

**Will:** *Can I help you with something?*

**Finn:** *No, I'm just calling for a chat actually...*

*(Phone conversation ends)*

**Wang Fei:** 刚才 William 是怎么说 “你有什么事”的？

**Finn:** Let's listen to the last few lines again.

**Will:** *...be going home.*

**Finn:** *Ok, cool.*

**Will:** *Can I help you with something?*

**Wang Fei:** William 说 *Can I help you with something?* 你有什么事吗？这是一个很有礼貌并且半正式的表达。你会经常在办公或者商务环境中使用这句话。

**Finn:** That's right. So, 'can I help you with something?' is one possible phrase. Now let's give Catherine a call. Let's listen to what Catherine says.

**Wang Fei:** Good idea.

*(Calls phone)*

**Catherine:** *Hello?*

**Finn:** *Hi, is that Catherine?*

**Catherine:** *Hi yes, speaking.*

**Finn:** *Hi it's Finn.*

**Catherine:** *Oh hello Finn. How are you?*

**Finn:** *Yeah good how are you?*

**Catherine:** *I'm alright things aren't too bad. Erm, what's up?*

**Finn:** *Cool, yeah, no I was just calling for a chat actually.*

*(Phone conversation ends)*

**Wang Fei:** Catherine 是怎么说 “你有什么事” 的呢？我们再听一遍。

**Catherine:** *I'm alright things aren't too bad. Erm, what's up?*

**Wang Fei:** 她说 **what's up?** 这是一个非常口语化的表达方式 “ 什么事儿？ ” “ 怎么样？ ” 人们和非常熟悉的同事或朋友之间交谈、打电话时会用这个表达。

**Finn:** *What's up? So, what's up? It means, 'what's happening?'*

**Wang Fei:** Do you use this phrase Finn?

**Finn:** Yes, I do. And another one, sometimes if friend calls me and we've been talking for a while I'll use this phrase: 'So, did you just call for a chat?'

**Wang Fei:** 你打电话就是聊聊天吗？如果你的朋友打电话没有说任何理由，你可以问他们 **So, did you just call me for a chat?**

**Finn:** That's right. So, what have we learned? 'Can I help you with something?', 'What's up?' or 'Did you just call for a chat?' These are three good phrases that we can use.

**Wang Fei:** 这真是太有用的表达了，希望我们今天的节目对蔡璐同学有所帮助。听众朋友，如果你也有英语表达或者语法方面的问题，请别忘了给我们发电子邮件。

**Finn:** Our email address is: [chinaelt@bbc.co.uk](mailto:chinaelt@bbc.co.uk).

**Wang Fei:** Bye for now!

**Finn:** Actually, I think I'll just give Cai Lu a call.

**Cai Lu:** *Hello?*

**Finn:** *Hello. Hi. Is that Lu?*

**Cai Lu:** *Yes, I'm Lu.*

**Finn:** *Hi Lu. How are you?*

**Cai Lu:** *Yeah I'm fine.*

**Finn:** *This is Finn calling.*

**Cai Lu:** *Oh, hi Finn.*

**Finn:** *Hi. So, how are you?*

**Cai Lu:** *Yeah, I'm fine. Did you just call me for a chat?*