大学英语六级考试 添 历年真题解析

 $(2004 \sim 1999)$



丛书主编 北京大学英语系 李 培 李 博

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特致此信,向双博士表达我们内心长久以来的感激之情,并祝愿双博士事业蒸蒸日上。

北京大学研究生会 二**零零**二年十二月

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谢×× 2003年10月28日

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你们好!

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这次借寄领奖凭证之机,向默默工作着的你们说了几句心里话,希望没有打扰您们的工作。在此,我想代表广大读者朋友对您们的辛勤工作表示衷心感谢,祝您们身体健康。好人总有好报,读者的眼睛是雪亮的,你们的默默工作他们一定看到或感受到了,他们会在内心为您们祝福。

您的朋友:邓XX 2003年11月8日

前

本书由四、六级命题专家编写。

reservence of the servence of t 全书分为三部分:第一部分是1999年6月至2004年6月的六级考试全真试题和双博士专题课堂; 第二部分是试题答案与解析;第三部分是听力材料原文。本书特色为:

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第一部分 全真试题

2004年6月大学英语六级试题

试卷一

Part I

Listening Comprehension

(20 minutes)



Directions: In this section, you will hear 10 short conversations. At the end of each conversation, a question will be asked about what was said. Both the conversation and the question will be spoken once only. After each question there will be a pause. During the pause, you must read the four choices marked A), B), C) and D), and decide which is the best answer. Then mark the corresponding letter on the Answer Sheet with a single line through the centre.

Example: You will hear:

You will read: A) 2 hours.

B) 3 hours.

C) 4 hours.

D) 5 hours.

From the conversation we know that the two are talking about some work they will start at 9 o'clock in the morning and have to finish by 2 in the afternoon. Therefore, D) "5 hours" is the correct answer. You should choose [D] on the Answer Sheet and mark it with a single line through the centre.

Sample Answer [A] [B][C][D]

- 1. A) Dick's trousers don't match his jacket.
 - C) The color of Dick's jacket is too dark.
- 2. A) Call the police station.
 - C) Show the man her family pictures.
- 3. A) The temperature is not as high as the man claims.
- and the state of the same of t
 - B) The room will get cool if the man opens the windows.
 - C) She is following instructions not to use the air conditioning.
- D) She is afraid the new epidemic SARS will soon spread all over the town.
- 4. A) She lost a lot of weight in two years.
 - C) She had a unique way of staying healthy.
- 5. A) The man is not suitable for the position.
 - C) She had received only one application letter. ted.
- 6. A) He's unwilling to fetch the laundry.
 - C) He will go before the laundry is closed.
- 7. A) At a shopping center.
 - C) At an international trade fair.

B) She stopped exercising two years ago.

B) Dick looks funny in that yellow jacket.

D) Ask to see the man's driver's license.

D) Dick has bad taste in clothes.

B) Get the wallet for the man.

- D) She was never persistent in anything she did.
- B) The job has been given to someone else.
- D) The application arrived a week earlier than expec-
- B) He has already picked up the laundry.
- D) He thinks his mother should get the clothes back.
- B) At an electronics company.
- D) At a DVD counter in a music store.
- 8. A) The woman hated the man talking throughout the movie.
 - B) The woman saw a comedy instead of a horror movie.
 - C) The woman prefers light movies before sleep.

2



- D) The woman regrets going to the movie.
- 9. A) He is the right man to get the job done.
 - C) He is not easy to get along with.
- 10. A) It is being forced out of the entertainment industry.
 - C) It should revolutionize its technology.
- B) He is a man with professional expertise.
- D) He is not likely to get the job.
- B) It should change its concept of operation.
- D) It is a very good place to relax.



Directions. In this section, you will hear 3 short passages. At the end of each passage, you will hear some questions. Both the passage and the questions will be spoken once only. After you hear a question, you must choose the best answer from the four choices marked A), B), C) and D). Then mark the corresponding letter on the Answer Sheet with a single line through the centre.

Passage One

Questions 11 to 13 are based on the passage you have just heard.

- 11. A) He set up the first university in America.
 - B) He was one of the earliest settlers in America.
 - C) He can best represent the spirit of early America.
 - D) He was the most distinguished diplomat in American history.
- 12. A) He provided Washington with a lot of money.
 - B) He persuaded France to support Washington.
 - C) He served as a general in Washington's army.
 - D) He represented Washington in negotiations with Britain.
- 13. A) As one of the greatest American scholars.
- B) As one of America's most ingenious inventors.
- C) As one of the founding fathers of the United States. rights.
- D) As one of the most famous activists for human

Passage Two

Questions 14 to 17 are based on the passage you have just heard.

- 14. A) Because we might be offered a dish of insects.
 - B) Because nothing but freshly cooked insects are served.
 - C) Because some yuppies like to horrify guests with insects as food.
 - D) Because we might meet many successful executives in the media industry.
- 15. A) From yuppie clubs.
 - C) In the supermarket.
- 16. A) It's easy to prepare.
 - C) It's exotic in appearance.
- 17. A) It will be consumed by more and more young people.
 - C) It will have to be changed to suit local tastes.
- B) In the seafood market.
- D) On the Internet.
- B) It's tasty and healthful.
- D) It's safe to eat.
- B) It will become the first course at dinner parties.
- D) It is unlikely to be enjoyed by most people.

Passage Three

Questions 18 to 20 are based on the passage you have just heard.

18. A) Their business hours are limited.

- B) Their safety measures are inadequate.
- C) Their banking procedures are complicated.
- D) They don't have enough service windows.
- 19. A) People who are in the habit of switching from one bank to another.
 - B) Young people who are fond of modern technology.
 - C) Young people who are wealthy and well educated.
 - D) People who have computers at home.
- 20. A) To compete for customers.

- B) To reduce the size of their staff.
- C) To provide services for distant clients.
- D) To expand their operations at a lower cost.





Part II

Rending Comprehension

(35 minutes)

Directions: There are 4 passages in this part. Each passage is followed by some questions or unfinished statements. For each of them there are four choices marked A), B), C) and D). You should decide on the best choice and mark the corresponding letter on the Answer Sheet with a single line through the centre.

Passage One

Questions 21 to 25 are based on the following passage.

It was the worst tragedy in maritime (航海的) history, six times more deadly than the Titanic.

When the German cruise ship Wilhelm Gustloff was hit by torpedoes (鱼雷) fired from a Russian submarine in the final winter of World War II, more than 10,000 people—mostly women, children and old people fleeing the final Red Army push into Nazi Germany—were packed aboard. An ice storm had turned the decks into frozen sheets that sent hundreds of families sliding into the sea as the ship tilted and began to go down. Others desperately tried to put lifeboats down. Some who succeeded fought off those in the water who had the strength to try to claw their way aboard. Most people froze immediately. "I'll never forget the screams," says Christa Ntitzmann, 87, one of the 1, 200 survivors. She recalls watching the ship, brightly lit, slipping into its dark grave — and into seeming nothingness, rarely mentioned for more than half a century.

Now Germany's Nobel Prize - winning author Gunter Grass has revived the memory of the 9,000 dead, including more than 4,000 children—with his latest novel Crab Walk, published last month. The book, which will be out in English next year, doesn't dwell on the sinking; its heroine is a pregnant young woman who survives the catastrophe only to say later: "Nobody wanted to hear about it, not here in the West (of Germany) and not at all in the East." The reason was obvious. As Grass put it in a recent interview with the weekly Die Woche: "Because the crimes we Germans are responsible for were and are so dominant, we didn't have the energy left to tell of our own sufferings."

The long silence about the sinking of the Wilhelm Gustloff was probably unavoidable and necessary. By unreservedly owning up to their country's monstrous crimes in the Second World War, Germans have managed to win acceptance abroad, marginalize (使..... 不得势) the neo – Nazis at home and make peace with their neighbors. Today's unified Germany is more prosperous and stable than at any time in its long, troubled history. For that, a half century of willful forgetting about painful memories like the German Titanic was perhaps a reasonable price to pay. But even the most politically correct Germans believe that they're now earned the right to discuss the full historical record. Not to equate German suffering with that of its victims, but simply to acknowledge a terrible tragedy.

- 21. Why does the author say the sinking of the Wilhelm Gustloff was the worst tragedy in maritime history?
 - A) It was attacked by Russian torpedoes.
- B) Most of its passengers were frozen to death.
- C) Its victims were mostly women and children.
- D) It caused the largest number of casualties.
- 22. Hundreds of families dropped into the sea when ____
 - A) a strong ice storm tilted the ship
 - B) the cruise ship sank all of a sudden
 - C) the badly damaged ship leaned toward one side
 - D) the frightened passengers fought desperately for lifeboats
- 23. The Wilhelm Gustloff tragedy was little talked about for more than half a century because Germans ____
 - A) were eager to win international acceptance
- B) felt guilty for their crimes in World War II
- C) had been pressured to keep silent about it
- D) were afraid of offending their neighbors
- 24. How does Gunter Grass revive the memory of the Wilhelm Gustloff tragedy?
 - A) By presenting the horrible scene of the torpedo attack.
 - B) By describing the ship's sinking in great detail.
 - C) By giving an interview to the weekly Die Woche.
 - D) By depicting the survival of a young pregnant woman.

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- 25. It can be learned from the passage that Germans no longer think that
 - A) they will be misunderstood if they talk about the Wilhelm Gustloff tragedy
 - B) the Wilhelm Gustloff tragedy is a reasonable price to pay for the nation's past misdeeds
 - C) Germany is responsible for the horrible crimes it committed in World War II
 - D) it is wrong to equate their sufferings with those of other countries

Passage Two

Questions 26 to 30 are based on the following passage.

Given the lack of fit between gifted students and their schools, it is not surprising that such students often have little good to say about their school experience. In one study of 400 adult who had achieved distinction in all areas of life, researchers found that three – fifths of these individuals either did badly in school or were unhappy in school. Few MacArthur Prize fellows, winners of the MacArthur Award for creative accomplishment, had good things to say about their precollegiate schooling if they had not been placed in advanced programs. Anecdotal (名人轶事) reports support this. Pablo Picasso, Charles Darwin, Mark Twain, Oliver Goldsmith, and William Butler Yeats all disliked school. So did Winston Churchill, who almost failed out of Harrow, an elite British school. About Oliver Goldsmith, one of his teachers remarked, "Never was so dull a boy." Often these children realize that they know more than their teachers, and their teachers often feel that these children are arrogant, inattentive, or unmotivated.

Some of these gifted people may have done poorly in school because their gifts were not scholastic. Maybe we can account for Picasso in this way. But most fared poorly in school not because they lacked ability but because they found school unchallenging and consequently lost interest. Yeats described the lack of fit between his mind and school: "Because I had found it difficult to attend to anything less interesting than my own thoughts, I was difficult to teach." As noted earlier, gifted children of all kinds tend to be strong – willed nonconformists. Nonconformity and stubbornness (and Yeats's level of arrogance and self – absorption) are likely to lead to conflicts with teachers.

When highly gifted students in any domain talk about what was important to the development of their abilities, they are far more likely to mention their families than their schools or teachers. A writing prodigy (神童) studied by David Feldman and Lynn Goldsmith was taught far more about writing by his journalist father than his English teacher. High – IQ children, in Australia studied by Miraca Gross had much more positive feelings about their families than their schools. About half of the mathematicians studied by Benjamin Bloom had little good to say about school. They all did well in school and took honors classes when available, and some skipped grades.

er. High - IQ children, in Australia studied by Miraca Gros	s had much more positive feelings about their families
than their schools. About half of the mathematicians studied	by Benjamin Bloom had little good to say about school.
They all did well in school and took honors classes when ava-	ilable, and some skipped grades.
26. The main point the author is making about schools is that	·
A) they should satisfy the needs of students from differen	t family backgrounds
B) they are often incapable of catering to the needs of tal	lented students
C) they should organize their classes according to the stu	dents' ability
D) they should enroll as many gifted students as possible	
27. The author quotes the remarks of one of Oliver Goldsmith	's teachers
A) to provide support for his argument	B) to illustrate the strong will of some gifted children
C) to explain how dull students can also be successful	D) to show how poor Oliver's performance was at
school	
28. Pablo Picasso is listed among the many gifted children wh	
A) paid no attention to their teachers in class	
B) contradicted their teachers much too often	
C) could not cope with their studies at school successfull	у
D) behaved arrogantly and stubbornly in the presence of	their teachers
29. Many gifted people attributed their success	
A) mainly to parental help and their education at home	

B) both to school instruction and to their parents' coaching
C) more to their parents' encouragement than to school training



- D) less to their systematic education than to their talent
- 30. The root cause of many gifted students having bad memories of their school years is that
 - A) their nonconformity brought them a lot of trouble
 - B) they were seldom praised by their teachers
 - C) school courses failed to inspire or motivate them
 - D) teachers were usually far stricter than their parents

Passage Three

Questions 31 to 35 are based on the following passage.

When we worry about who might be spying on our private lives, we usually think about the Federal agents. But the private sector outdoes the government every time. It's Linda Tripp, not the FBI, who is facing charges under Maryland's laws against secret telephone taping. It's our banks, not the Internal Revenue Service (IRS), that pass our private financial data to telemarketing firms.

Consumer activists are pressing Congress for better privacy laws without much result so far. The legislators lean toward letting business people track our financial habits virtually at will.

As an example of what's going on, consider U. S. Bancorp, which was recently sued for deceptive practices by the state of Minnesota. According to the lawsuit, the bank supplied a telemarketer called Member Works with sensitive customer data such as names, phone numbers, bank – account and credit – card numbers, Social Security numbers, account balances and credit limits.

With these customer lists in hand, MemberWorks started dialing for dollars——selling dental plans, videogames, computer software and other products and services. Customers who accepted a "free trial offer" had 30 days to cancel. If the deadline passed, they were charged automatically through their bank or credit card accounts. U. S. Bancorp collected a share of the revenues....

Customers were doubly deceived, the lawsuit claims. They didn't know that the bank was giving account numbers to Member Works. And if customers asked, they were led to think the answer was no.

The state sued MemberWorks separately for deceptive selling. The company declies that it did anything wrong. For its part, U.S. Bancorp settled without admitting any mistakes. But it agreed to stop exposing its customers to nonfinancial products sold by outside firms. A few top banks decided to do the same. Many other banks will still do business with MemberWorks and similar firms.

And banks will still be mining data from your account in order to sell you financial products, including things of little value, such as credit insurance and credit card protection plans.

You have almost no protection from businesses that use your personal accounts for profit. For example, no federal law shields "transaction and experience" information—mainly the details of your bank and credit card accounts. Social Security numbers are for sale by private firms. They've generally agreed not to sell to the public. But to businesses, the numbers are an open book. Selfregulation doesn't work. A firm might publish a privacy – protection policy, but who enforces it?

Take U.S. Bancorp again. Customers were told, in writing, that "all personal information you supply to us will be considered confidential". Then it sold your data to MemberWorks. The bank even claims that it doesn't "sell" your data at all. It merely "shares" it and reaps a profit. Now you know.

31. Contra	rv to n	onular	belief.	the author	finds t	that e	spying o	n peo	ole'	's t	orivacy	•
JI. Condu	, w p	opuiui	DOLLOR,	mic dumor	ALLICO		P)	poo	P	~ 1	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	

- A) is mainly carried out by means of secret taping
- B) has been intensified with the help of the IRS
- C) is practiced exclusively by the FBI
- D) is more prevalent in business circles

- 32. We know from the passage that _____
 - A) legislators are acting to pass a law to provide better privacy protection
 - B) most states are turning a blind eye to the deceptive practices of private businesses
 - C) the state of Minnesota is considering drawing up laws to protect private information
 - D) lawmakers are inclined to give a free hand to businesses to inquire into customers' buying habits



- 33. When the "free trial" deadline is over, you'll be charged without notice for a product or service if _____
 - A) you fail to cancel it within the specified period
- B) you happen to reveal your credit card number
- C) you find the product or service unsatisfactory
- D) you fail to apply for extension of the deadline
- 34. Businesses do not regard information concerning personal bank accounts as private because
 - A) its revelation will do no harm to consumers under the current protection policy
 - B) it is considered "transaction and experience" information unprotected by law
 - C) it has always been considered an open secret by the general public
 - D) its sale can be brought under control through self regulation
- 35. We can infer from the passage that .
 - A) banks will have to change their ways of doing business
- B) privacy protection laws will soon be enforced
- C) consumers' privacy will continue to be invaded
- D) "free trial" practice will eventually be banned



Questions 36 to 40 are based on the following passage.

It's hardly news that the immigration system is a mess. Foreign nationals have long been slipping across the border with fake papers, and visitors who arrive in the U.S. legitimately often overstay their legal welcome without being punished. But since Sept. 11, it's become clear that terrorists have been shrewdly factoring the weaknesses of our system into their plans. In addition to their mastery of forging passports, at least three of the 19 Sept. 11 hijackers (劫机者) were here on expired visas. That's been a safe bet until now. The Immigration and Naturalization Service (INS) (移民归化局) lacks the resources, and apparently the inclination, to keep track of the estimated 2 million foreigners who have intentionally overstayed their welcome.

But this laxness (马虎) toward immigration fraud may be about to change. Congress has already taken some modest steps. The U.S.A. Patriot Act, passed in the wake of the Sept. 11 tragedy, requires the FBI, the Justice Department, the State Department and the INS to share more data, which will make it easier to stop watch – listed terrorists at the border.

But what's really needed, critics say, is even tougher laws and more resources aimed at tightening up border security. Reformers are calling for a rollback of rules that hinder law enforcement. They also want the INS to hire hundreds more border patrol agents and investigators to keep illegal immigrants out and to track them down once they're here. Reformers also want to see the INS set up a database to monitor whether visa holders actually leave the country when they are required to.

All these proposed changes were part of a new border - security bill that passed the House of Representatives but died in the Senate last week. Before Sept. 11, legislation of this kind had been blocked by two powerful lobbies: universities, which rely on tuition from foreign students who could be kept out by the new law, and business, which relies on foreigners for cheap labor. Since the attacks, they've backed off. The bill would have passed this time but for congressional maneuverings and is expected to be reintroduced and to pass next year.

Also on the agenda for next year; a proposal, backed by some influential law – makers, to split the INS into two agencies——a good cop that would tend to service functions like processing citizenship papers and a bad cop that would concentrate on border inspections, deportation and other functions. One reason for the division, supporters say, is that the INS has in recent years become too focused on serving tourists and immigrants. After the Sept. 11 tragedy, the INS should pay more attention to serving the millions of ordinary Americans who rely on the nation's border security to protect them from terrorist attacks.

- 36. Terrorists have obviously taken advantage of
 - A) the legal privileges granted to foreigners
 - B) the excessive hospitality of the American people
 - C) the irresponsibility of the officials at border checkpoints
 - D) the low efficiency of the Immigration and Naturalization Service
- 37. We learn from the passage that coordinated efforts will be made by various U. S. government agencies to

A) 1	refuse the renewing	of expired visas	B) ward o	off terrorist suspects a	t the border
		of immigration papers	•	the number of immigra	
			e Sept. 11 aliens with		
		ktended without trouble	=	be closely watched by	
	· ·	s long as they wished		live in constant fear	
	-	that all these years the		iivo iii oonomii iom	or deportments.
		o contradictory function		•	PM 1
ĺ.				- diaiial	**
			urists and immigrants in	_	
	-		s at the expense of the	nation s security	
	-	as of the two powerful			
	-		unable to pass stricter	r immigration laws bed	eause
		ot away foreign student			
В) і	it was difficult to co	ordinate the efforts of t	the congressmen		
			about national security		
D) 1	resources were not a	available for their enfor	rcement		
Part 1	Ш		Yusabulary		(20 minutes)
Directio	ns: There are 30 i	ncomplete sentences in	this part. For each se	entence there are four	choices marked A),
			est completes the senter		
the Ansv	wer Sheet with a sir	ngle line through the co	entre.		
41. It is	generally known th	at New York is a city i	for and a cen	nter for odd bits of infe	ormation.
	veterans	B) victims	C) pedestrians	D) eccentrics	
•	A		nic ability, but John's	actual performance di	d not confirm this.
			C) classify	D) notify	
	-		ny of the invited guests	would still show up.	A
	deviation	B) distinction	C) controversy		
			together to seek		
	premium	B) compensation	C) repayment	D) refund	
,	•	, <u>.</u>	ut recently we have had	•	with the machinery.
	disturbances		C) outputs	D) distortions	
•	7	The state of the s	hair over to on		
	•	B) bare	C) bald	D) bleak	
•	barren		eloved son, 30 years at		
	cherish	B) groan	C) immerse	D) mourn	
•		, 0	and the state of t		
	and the second s		ings local farmers a lot C) spice	D) elite	
	majority	B) staple			nore room in the new
		noutd some	of the old furniture, s	o mat we can have n	note toom in the new
hou	•	D) 1: .	(C)	D)l	
	discard	B) dissipate	C) cancel	D) conceal	
		v I feel with	the state of the s	D)	
•	overflowed	B) overthrown	C) overwhelmed	D) overturned	r en
51. Any	one not paying the	registration fee by the e	end of this month will be	eto have w	thdrawn from the pro-
gran	m.		Karamatan Kabupatèn Kabupa	<u>.</u>	
A)	contemplated	B) deemed	C) acknowledged	D) anticipated	
52. Alth	nough he was on a c	diet, the delicious food	l him enormo	ously.	



	A) distracted	B) stimulated	C) inspired	D) tempted	·
5 3.	The police are trying t	o what really	happened.		
	A) ascertain	B) assert		D) ascribe	
54.	He said that ending the			or family - run shops, lead to fewe	r books
		ncrease prices of all but		•	
	A) venture	B) expose	C) jeopardize	D) legalize	
55.	As we know, compute	rs are used to store and	information ef	ficiently.	
	A) reclaim	B) reconcile	C) reassure	D) retrieve	
56.	His illness first	itself as severe store	ach pains and headache).	٠,
	A) expressed	B) manifested	C) reflected	D) displayed	
57.	The they felt	for each other was obvi	ous to everyone who saw	them.	
	A) affection	B) adherence	C) sensibility	D) sensitivity	
58.	When construction can	begin depends on how	soon the of th	e route is completed.	
		•	C) orientation	. •	•
59.	The government	a heavy tax on toba	cco, which aroused oppo	sition from the tobacco industry.	
	A) pronounced	B) imposed	C) complied	D) prescribed	
60.	Years after the accider	nt he was still	by images of death and	destruction.	
	A) twisted	B) dipped	C) haunted	D) submerged	
61.	The boxer ar	nd almost fell when his o	ppponent hit him.		
	A) staggered	B) shattered	C) scattered	D) stamped	
62.			t falls is into	ce.	
	A) dispersed	B) embodied	C) compiled	D) compacted	
63.	These continual	in temperature mak	e it impossible to decide	what to wear.	
		B) transformations			
64.		II baby resulted in a 4	3 percent inc	rease in the number of teenagers	in the
	1960s and 1970s.				
		B) boom	C) production	· · · · · · · · · · · · · · · · · · ·	
55.	Elisabeth did not enter		out in the cour		
	A) resided		C) lingered	·	
56.	Henry went through the	e documents again caref	ully for fear of	any important data.	
	A) relaying	B) overlooking	C) deleting	D) revealing	
57.			o can give information al	out the robbery.	
	A) reward	B) bonus	C) prize	D) compliment	
58.	It is a(n) th	nat the French eat so mu	ich rich food and yet hav	e a relatively low rate of heart dis	ease.
	A) analogy	B) paradox	C) correlation	D) illusion	
59.	For many years the Jap	oanese havet	he car market.		
	A) presided	B) occupied	C) operated	D) dominated	
70.	The subject of safety m	ust be placed at the top	of the		
	A) agenda	B) bulletin	C) routine	D) timetable	
Pa	rt IV	Er	ro Correction		
Cult	ure refers to the social he	eritage of a people - the	learned patterns for think	ing feeling and	
	· ·		de the expression of these		
		compose of nonmaterial		2.	
		1	institutional arrangement		
	oulture - physical ship			and mate-	

-		_
	1	





cooking pots, computers and bathtubs. In sum, culture reflects both the ideas we share or	4
everything we make. In ordinary	
speech, a person of culture is the individual can speak another	5
language - the person who is unfamiliar with the arts, music,	6
literature, philosophy, or history. But to sociologists, to be	
human is to be cultured, because of culture is the common world	7
of experience we share with other members of our group.	
Culture is essentially to our humanness. It provides a kind	8
of map for relating to others. Consider how you fred your way about social life. How do you	
know how to act in a classroom, or a department store, or toward a person who smiles or	9
laugh	
at you? Your culture supplies you by broad, standardized,	10
ready - made answers for dealing with each of these situations. Therefore, if we know a person's	-
culture, we can understand and even predict a good deal of his behavior.	•

Part V

Mulling

For this part, you are allowed 30 minutes to write a letter to the editor of a newspaper complaining about the poor service of a bookstore. You should write at least 150 words according to the guidelines given below in Chinese.

设想你买了一本英文词典,发现有这样那样的质量问题,书店的服务态度又不好,因此给报社编辑写信。 信中必须包括以下内容:

事情的起因

与书店交涉的经过

呼吁服务行业必须提高服务质量

A Letter to the Editor of a Newspaper