

## BBC Learning English –Real English

### About this script

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### 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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### Real English: Helpdesk 信息咨询服务台

- Jo: This is Real English from BBC Learning English. I'm Jo.
- Jean: And I'm Jean.
- Jo: Today we're going to look at words and phrases that have recently become part of the English language.
- Jean: 在我们今天的《地道英语》节目当中，我们要来了解和学习一些英国英语语言当中新出现的新词汇和短语。
- Jo: Today's word is helpdesk. That's help H.E.L.P. and desk D.E.S.K. Helpdesk.
- Jean: Helpdesk. 帮助，还有这个桌子，这是什么意思呢？
- Jo: Well, a helpdesk is somewhere you call to get help with your computer, for example.
- Jean: OK 我知道了，a helpdesk 就是给用户大众提供帮助而设置的咨询或是信息服务台。
- Jo: Yes. If you have a new computer system at work, you might have problems and say let's call the helpdesk.
- Jean: 或者如果说 I work on a helpdesk 就是说我在信息咨询服务台工作。

### Example

*A: Whatever I do my computer won't connect to the internet.*

*B: Well, why not call the helpdesk? They're open 24 hours.*

- Jo: Do you like my new mobile phone, Jean?
- Jean: Yes I do, is it good?
- Jo: Yes, but it was difficult to use at first. I had to call the helpdesk to find out how to use it properly.
- Jean: Really?

Jo: Yes. But they were very helpful.

Jean: How many times did you call?

Jo: Quite a few times. I'm not very good with technology. Fortunately the people on the helpdesk were very patient.

Jean: Well that's good that they're very patient with you. 好了，今天我们学到的新词 **helpdesk** 就是在车站酒店等公共场所服务机构所设置的咨询服务台。And that's all we have time for today.

Jo: Yes, that's all. You've been listening to Real English from BBC Learning English. Join us again soon for more up-to-the-minute Real English. Bye.

Jean: See you next time.