

# 管理英语 2

## 第一大题 交际用语

A01 -Any suggestions for the project?

- \_\_\_\_\_

A.I need your advice on it.

B.I advise you to put more hands in this project.

C.Thanks for your suggestions.

[答案]B

C01 -Can I ask you a few questions?

- \_\_\_\_\_

A.What do you do?

B.It's a good idea

C.Certainly

[答案]C

C02 -Can you go skating with us this afternoon?

-Sorry,I can't.I \_\_\_\_\_ take care of my little sister at home.

A.could

B.may

C.have to

[答案]C

C03 -Can you stay here longer?

- \_\_\_\_\_,but I have to be back tomorrow.

A.I'd love to

B.No,thank you

C.I'm afraid not

[答案]A

C04 -Cathy,would you please come to our art club tomorrow?

- \_\_\_\_\_

A.I'm sorry to hear that

B.Never mind

C.I'd love to.

[答案]C

C05 -Could you please clean your room?

- \_\_\_\_\_

A.Me,too

B.See you

C.No problem

[答案]C

C06 -Could you please clear the kitchen?I want to cook dinner now.

- \_\_\_\_\_ I will do it immediately

A.You are welcome

B.I am afraid not

C.My pleasure

[答案]C

C07 -**Could** *you please pass me* the ruler?

- \_\_\_\_\_

A.Yes,I could

B.No,I couldn't.

C.Sure,here you are.

[答案]C

C08 -**Customer:**We have ordered for almost one hour.Why is it so hard to get our dishes ready in your restaurant?

-Waiter:\_\_\_\_\_.

A.I'm really sorry about that.

B.I don't think it's hard.

C.You'll get it next time.

[答案]A

D01 -**Did** the medicine make you feel better?

-No.The more\_\_\_\_\_,\_\_\_\_\_I feel.

A.medicine I take;and the worse

B.medicine I take;the worse

C.I take medicine;worse

[答案]B

D02 - \_\_\_\_\_**Do** *you still work* in Shanghai?

-No,I don't.It's two years since I worked there.

A.Is it all right?

B.How fun it is!

C.Haven't seen you forages!

[答案]C

D03 -**Do** *you mind if I* record your lecture?

- \_\_\_\_\_Go ahead.

A.Never mind

B.No, you'd better not

C.Not at all

[答案]C

E01 - \_\_\_\_\_

-**Everything** is going smoothly.

A.Is everything terrible?

B.What do you think of everything?

C.How is everything going?

[答案]C

G01 -**Good** morning,Sunshine Community Center! May I help you?

- \_\_\_\_\_

A.I'd like to book one air ticket.

B.I'm glad to introduce myself to you.

C.I need a plumber to repair the water pipe in my kitchen.

[答案]C

H01 -**Have** *a nice holiday*, Ted.

- A. Yes, you're right  
B. That's all right  
C. Thank you, and you too

[答案]C

H02 -**Have** *you ever been* to Tokyo?

- A. No, I didn't go there last year.  
B. No, but I hope to go there next year.  
C. Tokyo is a busy city.

[答案]B

H03 -**Hello**, is that service center? The elevator of our apartment doesn't work.

- A. Oh, I don't know what's wrong with it.  
B. Sorry, I'll have it checked out at once.  
C. OK, I see. Thank you.

[答案]B

H04 -**Here** you are, Sir.

- A. Yes, I'm here.  
B. Yes, here we are.  
C. Thank you very much

[答案]C

H05 -**Hi**, Helen, I'll have an interview tomorrow. I'm afraid I can't make it.

- A. Sure, you can. Take it easy.  
B. I'm sorry to hear that.  
C. That's all right.

[答案]A

H06 -**How's** your mother doing?

- A. She is very well  
B. She is very kind  
C. She is doing shopping now

[答案]A

H07 -**How** *are you* feeling now?

- A. Much better.  
B. It's OK.  
C. Thank you.

[答案]A

H08 -**How** *did your* talk with the community resident go?

- \_\_\_\_\_ He seemed to accept my explanation, but he didn't sign his name here .

A. Perfect!

B. I'm not sure.

C. That's right.

[答案]B

H09 -How do you like *living in* Beijing?

- \_\_\_\_\_

A. It's different from living in America

B. I have no idea

C. I love it. Beijing is such a beautiful city

[答案]C

H10 -How do you think *of the theme* of our event?

- \_\_\_\_\_

A. It's pretty good.

B. I feel so sorry about that.

C. I'd like to have some tea.

[答案]A

H11 -How long will you be away from Italy?

- \_\_\_\_\_

A. Yes, I'll be in Italy.

B. About a month.

C. Yes, it's a long way to Italy.

[答案]B

H12 -How often do you eat out?

-Well, \_\_\_\_\_, but usually once a week

A. it depends

B. generally speaking

C. I have no idea

[答案]A

I01 - \_\_\_\_\_?

-I have worked for IBM for 3 years.

A. Do you like your work in IBM?

B. What is your working experience?

C. Why do you decide to leave IBM?

[答案]B

I02 - \_\_\_\_\_

-In total, it should be about 15,000 RMB for the three-day training.

A. How much have you budgeted for the training?

B. How long will the training last?

C. How much has the training cost?

[答案]A

I03 - \_\_\_\_\_?

-It costs us ten thousand dollars.

A. How much does the printing of the annual report cost

- B.What does the printing of the annual report make  
C.How much does the printing of the annual report cost

[答案]C

I04 - \_\_\_\_\_

-It *might be* a good idea to read some simplified books first.

- A.Have the books been sold out?  
B.What is about this one?  
C.What books would you recommend?

[答案]C

I05 - \_\_\_\_\_?

-It *will be held on* the 3rd floor of Shakirat on Hotel.

- A.When will you give a speech  
B.Do your speech still go on  
C.What is the address of your speech

[答案]C

I06 - \_\_\_\_\_?

-It *will take at least* two weeks.

- A.How soon will you finish our annual report  
B.When will you finish our annual report  
C.How long have you finished our annual report

[答案]A

I07 -I *am afraid I* can't do well in the game.

- \_\_\_\_\_ Its just for fun.

- A.Sounds good !  
B.What a pity !  
C.Take it easy !

[答案]C

I08 -I *am sorry*.Now what were we talking about?

- \_\_\_\_\_

- A.Never mind  
B.I don't remember, either  
C.You were saying that you used to be a teacher

[答案]C

I09 I *am worrying about* the coming exam.I am afraid I can't pass this exam.

- \_\_\_\_\_

- A.Cheer up  
B.That's right  
C.Don't mention it

[答案]A

I10 -I *passed my* driving test yesterday.

-Did you? \_\_\_\_\_

- A.Forget it!  
B.Congratulations!  
C.Don't worry.

[答案]B

I11 -I *was worried* about my math,but Mr.White gave me an A.

- A.That's an easy course.  
B.Congratulations!  
C.Mr.White is very good.

[答案]B

I12 I *will go to* Hong Kong Disneyland with my parents tomorrow.

- A.My pleasure  
B.Have a nice trip  
C.Congratulations!

[答案]B

I13 -Is it going to be warm next week?

- A.Yes,it is  
B.I don't believe it  
C.No,it hasn't

[答案]A

I14 -I'll be away on a spring trip.Would you mind looking after my puppy?

- Not at all,\_\_\_\_\_  
A.I'd like it  
B.I'd rather not.  
C.I'd be happy to

[答案]C

I15 -I'm terribly sorry that I've spilled some coffee on the table.

- A.I don't care.  
B.It doesn't matter.  
C.Don't be sorry

[答案]B

G01 -Good morning,Sunshine Community Center!May I help you?

- A.I'd like to book one air ticket.  
B.I'm glad to introduce myself to you.  
C.I need a plumber to repair the water pipe in my kitchen.

[答案]C

L01 -Let's *make plan* first for our events,shall we?

- A.Yes, we do.  
B.OK, let's do it.  
C.I'd like to.

[答案]B

L02 -Let's *play volleyball*.

- \_\_\_\_\_ Let's play soccer.

- A. That's interesting
- B. Good idea
- C. That sounds boring

[答案]C

M01 - \_\_\_\_\_

-My name is Helen, and I was born in 1980. My major was electrical engineering.

- A. Tell me your name, please.
- B. Tell me a little bit about yourself, please.
- C. Tell me how old you are, please.

[答案]A

M02 -Mary, can you finish your homework on time?

- \_\_\_\_\_ It is so easy.

- A. Use it or lose it
- B. It's a piece of cake.
- C. It serves you right

[答案]B

M03 -May I borrow your book?

- \_\_\_\_\_

- A. Of course
- B. Never mind
- C. Don't mention it

[答案]A

M04 -May I do some sports after finishing my home work.

- \_\_\_\_\_ It's good for your health.

- A. Sorry, you can't
- B. Of course.
- C. Yes, I'd love to.

[答案]B

M05 -May I ask you why you left the former company?

- \_\_\_\_\_

- A. Because I'm very co-operative and have good teamwork spirit.
- B. Because I want to change my working environment and seek new challenges.
- C. Because I have worked for two years with an American Company.

[答案]B

M06 -Mum, I'm going to school now. See you.

- \_\_\_\_\_, Mary.

- A. Here we go
- B. Wait a moment
- C. Have a nice day

[答案]C

N01 - \_\_\_\_\_

-Neither do I. Look at our community, it is such a mess.

- A. Our service center don't offer much help for us.

B.I really don't think our service center is satisfying.

C.I'm slightly satisfied with our service center.

[答案]B

N02 -Nice to meet you again.Mr Smith.How are you?

-

A.Fine,thank you.And you?

B.This way,please

C.Are you OK?

[答案]A

O01 -Our company is doing a customer service questionnaire.May I take you a moment?

-

A.It doesn't matter

B.By all means

C.I have no idea

[答案]B

S01 -Should I leave earlier tomorrow morning?

-

A.Yes, it's better to leave earlier to avoid the morning traffic.

B.Yes, you will.

C.No,you shouldn't.

[答案]A

T01 -\_\_\_\_\_?

-That's great!

A.What are you going to eat at the Mexican restaurant

B.When are you going to dinner at the Mexican restaurant

C.How about going to dinner at the Mexican restaurant tonight

[答案]C

T02 -\_\_\_\_\_?

-Twice a week.

A.How often do you use our company's product

B.When did you buy our products

C.What did you buy in our company

[答案]A

T03 -Thank you very much for *answering our questions*.It really helps our market research a lot.

-

A.I am sorry to hear that.

B.It's my pleasure.

C.I don't think so.

[答案]B

T04 -Thank you very much for *your help*.

-

A.It's my pleasure

B.It's my duty

C.I'm serving the people



[答案]A

T05 -**This** jacket is so good. \_\_\_\_\_?

-It's 200 yuan.I can give you special 20% discount on it.

A.Is it expensive

B.How much is it

C.What color is it

[答案]B

W01 -**What** *do you* think of your mother's advice?

- \_\_\_\_\_

A.It doesn't fit us, actually

B.No, I don't believe it

C.I don't believe in her

[答案]A

W02 -**What** *does your* English teacher look like?

- \_\_\_\_\_

A.She likes singing

B.She looks sad

C.She looks much like her mother

[答案]C

W03 -**What** *kind of* event are you going to plan?

- \_\_\_\_\_

A.I am a student.

B.A birthday party for my brother.

C.I really love it.

[答案]B

W04 -**What** *starting salary* do you expect?

- \_\_\_\_\_

A.I'd like to start on Monday next week.

B.I expect to get a salary increase.

C.I'd like to start at ¥ 5000 a month.

[答案]C

W05 -**What** *time does* the train leave?

- \_\_\_\_\_

A.On Tuesday.

B.In the morning.

C.At half past five.

[答案]C

W06 -**What's** *the best way to* get to the Empire Hotel?

- \_\_\_\_\_

A.It's five blocks away

B.Walking through the wood

C.It's a twenty-minute walk

[答案]B

W07 -**What's** *the fare to* the museum?

- A.Five hours.  
B.Five o'clock.  
C.Five dollars.

[答案]C

W08 -What's *the matter with* you?

- A.It matters with you.  
B.Not too bad.  
C.I feel a bit sick.

[答案]C

W09 -What's *the weather like* in this area?

- A.Very well.  
B.It's rainy.  
C.Yes,it's fine.

[答案]B

W10 -What's *your view* on our questionnaire?

- A.I'd like to go there.  
B.With my pleasure.  
C.First of all.We'd better change our question order.

[答案]C

W11 -Whose textbook is this?

- It \_\_\_\_\_ John's.It has his name on it.  
A.can't be  
B.must be  
C.might be

[答案]B

W12 -Why do you look unhappy.What's the matter?

- A.I'm satisfied with the good performance of the radio I've just bought.  
B.I'm glad to have bought this radio at such a price.  
C.I'm rather disappointed with the poor quality of the radio I've just bought.

[答案]C

W13 -Would *you like a cup of* tea?

- A.Yes,please  
B.I like green tea.  
C.Yes,I prefer coffee.

[答案]A

W14 -Would *you like to go to* the concert with us?

- \_\_\_\_\_,but I've promised to help Jim with his Chinese.Thank you all the same.  
A.I hate concerts  
B.I'll go with you

C.I wish I could

[答案]C

W15 -**Would** *you like to join* us for the picnic this weekend?

- \_\_\_\_\_

A.Yes,I have an meeting

B.No,I like picnic

C.Thanks,I'd love to

[答案]C

W16 -**Would** *you mind answering some* questions about your annual report?

- \_\_\_\_\_

A.Yes, with great pleasure

B.No, I'm afraid I can't make it

C.No, as long as it doesn't take long

[答案]C

W17 -**Would** *you mind filling the* questionnaire for me?

- \_\_\_\_\_

A.No problem.Just give it to me.

B.Sorry,I can't go there.

C.I really appreciate that.

[答案]A

W18 -**Would** *you mind filling the* questionnaire for me?

- \_\_\_\_\_

A.No problem.

B.Sorry,I can't go there.

C.I really appreciate that.

[答案]A

Y01 -**You** needn't do the work till after the New Year.

- \_\_\_\_\_

A.I like the work

B.Oh,good!Thank you.

C.Happy New Year to you

[答案]B

Y02 -**You've** given us a wonderful Chinese dinner,Mrs.Zhao.

- \_\_\_\_\_

A.Come again when you are free

B.It's not necessary for you to say so

C.I'm glad you enjoyed it

[答案]C

Y03 -**Your** plan is perfect and I believe that it will be a great success .

- \_\_\_\_\_

A.Yes, it is.

B.Thank you very much.

C.I don't think so.

[答案]B

## 第二大题 词汇与结构

A01 \_\_\_\_\_ **a company** really wants is a candidate has \_\_\_\_\_ the right skills.

- A.What...that
- B.What...what
- C.That...that

[答案]A

A02 \_\_\_\_\_ **a company** really wants is a candidate has that the right skills.

- A.What
- B.Who
- C.That

[答案]A

A03 **A new food** market will \_\_\_\_\_ in our community next month.

- A.build
- B.built
- C.be built

[答案]C

A04 **A secretary must** be skilled in office software \_\_\_\_\_ word processing.

- A.regardless of
- B.in terms of
- C.such as

[答案]C

A05 **According** to their feedback sheets,the participants are all \_\_\_\_\_ with the training.

- A.satisfied
- B.satisfying
- C.satisfactory

[答案]A

A06 **American** young people would rather, \_\_\_\_\_ advice from strangers.

- A.get
- B.getting
- C.got

[答案]A

A07 **Anyone** who has worked here for over three years is \_\_\_\_\_ for sick pay.

- A.veteran
- B.eligible
- C.similar

[答案]B

A08 **Are** you familiar \_\_\_\_\_ the saying,“it's not what you know,but who you know”?In event planning,networking is key!

- A.with
- B.to
- C.in

[答案]A

A09 **At** the end of the day,you want all *the participants*\_\_\_\_\_this key message.

- A.remember
- B.remembering
- C.to remember

[答案]B

A10 **At** the end of the day,you want *all attendees*\_\_\_\_\_your event to remember this key message that you've spent along time reinforcing.

- A.leave
- B.to leave
- C.leaving

[答案]C

C01 **-Could** you please tell me how long the movie\_\_\_\_\_?

- For half an hour
- A.has begun
- B.has been on
- C.had begun

[答案]B

C02 **Customers**\_\_\_\_\_refuse to filing the questionnaire are not permitted to buy the product.

- A.what
- B.which
- C.Who

[答案]C

D01 **-Dad**,you promised to take me out.

- Well,\_\_\_\_\_
- A.so I did
- B.so I do
- C.so did I

[答案]A

D02 **Do** *you plan to* \_\_\_\_\_this conference next year?

- A.pretend
- B.intend
- C.attend

[答案]C

D03 **Do** *you think Tommy* is \_\_\_\_\_the truth?

- A.saying
- B.speaking
- C.telling

[答案]C

D04 **-Did** the medicine make you feel better?

- No. \_\_\_\_\_medicine I take, \_\_\_\_\_I feel.
- A.The most;the worst
- B.The more;the worse
- C.The more;worse

[答案]B

D05 **Does** his absence\_\_\_\_\_to your work?

- A.make a difference
- B.take all the credit
- C.bring about

[答案]A

D06 **Don't** forget\_\_\_\_\_the window before leaving the room.

- A.to close
- B.to have closed
- C.having closed

[答案]A

E01 \_\_\_\_\_**exciting** the football game was!Many people watched yesterday.

- A.What a
- B.What an
- C.How

[答案]B

F01 \_\_\_\_\_**face**-to-face interviews,questionnaires are cheaper for collecting data from a large number of respondents.

- A.Compared to
- B.Comparing
- C.Compare

[答案]A

G01 **Generally** speaking,we've\_\_\_\_\_some progress this year in developing and improving community services.

- A.kept
- B.taken
- C.made

[答案]C

H01 \_\_\_\_\_**he** *studies* hard,he will never pass the exam.

- A.Unless
- B.If
- C.Until

[答案]A

H02 **He is**\_\_\_\_\_this company.

- A.in charge of
- B.in the charge of
- C.under the charge of

[答案]A

H03 **He is**\_\_\_\_\_this company.

- A.in charge of
- B.in the charge of
- C.under the charge of

[答案]A

H04 **He keeps on** his focus on,\_\_\_\_\_money.

- A.make
- B.made
- C.making

[答案]C

H05 **-Hi**,Kate,you look tired.What's the matter?

I \_\_\_\_\_ well last night.

- A.didn't sleep
- B.haven't slept
- C.don't sleep

[答案]A

H06 **He** says *what* he thinks and does what he wants to do,\_\_\_\_\_other people's feelings.

- A.according to
- B.regardless of
- C.because of

[答案]B

H07 **He** was *always* \_\_\_\_\_ in sharing his enormous knowledge.

- A.generous
- B.generation
- C.generate

[答案]A

H08 **Her** *article is* \_\_\_\_\_ in her class.

- A.better
- B.well
- C.the best

[答案]C

H09 **Her** *article is* \_\_\_\_\_ in her class.

- A.the best
- B.better
- C.well

[答案]A

H10 **Hiring** a *good employ* may cost much money and time,\_\_\_\_\_,it can win much more for the company in future.

- A.what's more
- B.at last
- C.however

[答案]C

H11 **Hiring** *the right* employee \_\_\_\_\_ with a job analysis.

- A.start
- B.starts
- C.starting

[答案]B

H12 **Hiring** *the right* employee \_\_\_\_\_ you \_\_\_\_\_ a thousand times over in high employee morale.

- A.pays...off
- B.take...off
- C.pays...back

[答案]C

H13 **His** *action is* always \_\_\_\_\_ with his words.

- A.constant
- B.continuous
- C.consistent

[答案]C

H14 **His** *action is* always \_\_\_\_\_ with his words.

- A.constant
- B.consistent
- C.continuous

[答案]B

H15 **How** many players does a baseball team \_\_\_\_\_?

- A.consist of
- B.be responsible for
- C.set out

[答案]A

I01 **-I** *am worried* about the dance show tomorrow.

-Be confident!If you don't believe in yourself,\_\_\_\_\_ will.

- A.nobody
- B.somebody
- C.anybody

[答案]A

I02 **I** *didn't do* \_\_\_\_\_ last week.

- A.nothing
- B.something
- C.anything

[答案]C

I03 **I** *don't know* \_\_\_\_\_.I just arrived here two minutes ago.

- A.what's going on
- B.how is going on
- C.who is going on

[答案]A

I04 **I** *forgot* \_\_\_\_\_ my music-book and borrowed one from Lily.

- A.to bring
- B.bringing
- C.brought

[答案]A

I05 **I** *hate the* people \_\_\_\_\_ don't help others when they are in trouble.

- A.who
- B.which
- C.whom

[答案]A

I06 **I** *have coffee* \_\_\_\_\_ breakfast time.



- A.at
- B.in
- C.on

[答案]A

I07 I *like cooking* for my friends in \_\_\_\_\_ free time.

- A.me
- B.my
- C.mine

[答案]B

I08 I *think the* 15th anniversary \_\_\_\_\_ a special celebration.

- A.reserves
- B.deserves
- C.serves

[答案]A

I09 I *would rather* \_\_\_\_\_ two weeks earlier.

- A.you should come here
- B.you came here
- C.you had come here

[答案]C

I10 I'd like to \_\_\_\_\_ that the staff member who served me didn't really seem to know what he was doing.

- A.point out
- B.point at
- C.point in

[答案]A

I11 If I \_\_\_\_\_ *you*, I \_\_\_\_\_ more attention to the independent auditors' report and financial statements in the annual report.

- A.was; shall pay
- B.am; will pay
- C.were; would pay

[答案]C

I12 If I \_\_\_\_\_ *younger*, I would buy the dress.

- A.were
- B.was
- C.am

[答案]A

I13 If *you cut down* too many trees, it will \_\_\_\_\_ our environment.

- A.be harmful to
- B.be responsible for
- C.be harmful for

[答案]C

I14 If *you want to* check \_\_\_\_\_ what a word means, you can check in a dictionary.

- A.widely
- B.exactly
- C.gradually

[答案]A

I15 **In** that examination students were allowed \_\_\_\_\_ their dictionaries.

- A.brought
- B.bringing
- C.to bring

[答案]C

I16 **I'm afraid you'll** have to pay us \_\_\_\_\_ the inconvenience according to the contract.

- A.back
- B.off
- C.for

[答案]C

I17 **I'm confident in** these as long as we \_\_\_\_\_ the needs of the community residents and improve our service quality.

- A.keep an eye on
- B.keep an eye at
- C.keep eyes on

[答案]A

I18 **I'm writing to** \_\_\_\_\_, a position as a computer engineer in your company.

- A.thank for
- B.wait for
- C.apply for

[答案]C

I19 **-Iris** did a great job in you school this semester, right?

-Certainly. She is \_\_\_\_\_ than any other student in my class.

- A.most hard-working
- B.more hard-working
- C.the most hard-working

[答案]B

I20 **It is only** by agreeing with their view point and \_\_\_\_\_ that you will resolve the situation and send the customer away happy.

- A.suggesting a possible solution
- B.suggest a possible solution
- C.suggested a possible solution

[答案]A

I21 **It was Lucy** \_\_\_\_\_ helped me last Sunday.

- A.what
- B.that
- C.which

[答案]B

I22 **It's a great** \_\_\_\_\_ for us to have the chance to work with you.

- A.offer
- B.honor
- C.owner

[答案]B

I23 **It's** *very hot* here. Why not \_\_\_\_\_ your coat?

- A. put on
- B. try on
- C. take off

[答案]C

L01 **Let's** \_\_\_\_\_ our plan.

- A. start
- B. started
- C. starting

[答案]A

L02 **Look!** \_\_\_\_\_.

- A. Here are the bus comes.
- B. Here comes the bus.
- C. The bus here come.

[答案]B

L03 **-Look at the stone bridge!** Do you know \_\_\_\_\_ it was built?

-In the 1860s. It is quite old.

- A. when
- B. why
- C. how

[答案]A

M01 **Mark** \_\_\_\_\_ two days going on family visits with experienced staff members.

- A. spends
- B. takes
- C. costs

[答案]A

M02 **Mary** said to me, "if I had seen your bag, I \_\_\_\_\_ it to you."

- A. will return
- B. would have returned
- C. could return

[答案]B

M03 **Melinda** will discuss the matter with John, \_\_\_\_\_ is the representative of Sunshine Medical Center.

- A. whose
- B. who
- C. whom

[答案]B

M04 **More** than 30 people \_\_\_\_\_ the position.

- A. applied for
- B. applied to
- C. applied in

[答案]A

M05 **My father is so** hard-working. He is no longer the man \_\_\_\_\_ he was ff teen years ago.

- A. who

- B.that  
C.whom

[答案]B

M06 **My** *watch has been* losing time for the past week.It probably needs\_\_\_\_\_.

- A.cleaning  
B.to clean  
C.cleaned

[答案]A

N01 **Nothing** can make the brave soldier\_\_\_\_\_his country.

- A.turn against  
B.to turn against  
C.turning against

[答案]B

O01 **One** *day*,our dreams will\_\_\_\_\_reality.

- A.turnout  
B.turn into  
C.turn away

[答案]B

O02 **One** *person* \_\_\_\_\_five now goes to a college in this city.

- A.of  
B.in  
C.over

[答案]A

O03 **Our** *center is* going to\_\_\_\_\_a physical exam program for the staff this year.

- A.launch  
B.lend  
C.lead

[答案]A

O04 **Our** *company will* \_\_\_\_\_the customers' suggestions.

- A.respond  
B.be responding to  
C.respond to

[答案]C

O05 **Our** *workers have* been checking the heating system since you called us.I\_\_\_\_\_you it will perform well soon.

- A.argue  
B.affect  
C.assure

[答案]C

P01 **Participants** have \_\_\_\_\_the Productivity Analysis Worksheet.

- A.completing  
B.been completed  
C.completed

[答案]C

P02 **People**\_\_\_\_\_ *find* useful information from the annual report.

- A.could
- B.dared
- C.had to

[答案]A

P03 **People**\_\_\_\_\_ *find* useful information from the annual report.

- A.had to
- B.dared
- C.could

[答案]C

Q01 **Questionnaires** *are easy to*\_\_\_\_\_.

- A.analyzed
- B.analyze
- C.be analyzed

[答案]B

Q02 **Questionnaires** *are not suitable*\_\_\_\_\_ some people.

- A.in
- B.for
- C.with

[答案]B

R01 **Relationships** and friendships can\_\_\_\_\_gangs.

- A.results from
- B.lead to
- C.arrive at

[答案]B

R02 **Remember**\_\_\_\_\_ the newspaper when you have finished it.

- A.put back
- B.to put back
- C.putting back

[答案]B

S01 \_\_\_\_\_ **she** couldn't understand was why fewer and fewer went to him for help.

- A.That
- B.What
- C.When

[答案]B

S02 **Since** this road is wet and slippery this morning,it\_\_\_\_\_ last night.

- A.must rain
- B.was raining
- C.must have rained

[答案]C

T01 \_\_\_\_\_ **the** *feedback* is very helpful for planning future meetings and events.

- A.Get
- B.Getting

C.To get

[答案]B

T02 \_\_\_\_\_ **the fog**,we should have reached the annual meeting site on time.

A.Because of

B.In spite of

C.But for

[答案]C

T03 **The candidate should** dress in a manner that is appropriate to the position\_\_\_\_\_ he is applying.

A.for which

B.which

C.that

[答案]A

T04 **The enemy has** strengthened their\_\_\_\_\_ position.

A.protective

B.defensive

C.offensive

[答案]B

T05 **The heating system** of our apartment broke down so I made a \_\_\_\_\_ call to the community service center.

A.discussion

B.complaint

C.praise

[答案]B

T06 **The investor should** be aware of the limitations of the financial statement analysis\_\_\_\_\_ the annual report.

A.based on

B.basing on

C.base on

[答案]A

T07 **The Jiahe Community** Service Center is about to \_\_\_\_\_ service for residents.

A.provided

B.provide

C.providing

[答案]B

T08 **The meeting's been** canceled.Lily\_\_\_\_\_ all that work.

A.need to do

B.needn't have done

C.needed not to be

[答案]B

T09 **The moment I** got home,I found I \_\_\_\_\_ my jacket on the playground.

A.had left

B.left

C.have left

[答案]A

T10 **The** *more information* you can get,\_\_\_\_\_in your field.

- A.the more competitive will you be
- B.you will be the more competitive
- C.the more competitive you will be

[答案]C

T11 **The** *music* \_\_\_\_\_like the singing of a bird.

- A.hears
- B.listens
- C.sounds

[答案]C

T12 **The** *name is* familiar\_\_\_\_\_me.

- A.with
- B.to
- C.in

[答案]B

T13 **The** *new year* is just\_\_\_\_\_.

- A.in corner
- B.around the corner
- C.outside the corner

[答案]B

T14 **The** *old saying*“practice makes perfect” \_\_\_\_\_to interviewing too.

- A.applicants
- B.applies
- C.applications

[答案]B

T15 **The** *quality of* questionnaire will\_\_\_\_\_ how much information we know from our customers.

- A.effect
- B.affect
- C.take

[答案]B

T16 **The** *success of* our event is\_\_\_\_\_ to the sponsor.

- A.related
- B.based
- C.intended

[答案]A

T17 **The** *teacher told* his students that the sun\_\_\_\_\_light.

- A.give off
- B.send off
- C.give up

[答案]A

T18 **The** *training is* \_\_\_\_\_positive results on the job they are presently\_\_\_\_\_.

- A.brought about,doing
- B.bringing about,doing

C.bringing about,done

[答案]B

T19 **There** *are just eight* oranges left in the box,\_\_\_\_\_the spoil tones.

A.not counting

B.don't count

C.not to count

[答案]A

T20 **There** *are* \_\_\_\_\_ soccer fans in the world.

A.three millions

B.millions of

C.million of

[答案]B

T21 **There** *is no doubt* \_\_\_\_\_ the school has made the right decision on the homework.

A.why

B.that

C.whether

[答案]B

T22 **There** \_\_\_\_\_ *an egg* and some apples in the fridge.

A.is

B.are

C.has

[答案]A

T23 **These** tips may help you avoid \_\_\_\_\_ bad employees for your company.

A.to hire

B.hiring

C.hire

[答案]B

T24 **They** *have disagreement* \_\_\_\_\_ the plan of celebrating the founding of the community.

A.on

B.in

C./

[答案]A

T25 **They** *have learned about* \_\_\_\_\_ in recent years.

A.several hundreds English words

B.hundreds of English words

C.hundred of English words

[答案]B

T26 **They** *promised* \_\_\_\_\_ the car for us.

A.repairing

B.repaired

C.to repaired

[答案]C

T27 **They** \_\_\_\_\_ *since last* night.They are about to finish the work.



- A.are cleaning the system
- B.have been cleaning the system
- C.had cleaned the system

[答案]B

T28 **This** involves \_\_\_\_\_ the high-level reasoning behind your intentions for the event.

- A.identify
- B.identifying
- C.identified

[答案]B

T29 **This** involves \_\_\_\_\_ the high-level reasoning behind your intentions for the event.

- A.identify
- B.identified
- C.identifying

[答案]C

U01 **Under** no circumstance \_\_\_\_\_ to tell lies to the public.

- A.the companies are allowed
- B.are the companies allowed
- C.the companies will allow

[答案]B

U02 **Unfortunately** the poor girl can't do anything but \_\_\_\_\_ all her belongings at a low price.

- A.to sell
- B.sell
- C.sold

[答案]A

W01 \_\_\_\_\_ **we** are from different countries,we all get along well.

- A.when
- B.though
- C.because

[答案]B

W02 **Was** it last summer \_\_\_\_\_ you and your friends went to Moscow?

- A.when
- B.that
- C.which

[答案]A

W03 **We are going to have** our office \_\_\_\_\_ to make room for a new engineer.

- A.to rearrange
- B.rearrange
- C.rearranged

[答案]C

W04 **We are under** \_\_\_\_\_ to finish the task within such limited time.

- A.line
- B.pressure
- C.expectation

[答案]B

W05 **We** *feel* \_\_\_\_\_, with the inconvenience the service center brought us.

- A. disappointed
- B. worried
- C. Surprised

[答案]A

W06 **We** *have to* \_\_\_\_\_ our annual work report to the manager next week.

- A. hand in
- B. hand out
- C. hands up

[答案]A

W07 **We** *need to* carry out a proper \_\_\_\_\_ of the new system.

- A. specialist
- B. tuition
- C. evaluation

[答案]C

W08 **We** *shall have* an opportunity to exchange \_\_\_\_\_ tomorrow.

- A. sights
- B. meanings
- C. views

[答案]C

W09 **We** *should keep close* \_\_\_\_\_ with the police office to protect people and property.

- A. contact
- B. contract
- C. conflict

[答案]A

W10 **We** *should keep in mind* \_\_\_\_\_ the feedback is very helpful for planning future meetings and events.

- A. what
- B. that
- C. when

[答案]B

W11 **We** *should take the degree* \_\_\_\_\_ account when we recruit a new secretary.

- A. with
- B. into
- C. of

[答案]B

W12 **We** *think that* Smith should be told about his \_\_\_\_\_ condition as soon as possible.

- A. physic
- B. physics
- C. physical

[答案]C

W13 **We** *will prepare* a notice \_\_\_\_\_ everyone before they have the exam in our center.

- A. for

B.on

C.with

[答案]A

W14 We \_\_\_\_\_ *300 copies*, and 240 were returned in the end.

A.handed out

B.handed in

C.took out

[答案]A

W15 We \_\_\_\_\_ *it very much* that you've come to give us a timely ride. Otherwise we would miss the train.

A.appreciate

B.expect

C.promise

[答案]A

W16 We're \_\_\_\_\_ for the work they've done in the past year.

A.grateful

B.gratefully

C.gratitude

[答案]A

W17 Wow, there are so many fruits in the supermarket. I can not decide \_\_\_\_\_ first.

A.what to choose

B.when to choose

C.how to choose

[答案]A

W18 -What should I do if I had a million dollars?

-If I \_\_\_\_\_ you, I would give it to medical research.

A.am

B.will be

C.were

[答案]C

W19 When *reading the* annual report, we should look out \_\_\_\_\_ the areas where the company did not comply with the regulations.

A.at

B.for

C.on

[答案]B

W20 When *stating problems*, we can make a \_\_\_\_\_ with those from last year.

A.comparing

B.compare

C.comparison

[答案]C

W21 -When *will you* come, Monday or Tuesday, John?

-I'm afraid \_\_\_\_\_ day is possible. I will be very busy in these two days.

A.every

B.either

C.neither

[答案]C

W22 **When** *you meet* a new word,you can\_\_\_\_\_in a dictionary.

A.look it on

B.look it over

C.look it up

[答案]C

W23 **When**\_\_\_\_\_ *different* cultures,we often pay attention only to the differences without noticing the many similarities.

A.compared

B.being compared

C.comparing

[答案]C

W24 **Where** are you used to \_\_\_\_\_vegetables?

A.buy

B.bought

C.Buying

[答案]C

W25 -**Whose** textbook is this?

-It\_\_\_\_\_John's.It has his name on it.

A.can't be

B.must be

C.might be

[答案]B

W26 **Write** the telephone number down\_\_\_\_\_you forget.

A.on case

B.in case

C.under case

[答案]B

Y01 \_\_\_\_\_**you** *prepare cross* training plans,you need to consider both the company benefits and the employee benefits.

A.Although

B.Even if

C.As

[答案]C

Y02 **You** *also should* send a resume\_\_\_\_\_the employer know more information about you.

A.let

B.letting

C.to let

[答案]C

Y03 **You** *can try* these methods to keep your interview anxiety\_\_\_\_\_control.

A.under

B.on

C.with

[答案]A

Y04 **You** *had better* \_\_\_\_\_ a doctor as soon as possible.

- A.seeing
- B.saw
- C.see

[答案]C

Y05 **You** *must* \_\_\_\_\_ the annual certification of employment online within 15 days.

- A.submit
- B.omit
- C.commit

[答案]A

Y06 **You** *need to* \_\_\_\_\_ those questionnaire papers for your company.

- A.hand out
- B.hand in
- C.hand on

[答案]A

Y07 **You** *should be* aware of your limits \_\_\_\_\_ budget or time.

- A.in terms of
- B.in case of
- C.because of

[答案]A

Y08 **You** *will get* used to \_\_\_\_\_ here when you have settled down.

- A.living
- B.live
- C.lives

[答案]A

Y09 **You'd** better have your hair \_\_\_\_\_ before going to your friend's wedding.

- A.cutting
- B.cut
- C.to cut

[答案]B

Y10 **Your** long-term success in event planning will be based \_\_\_\_\_ the experience you had.

- A.to
- B.on
- C.of

[答案]B

### 第三大题 阅读理解选择题

A01 **Angry customers** tend to aim their dissatisfaction and complaints at staff members.If this happens to you,you should remember that they are actually expressing their dissatisfaction about the company and not about you as an individual.But if you wish to be successful in any business,then you have to learn how to handle angry customers.Listed below area few guidelines to help you develop your own personal strategy for dealing with angry customers:

Never argue back. You must stay calm and aim to satisfy the customer even in the most difficult situations. It is only by agreeing with their viewpoint and suggesting a possible solution that you will resolve the situation and send the customer away happy.

Use your ears more than your mouth. Make sure you listen more than you speak. By listening carefully, you will be able to understand why the customer is complaining, so that satisfactory steps can be taken.

Show that you care: Use every opportunity to express your apology and understanding. You have to show that you will do everything within your power to try and resolve the situation. This exhibition of your concern will win the customer over. There will be a significant change in their behaviour.

Control your anger and be patient. Learn to relax and calm yourself. Having patience with your customers and with yourself will go along way in winning over hostile customers.

The above guidelines are very useful in every situation in life and you can successfully tackle hostile circumstances by following them. If you follow the above tips, you are on your way to succeeding in your career.

21. At whom do angry customers tend to aim their dissatisfaction and complaints?

- A. Staff members.
- B. Company managers.
- C. Those who accompany them.

**[答案]A**

22. When a customer shouts rudely at you, you should \_\_\_\_\_.

- A. argue back and protect yourself
- B. keep quiet and leave the customer alone
- C. keep calm and listen carefully to the customer

**[答案]C**

23. The underlined sentence "Use your ears more than your mouth" means \_\_\_\_\_.

- A. Your mouth is not more important for you than your ears
- B. You should listen more than you speak
- C. You should talk more than you listen

**[答案]B**

24. When dealing with an angry customer, which is NOT the right attitude?

- A. Be concerned.
- B. Be patient.
- C. Beam used

**[答案]C**

25. Which of the following statements is true according to the passage?

- A. When the customers complain, you needn't listen carefully.
- B. You needn't say sorry to those angry customers.
- C. You should relax yourself and try to understand the angry customers.

**[答案]C**

**C01 Chinese buyers** used to prize foreign brands, thinking that products made by American or European companies are of higher quality(质量) than Chinese ones. Increasingly, that's no longer the case. Chinese people born before 1985 generally think that foreign brands are better than Chinese ones, billionaire William Li told Business Insider during a recent interview on CCTV 9. But for who were born after 1985, it is a different picture.

“When I first went to the United Kingdom in 1997, I thought that the difference between China and Europe was quite big,” Li said. “But for those born in the 1990s, when they visit Europe or the US, they do not think there is a big difference.”

The change in thinking among Chinese buyers is showing up in many markets in China where western companies used to control. A study by Credit Suisse published in March found that young Chinese buyers are increasingly showing a home brand bias.”

More than 90% of young Chinese buyers would prefer to buy home appliance brands, according to the study. Meanwhile, home companies producing food, drinks, or personal care products increased their share of the market by 3, 3% over the last ten years to nearly 70%.

“Chinese buyers, especially the younger ones, don’t just believe that foreign brands are better. Right now, Chinese buyers think China is good and ‘Made in China’ is not bad at all,” Charlie Chen, head of China buyer research at Credit Suisse, told South China Morning Post in March.

The Chinese smartphone market is controlled by home companies-Huawei, Oppo, Vivo, and Xiaomi. Apple is the only foreign brand in the top five, but it has lost large ground to the home brands in recent years. Its market share is believed to be down to 37% from a 2015 high of 54%.

21-1. 【单选题】 What is this passage mainly about?

- A. The quality of ‘ Made in China’.
- B. The change in Chinese buyers’ thinking.
- C. Chinese products in the eye of foreigner.

**[答案]B**

21-2. 【单选题】 Which of the following is true according to the text?

- A. More and more foreigners go to buy Chinese products.
- B. Foreign products are more expensive than Chinese ones.
- C. More and more Chinese buyers prefer Chinese products.

**[答案]C**

21-3. 【单选题】 Which fact best explains “home brand bias”?

- A. Apple had a market share of 54% in 2015.
- B. More than 90% of young Chinese buyers prefer home brands.
- C. Chinese people born before 1985 think that foreign brands are better.

**[答案]B**

21-4. 【单选题】 Who did most of the research for this report?

- A. Credit Suisse.
- B. CCTV 9.
- C. South China Morning Post.

**[答案]A**

21-5. 【单选题】 What’s the best title for this passage?

- A. Chinese products get more popular at home
- B. Young Chinese are crazy for foreign brands
- C. ‘Made in China’ is welcomed all over the world

**[答案]A**

**H01 Here are** some suggestions for you to hold a successful event.

**Decide upon your target audience.** The first thing is you should know who your target audience is. From this all the other decisions will fall into place in terms of format, content, prices, location etc.

Make a list of details. When you hold an event, you need to consider everything, from program content, lighting, food serving, transportation to parking and safety. Making a list will ensure you don't overlook things.

Have a clear purpose. When you plan an event, you should clearly define its purpose, because the following decision should support it.

Do not clash. Check the calendar. Don't clash with holidays or popular vacation times.

Know your limitations. You should be aware of your weakness such as budget or time. If you decide to hold an event in a week's time, plan for a more familiar affair. If it's a big event, prepare several months ahead. If the budget is small, you may have to do a lot of do-it-yourself work.

21-1. 【单选题】 Why does the writer say successful and memorable events don't just happen?

- A. Because they cost much money
- B. Because detailed planning is needed
- C. Because it is too hard to hold events

**[答案]B**

21-2. 【单选题】 According to the passage, what is the key factor to make your event successful?

- A. Leadership
- B. Details
- C. Plenty of planning time

**[答案]B**

21-3. 【单选题】 Which of the following statement is NOT true according to the passage?

- A. To know your listeners first helps you plan your event better?
- B. To check the calendar carefully will avoid time conflicts
- C. To know your limits means you should know the audience size.

**[答案]C**

21-4. 【单选题】 What does the first sentence mean in paragraph 2?

- A. To know your target audience will help you make other decisions
- B. Your target audience maybe able to help you with the event you are planning
- C. Format, content, prices, etc. can be decided by your target audience

**[答案]C**

21-5. 【单选题】 What's the theme of the passage?

- A. Successful events details
- B. Successful and memorable events
- C. Planning successful events

**[答案]C**

**I01 If you take** the following steps, you can make a satisfactory annual report. And your boss and other supporters will be impressed.

**DEFINING YOUR ACCOMPLISHMENTS.** What difference did you make? What has changed in your community or field because of your work over the past year? Take all of your activities over the last 12 months and divide them into three to five major accomplishments.

**LESS IS MORE: BE SELECTIVE.** If you include everything, the annual report becomes cluttered with information. You should think about what you want to focus on, and then select statistics to represent that and highlight key achievements with photos, or case studies, etc.

**ADDING VISUALS AND CHARTS:** Visuals and charts can reduce the need for texts and details. And they will



make the report more attractive.It's great if you produce a full-color publication with lots of nice photography.Of course,it will depend on your resources.

**A STRONG CALL TO ACTION:**A strong call to action at the end of your report will impress the readers deeply.Make it clear what you'd like your readers to do once they've read it.

1.Do you have to gather all the information since you entered the company before writing the annual report?

A.Yes.

B.No.

C.Not given.

**[答案]B**

2.Is it reasonable to include everything of the company in order to make the annual report informative?

A.Yes.

B.No.

C.Not given.

**[答案]B**

3.What does the underlined phrase “Less is more” mean?

A.Using fewer words, making fewer parts, and so on, is simpler, and more efficient than the opposite.

B.The fewer, the better.

C.The more, the better.

**[答案]A**

4.Which is NOT TRUE for the functions of the visuals and charts?

A.They can reduce the need for texts and details.

B.They can make the report more attractive.

C.They can make the report harder to be understood.

**[答案]C**

5.How many steps should you take to make your report impressive?

A.Five

B.Three

C.Four

**[答案]C**

**M01 Mary began playing** the violin when she was only six.Her father came across a really old instrument at his aunt's house,and he brought it back home with him.Mary loved it and immediately tried to play it.After a few months she began to have lessons.She got on very well with the violin.When she was about eleven,she really needed a better violin.One day she took part in a concert,and a man went up to her parents and talked to them about her.He said that she had real talent and pointed out that she needed a better violin.When he found out that they couldn't afford one,he offered to buy one for her.Later,when she was about 16,she set up her own group.She named it after the man who gave her the violin-she called it the Erio Sound.

1.Mary's father\_\_\_\_\_.

A.bought the violin from a shop

B.borrowed the violin from a friend

C.got the violin from his aunt

**[答案]C**

2.Mary began to need a better violin when she was about\_\_\_\_\_.

A.10

B.11

C.12

**[答案]B**

3.The man at the concert told Mary's parents that\_\_\_\_\_.

A.she had real talent

- B.her voice was very good
- C.She needed a better teacher

**[答案]A**

4.Mary\_\_\_\_\_.when she was 16.

- A.graduated
- B.set up her own group
- C.had a new violin

**[答案]B**

5.Eric Sound was the name of\_\_\_\_\_.

- A.Mary's violin
- B.Mary's music group
- C.Mary's friend

**[答案]B**

**P01 People often ask** me for suggestions about how to learn English. As for it, everyone is different. I'll share some of my experience. I once took a school year English course in Wuhan University, but I mostly learned English on my own.

One thing I can tell you is that, once you've started learning, you should try to think in English as much as you can. If you see something when you're riding your bike or walking down the street, just think about "How would I say them in English?" At first, it might be with simple words or phrases, but later you should think about longer phrases and sentences. Now I'm in America, and for most of the time, I would think in English and speak it directly. It's amazing how much this helps.

For several years after I started learning, I was often afraid of talking with others in English because I didn't want to make mistakes. Finally I . And while traveling in America, I'd try to hang out with friends who couldn't speak Chinese, so that I'd have no choice but to speak English. And I also decided that if I said something stupid and other people laughed at me, then so be it. After that, my English started improving much more quickly.

Besides, it may be a good idea to ask your American friends to look at the way you're writing, and give you some suggestions for improvement.

21-1. 【单选题】 The writer learned English in Wuhan University for about\_\_\_\_\_.

- A.a week
- B.a month
- C.a year

**[答案]C**

21-2. 【单选题】 According to the writer\_\_\_\_\_ is a good way to improve your English.

- A.thinking in English
- B.learning English grammar
- C.watching English films

**[答案]A**

21-3. 【单选题】 The underlined phrase“get it over”in paragraph 3 means“\_\_\_\_\_”in English.

- A.stick to it
- B.depend on it
- C.overcome it

**[答案]C**

21-4. 【单选题】 To the writer's surprise,his English improved quickly\_\_\_\_\_.

- A.in China
- B.in America

C.in the university

**[答案]B**

21-5. 【单选题】 The best title for the passage is \_\_\_\_\_.

A.My English Learning Experience

B.The Importance of English

C.My University Life

**[答案]A**

**P02 PPHC and Goose neck** are two organizations that do similar community work.Each has hired a new staff member to make contact with and provide services to new parents.

Elaine has accepted a job with PP HC.She has a degree in psychology but has never done this type of work before.On her first day,after showing her to her desk and introducing her to colleagues,the director gives her a town map and a list of the names of the families she will be responsible for,and wishes her luck.After lunch,Elaine sets out to contact the families,worried about what she'll hear when she meets them.

Mark has a degree similar to Elaine's,and has just been hired by Goose neck.On his first day,he learns that his job will consist of training for the next week.Mark spends two days going on family visits with experienced staff members,and discusses with them what they did and why.He role-plays some situations with other staff members,and gets some direct instruction from them.By the following week,when he's on his own,he feels she has a pretty good idea of what he needs to do,and how to go about it.And he knows that his training will continue.

Which situation would you rather be in,being thrown into the thick of things with no training or being trained to prepare for the work you're going to do?

21-1. 【单选题】 What are PPHC and Goose neck?

A.They are two companies that do similar business.

B.They are two organizations that do different community work.

C.They are two organizations that do similar community work.

**[答案]C**

21-2. 【单选题】 Which degree does Elaine have?

A.Psychology degree.

B.Physiology degree.

C.Sociology degree.

**[答案]A**

21-3. 【单选题】 Which of the following statements is TRUE according to the passage?

A.Elaine has done this type of community work so her organization doesn't provide staff training.

B.Mark has a clear idea of his job after the training.

C.Mark knows his training comes to an end.

**[答案]B**

21-4. 【单选题】 How is Mark trained to be prepared for his work?

A.Mark spends two days on family visits with experienced staff members and discuss with them.

B.Mark role-plays some situations with other staff members and gets some direct instruction from them.

C.Both A and B.

**[答案]C**

21-5. 【单选题】 What is the main idea of the passage?

A.The importance of training.

B.Different training ways.

C.Elaine's and Mark's work experience

[答案]A

**Q01 Questionnaires can** be a simple way to get to know your audience's opinions. Though it is easy to write a questionnaire, you need a lot of skill and experience to write a good one. Luckily, good design skills can be learned in a short time.

#### KEEP YOUR QUESTIONNAIRE SIMPLE AND VISUALLY ATTRACTIVE

Keep your questionnaire short and simple. A short and simple questionnaire is more likely to be completed and returned. It is also important to make your questionnaire as attractive as possible. You should keep the following design elements in mind:

**TEXT:** Choose a font style that is easy to read, and make sure the font size is large enough for your respondents to read.

**PARAGRAPHS:** Long paragraphs can be daunting for readers, so try to keep your blocks of text to a handful of lines.

**WHITE SPACE:** Ensure that there is space between questions and sections and don't make margins too small.

#### KEEP QUESTIONS BRIEF AND EASY TO UNDERSTAND

Brief and direct with your questions. Do not use any unnecessary words and phrases. Brief questions that use simple language are easy to read and understand, so the participants won't find it difficult to fill in the questionnaire.

#### MAKE SURE QUESTIONS ARE IN THE RIGHT ORDER

You should start your questionnaire with general questions and then move to specific ones. Try to avoid jumping back and forth between general and specific questions.

#### USE OPEN-ENDED QUESTIONS PROPERLY

Open-ended questions mean respondents can answer freely using their own words. They can provide more detailed information, but they take more time and effort to answer and can be more difficult to analyze. You should not use too many open-ended questions in one questionnaire.

In a word, taking the time to develop a well-designed and participant-friendly questionnaire will give you useful data that can help you make the right decisions.

1. The questionnaire contains following elements except?

- A. Test.
- B. Paragraph.
- C. Address

[答案]C

2. In order to keep your questionnaire visually attractive, you should

- A. Choose different font styles in a questionnaire.
- B. Write long paragraphs instead of short ones.
- C. Leave enough space between questions and sections.

[答案]C

3. You should start your questionnaire with \_\_\_\_\_ questions and then move to \_\_\_\_\_ ones.

- A. general, specific
- B. specific, general
- C. short, long

[答案]A

4. What could be the best title for this passage?

- A.Designing an Effective Questionnaire.
- B.Questionnaire is the best way to collect data from many people.
- C.Questionnaire benefits our life.

[答案]B

5.Which of the following statements is NOT correct?

- A.Questionnaire design skills can be learned in a short time.
- B.Open-ended questions cannot provide more detailed information,so you'd better not use too many open-ended questions in one questionnaire.
- C.It's worth taking the time to develop a well-designed and participant-friendly questionnaire.

[答案]B

**S01 Stress around** interviews is often influenced by our assumptions we make to ourselves about the process.Countering anxiety-provoking thoughts can help to lower levels of anxiety.“I just messed up that answer,and there's no hope.”One poor answer normally does not knock a candidate out of consideration.An interview is like a test,getting an 85 or 90 might be good enough to get the job.

Visualizing success can improve performance and help ease anxiety.Always try imagining positive interactions with your interviewer,particularly in the hours just before your interview.

To some extent,relaxation techniques,such as progressive muscle relaxation or breathing exercises,can manage anxiety.If your anxiety around interview is excessive,you might consider seeing a doctor to develop effective countermeasures.

21-1. 【单选题】 \_\_\_\_\_ often influences the stress around interviews according to the passage.

- A.Interview process
- B.Anxiety-provoking thoughts
- C.Interviewers' assumptions

[答案]B

21-2. 【单选题】 Does one poor answer in an interview influence a candidate to get a job?

- A.Yes.
- B.No.
- C.Not given.

[答案]B

21-3. 【单选题】 Imagining success help a candidate to \_\_\_\_\_ levels of anxiety?

- A.lower
- B.raise
- C.equal

[答案]A

21-4. 【单选题】 How can we reduce our stress around interviews?

- A.Breathe deeply.
- B.Meet friends.
- C.Have a big meal.

[答案]A

21-5. 【单选题】 When should we go to see a doctor according the author?

- A.When we lose confidence in an interview.
- B.When we find effective measures against anxiety round interview.
- C.When we have too much stress around interview.

[答案]C

**T01 The houses we live in** are very important. They keep us from being cold in the winter and hot in the summer. In the winter they keep out the snow. They also keep out the wind. Even if it is blowing outside, we are nice and warm inside. In the summer houses keep the hot sun from us. When it rains, they keep us from getting wet.

Houses are also places where we can feel safe. People can't get at us or our things. Houses give us a place to be together with our families and friends. Mothers and fathers care for their children there. The children play there. The family eat and sleep under the same roof,

Houses are different in many ways. They are made of different things. Some houses are made of wood. Some are made of stone. Sometimes more than one thing is used to make a house.

Houses come in different sizes. Some houses have only one room, Some houses have more than one room. Big apartment houses found in cities have a great many rooms. They hold many families. The rooms in which each family lives are called an apartment.

Houses are different in the ways they are built. Houses in hot countries can be lightly built. In places it rains much of the time, houses must keep out the water.

21. Which of the following is NOT mentioned in the passage?

- A. People feel safe in house.
- B. Families and friends live in the same house.
- C. Children often play in house.

**[答案]B**

22. According to the passage, the house can keep out

- A. the wind
- B. the snow
- C. the wind and the snow

**[答案]C**

23. Houses are in sizes and many ways

- A. beautiful
- B. the same
- C. different

**[答案]C**

24. Which of the following is probably NOT the thing used to build houses?

- A. steel
- B. cotton
- C. stone

**[答案]B**

25. From the passage we can infer that people

- A. in hot places like to live the lightly-built houses to get heat
- B. in the cold places like to live in the strong houses to keep safe
- C. in some places where it rains much of the time like to live in house which can keep

**[答案]A**

**T02 The Vieira family** moved to the United States in 1981. At that time, they decided to stop speaking Spanish at home and only communicate in English. This was because they were now living in an English-speaking country.

Now the Vieira children are adults, and they sometimes travel to Spain to visit their family and friends. But they cannot communicate with them. Unfortunately this is common. When people move to new countries, they often leave their own customs and mother language behind. This is a mistake because there are many benefits to

knowing more than one language.

One advantage of speaking more than one language is that you can communicate directly with more people around the world. You do not have to depend on others to talk for you, so you're more independent. People who know only one language must use others to help them communicate.

Furthermore, speaking a second language also allows people to experience other cultures and customs more effectively. Local expressions, vocabulary, and even jokes can have a powerful effect on a person's understanding of another culture. So, knowing more than one language increases your knowledge of other cultures.

Finally, having more multi-language speakers improves relationships between countries. If people from different countries can communicate well, the world can become closer. Countries will then have more respect for each other and better understand each other's problems.

The benefits of knowing more than one language are clear. In fact, there are no disadvantages. It is very sad that many people don't try to learn another language. It is even worse when people let themselves forget their mother language and become silenced.

21-1. 【单选题】 What is the passage mainly about?

- A. The benefits of learning other languages.
- B. The reasons why people come to America
- C. The importance of learning English

**[答案]A**

21-2. 【单选题】 The passage begins with the experience of the Vieira family in order to \_\_\_\_\_.

- A. discuss the need for teaching a new language
- B. introduce the passage's main characters to the readers
- C. show the problems of speaking only one language

**[答案]C**

21-3. 【单选题】 The underlined phrase “multi-language speakers”(Paragraph 5) means “people who know \_\_\_\_\_.”

- A. their mother language
- B. a new language
- C. more than one language

**[答案]C**

21-4. 【单选题】 According to the passage, if you can speak more than one language, you can \_\_\_\_\_.

- A. find a better job
- B. communicate more independently
- C. better understand history

**[答案]B**

21-5. 【单选题】 Based on the last paragraph, which of the following is the worst?

- A. Not knowing another language.
- B. Forgetting one's mother language.
- C. Refusing to learn another language.

**[答案]B**

**T03 There are** more ants than any other kinds of land animals in the world. They range from 0.1 to 1 inch long and are usually yellow, brown, red, or black. Ants live in societies in which they depend on one another. The societies are not all exactly the same because there are ants of very many kinds. But in general, each kind has ants of three main types: queens, males, and workers.



The ants have a good many enemies.They include birds,bears and ant eaters of various kinds.In some cases other ants are their worst enemies,as man's enemy is man.In some parts of the world,red ants march in large armies to attack the homes of black ants.Some of them succeed in getting inside of the tunnels of black ants,whose entrances have been blocked.They try to carry the black ant babies away.The black ants do all they can to prevent that.They send their biggest soldiers into action.Very many of the red ants soldiers are killed but some escape with babies belonging to the black ants.The red ants take the babies home and bring them up.They become the only workers for the red ants.

Ants as a group are beneficial to humans.Their tunnels mix and soften the soil,in some places replacing the activity of earthworms.Some of ants are harmful to humans.For example,the fire ant,which has a painful bite,is a serious pest to humans and domestic animals in many parts of the world.

1.Which kind of ants is not regarded as the main types of ants in general?

- A.Queen ants.
- B.Soldier ants.
- C.Worker ants.

**[答案]B**

2.According to the passage,what do we learn about the ants' enemies?

- A.They are of many kinds.
- B.They are birds and ant eaters.
- C.They are the same as man's enemies.

**[答案]A**

3.The red ants attack the black ants' home because.

- A.black ants are better soldiers
- B.red ants are stronger than black ants
- C.they don't have workers of their own

**[答案]C**

4.According the passage,which of the following statements is TRUE?

- A.The number of ants is the most in the world.
- B.Each ant depends upon itself in the society.
- C.Ants are useful to human on some conditions.

**[答案]C**

5.The main purpose of the passage is to.

- A.explain some information about ants
- B.show the difference between red ants and black ants
- C.convince people that ants as a group is beneficial insect

**[答案]A**

## 第四大题 阅读理解判断题

**A01 An annual report** of a company provides information about its business performance for certain people.These people include the investors,potential investors and other stakeholders.From the report,people can understand the company's business scope,recent situation and future development.The main parts of an annual report usually include chairman's letter,financial statements and operation analysis.

### ● CHAIRMAN'S LETTER

Usually,an annual report should contain a letter from the chairman.The letter should provide details about the successes and the challenges of the past year.It should also include the future outlook for the company.

### ● OPERATION ANALYSIS

The operation analysis is an overview of the business in the past year.It usually includes new hires and new product introductions.At the same time,it will introduce business acquisitions and other important issues.

### ● FINANCIAL STATEMENTS



The financial statements are very important for an annual report. People can know the company's performance in the past from the statements. It usually consists of the following three aspects. The first one is the profit and loss statement. The second one is the balance sheet. And the third one is the cash flow statement.

22-1. 【判断题】 An annual report of a company provides some information about its business performance for certain people. [答案]T

22-2. 【判断题】 People can know everything of the company from the annual report. [答案]F

22-3. 【判断题】 An annual report usually includes chairman's letter, financial statements and operation analysis. [答案]T

22-4. 【判断题】 A chairman's letter should include the strategic direction moving forward. [答案]T

22-5. 【判断题】 This passage is mainly about the main parts of an annual report. [答案]T

**C01 Cross training** is training an employee to do a different part of the organization's work. Training worker A to do the task that worker B does and training B to do A's task is cross training. Cross training is good for managers because it provides more flexibility in managing the workforce to get the job done. On the other hand, cross training has some benefits for the employees as well. It lets them learn new skills, makes them more valuable, keeps them stimulated and reduces worker boredom.

Cross training can be used in almost any position in almost any industry. I cross trained some of my design engineers to go on field installation trips and get firsthand knowledge of how their designs worked, or didn't work, in the field. Cashiers can be trained to stock shelves and stockers trained to cashier. This allows you to quickly open additional registers if the customer queue gets too long.

As you prepare cross training plans, you need to consider both the company benefits and the employee benefits. Carefully select the employees to be cross trained. Some people like to learn new things. Some are more comfortable sticking to what they know. Don't decide which employees are ready for a change based on their age or performance.

22-1. 【判断题】 Cross training is training an employee to do a different job in a different company. [答案]F

22-2. 【判断题】 Cross training is beneficial not only for managers but also for employees. [答案]T

22-3. 【判断题】 Cross training can apply to almost any position and almost any industry. [答案]T

22-4. 【判断题】 Not all employees are suitable to be cross trained. [答案]T

22-5. 【判断题】 You can decide which employees to be cross trained according to their age. [答案]F

**C02 Cross training** is training an employee to do a different part of the organization's work. Training worker A to do the task that worker B does and training B to do A's task is cross training. Cross training is good for managers because it provides more flexibility in managing the workforce to get the job done. On the other hand, cross training has some benefits for the employees as well. It lets them learn new skills, makes them more valuable, keeps them stimulated and reduces worker boredom.

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As you prepare cross training plans, you need to consider both the company benefits and the employee benefits. Carefully select the employees to be cross trained. Some people like to learn new things. Some are more comfortable sticking to what they know. Don't decide which employees are ready for a change based on their age or performance.

26. Cross training is training an employee to do a different job in a different company. [答案]F

27. Cross training is beneficial not only for managers but also for employees. [答案]T

28. Cross training can apply to almost any position and almost any industry. [答案]T
29. When you prepare cross training plans, the only consideration is the company benefits. [答案]F
30. You can decide which employees to be cross trained according to their age. [答案]F

**E01 Every coin** has two sides and questionnaires are no different. With questionnaires, the advantages outweigh the disadvantages.

#### ADVANTAGES OF QUESTIONNAIRES

Compared to face-to-face interviews, questionnaires are cheaper for collecting data from a large number of respondents. Also, questionnaires are easy to analyze, and computer software can easily complete data entry and make tables for nearly all surveys. Questionnaires are familiar to most people as nearly everyone has had some experience completing one. Questionnaires reduce bias when there are no clues to affect the respondents.

#### DISADVANTAGES OF QUESTIONNAIRES

One main disadvantage of questionnaires is the possibility of low response rates which reduces our confidence in the results. Another disadvantage is they provide little flexibility for the respondents. What's more, many times the respondent is not the same person you sent the questionnaire to. Finally, questionnaires are not suitable for some people. For example, a survey to a group of poorly educated people might not work because of reading problems.

- 22-1. 【判断题】 The advantages of questionnaire are more than disadvantages. [答案]T
- 22-2. 【判断题】 Questionnaire is the cheapest way for collecting data from respondents. [答案]F
- 22-3. 【判断题】 Questionnaires have the advantage of being analyzed easily through the computer software. [答案]T
- 22-4. 【判断题】 Questionnaire is suitable for everyone. [答案]F
- 22-5. 【判断题】 The respondent is usually the same person you sent the questionnaire to. [答案]T

**F01 Feedback from** your customers is very important. The more information you have from them, the more competitive you will be in your field. The following techniques will help you know what the customers think of your business.

(1) Ask your customers directly and cater to their wishes. This is the simplest way to find out what people want from your service or product. When hotel customers are asked what they want for their breakfast and then the hotel staff are asked what they think the customer wants, the answers are quite different.

(2) Be a customer yourself and find out what your customers experience when they use your service. This is one of the most obvious but underused ways for getting feedback. For example, you can act as one of the customers in a wheelchair, and see how you're treated.

(3) Use a focus group. Focus groups are representatives of customers whose job is to provide you with information on their needs and preferences.

(4) Use questionnaires and surveys. This is one of the most well-established feedback techniques. When well-conducted, they usually work well.

(5) Encourage your front-line staff to build strong relationships with customers. Your front-line staff are the most resourceful and reliable, as well as the least costly, of your customer feedback sources. Their communication with

the customers will become important information for improving customer care.

You may deliver the best service in the world. But if it is not what people want, you're wasting your time. Implement one, two, three or all of the above techniques, and your service and product will improve overnight.

22-1. 【判断题】 Hotel customers and hotel staff think the same about breakfast. [答案]F

22-2. 【判断题】 A good or bad experience of a customer in a wheelchair in your shop shows whether your service is good or not. [答案]T

22-3. 【判断题】 It's not necessary to know about the customers' needs and preferences. [答案]F

22-4. 【判断题】 Questionnaires are useful in getting feedback from customers. [答案]T

22-5. 【判断题】 Front-line staff have nothing to do with improving customer service. [答案]F

**G01 Good communication** skills are the key to success in life, work and relationships. Without effective communication, a message can turn into error, misunderstanding, frustration, or even disaster by being misinterpreted or poorly delivered.

#### **The steps for good communication skills;**

(1) Know what to say.

Understand clearly the purpose and intent of your message.

(2) Know how to say.

Begin by making eye contact, which shows confidence. Then pay attention to your body language.

(3) Listen.

After you've finished talking, you should stop, listen, and look for feedback and clues of comprehension.

(4) Reach understanding.

To communicate well is to understand and be understood.

#### **More Tips for Developing Good Communication Skills:**

(1) The better you are able to express yourself, the better your ability to communicate.

(2) Practice your listening skills. Be considerate of other speakers by waiting until they are done before stating your views.

(3) Learn to understand and appreciate different views by being open-minded. It will in turn, gain you more cooperation and understanding.

(4) Avoid trying to communicate when in an emotional state. Take time to consider your position through before speaking.

When you take the time to develop good communication skills, it means you open yourself up to better relationships, more career opportunities, and increased self-confidence. Moreover, your each higher levels of mutual understanding and cooperation while successfully attaining your goals.

22-1 【判断题】 .A message must be understood, interpreted or delivered correctly with communication. [答案]F

22-2 【判断题】 .When you talk with others you can pay little attention to your body language. [答案]F

22-3 【判断题】 .The better you are able to understand others, the better your ability to communicate. [答案]F

22-4 【判断题】 .Before stating your opinions, you'd better let the speaker finish his or her talking first, [答案]T

22-5 【判断题】 .Don't argue or debate with others if you feel angry or displeased. [答案]T

**H01 Hiring the right** employee is a challenging process for a company. A bad hire not just wastes your time and money, but also impacts the team spirit and company morale. A good hire, however, pays you back in employee productivity, successful employment relationship, and business culture enhancement. Here are certain rules that you can use to select the right employee.

Design an effective advertisement. A clearly targeted ad attracts qualified candidates and discourages others. You can make your ad more effective with a precise and specific job description.

Ask the right job interview questions. The purpose of the interview is to find out if the candidate is a strong fit to your business. By using a sequence of particularly designed questions, you are able to get a true picture of your potential employee.

Check backgrounds and references. Background checking helps you reduce risks and improve the overall quality of hire. You need to verify that all the presented credentials, skills, and experience are actually possessed by your candidate.

1. Hiring the wrong employee is expensive, costly to a company, and time consuming. [答案]T

2. A company has to spend a lot of money hiring a right employee. [答案]F

3. An advertisement with a clear target will make all candidates lose courage. [答案]F

4. Well designed interview questions can help you know more about the candidates. [答案]T

5. Work experience is one of the primary things for an employer to verify in background checking. [答案]T

**I01 If you take** the following steps, you can make a satisfactory annual report. And your boss and other supporters will be impressed.

Defining your accomplishments. What difference did you make? What has changed in your community or field because of your work over the past year? Take all of your activities over the last 12 months and divide them into three to five major accomplishments.

Less is more: Be selective. If you include everything, the annual report becomes cluttered with information. You should think about what you want to focus on, and then select statistics to represent that and highlight key achievements with photos, or case studies, etc.

Adding visuals and charts: Visuals and charts can reduce the need for texts and details. And they will make the report more attractive. It's great if you produce a full color publication with lots of nice photography. Of course, it will depend on your resources.

A strong call to action: A strong call to action at the end of your report will impress the readers deeply. Make it clear what you'd like your readers to do once they've read it, such as donate, purchase services, etc.

26. Before writing the report, you should gather all the work you have done over the past year. [答案]T

27. The contents of the report should be selective. [答案]T

28. The idiom "a picture is worth a thousand words" is appropriate here. [答案]T

29. The application of visuals and charts can make the report more boring. [答案]F

30. Ending the report with a strong call to action will offend the readers. [答案]F

**O01 One morning,** Wu Liang discovered that her classroom had changed. She found that the desks were no longer in rows, but pushed together to make eight bigger desks. She was so excited about it for the first two days that she couldn't listen to the teachers carefully. But soon she and her classmates got used to this new classroom arrangement. "Now our class is quieter," said Wu. "What's more, we can come up with our own ideas and learn more through discussion. It's a better way to study."

Li Yu liked it, too. "Group members first discuss," he said, "and then present to the whole class. It makes us believe in ourselves." This was part of a reformat Li's school. The school made this reform because they wanted to offer students easier ways to study and more chances to discuss. "Our school hopes to improve students' abilities to study by themselves and work in groups," said Zhang Ming, an English teacher.

However,the reform has demanded more from teachers.Now they have only 15 minutes to give a lesson that would have been taught in 45 minutes before.It is difficult to teach in such a short time.The teachers have to find better ways to teach more effectively.

“The reform demands more,but I'm sure it is helpful.” added Zhang Ming.

26.It was easier for Wu Liang to discuss with other students in class after the new classroom arrangement.[答案]T

27.The school made the reform in order to offer students more seats to study.[答案]F

28.The reform has demanded more from teachers.[答案]T

29.Wu Liang and her classmates like the new classroom arrangement.[答案]F

30.The best title of this passage maybe New Look in Class[答案]T

## Q01 Questionnaires: Advantages&Disadvantages

Every coin has two sides and questionnaires are no different.With questionnaires,the advantages outweigh the disadvantages.

### ADVANTAGES OF QUESTIONNAIRES

Compared to face-to-face interviews,questionnaires are cheaper forcollecting data from a large number of respondents.Also,questionnaires are easy to analyze,and computer software can easily complete data entry and make tables for nearly all surveys.Questionnaires are familiar to most people as nearly everyone has had some experience completing one.Questionnaires reduce bias when there are no clues to affect the respondents.

### DISADVANTAGES OF QUESTIONNAIRES

One main disadvantage of questionnaires is the possibility of low response rates which reduces our confidence in the results.Another disadvantage is they provide little flexibility for the respondents.What's more,many times the respondent is not the same person you sent the questionnaire to.Finally,questionnaires are not suitable for some people.For example,a survey to a group of poorly educated people might not work because of reading problems.

22-1.【判断题】 The advantages of questionnaire are more than disadvantages.[答案]T

22-2.【判断题】 Questionnaire is the cheapest way for collecting data from respondents.[答案]F

22-3.【判断题】 Questionnaires have the advantage of being analyzed easily through the computer software.[答案]T

22-4.【判断题】 Questionnaire is suitable for everyone.[答案]F

22-5.【判断题】 The respondent is usually the same person you sent the questionnaire to.[答案]T

## S01 Sixteen years ago

I learned this lesson in the back of a New York City taxicab.Here's what happened.I hopped in a taxi,and we took off for Grand Central Station,We were driving in the right lane when,all of a sudden,a black car jumped out of a parking space right in front of us.My taxi driver slammed on his brakes,skidded,and missed the other car's back end by just inches!

The driver of the other car,who almost caused a big accident,started yelling bad words at us.My taxi driver just smiled and waved at the guy.And I mean he was friendly.So,I said,“Why did you just do that?This guy almost

ruined your car and sent us to the hospital!”And this is when my taxi driver told me what I now call “The Law of the Garbage Truck.”

Many people are like garbage(rubbish)trucks.They runaround full of garbage,full of frustration,full of anger,and full of disappointment,As their garbage piles up,they need a place to dump it.And if you let them,they'll dump it on you.When someone wants to dump on you,don't take it personally.You just smile,wave,wish them well,and move on.You'll be happy with what you did.

I started thinking,how often do I let Garbage Trucks run right over me?And how often do I take their garbage and spread it to other people at work,at home,or on the streets?It was that day I said,“I'm not going to do anymore.”

Successful people do not let Garbage Trucks takeover their day.What about you?If you let more garbage trucks pass you by,you'll be happier.Life's too short to wakeup in the morning with regrets.So,Love the people who treat you right.Forget about the ones who don't,

26.One day the taxi almost hit another car.[答案]T

27.The author dumped some garbage in front of his car.[答案]F

28.Many people like to drive garbage trucks.[答案]T

29.The author used to have a lot of money.[答案]F

30.If people “dump garbage” on you,try your best to persuade them not to do that again.[答案]F

## U01 USE THESE 5 (OF 10) TIPS TO START YOUR EVENT PLANNING CAREER

**STEP 1**-Get experience and volunteer your time in different event services.There are so many aspects of events including,working for a graduation event,a sports competition,volunteering for nonprofits,and working for an established event planner.Your long-term success in event planning will be based on the experience you had.Make sure you have some solid skills in:

- \* Verbal and written communications
- \* Organization and time management
- \* Negotiation and budget management
- \* Creativity,marketing,public relations and more

**STEP 2**- Move into a position with some responsibility.Instead of just volunteering,become the fundraising chair for a nonprofit,become a catering manager,or take on a lead-planning role at an event planning company.

**STEP 3**-Are you familiar with the saying,it's not what you know,but who you know? In event planning,networking is key! Wherever you go,collect contact information for the people you meet.

**STEP 4**-Create an event album.Showcase your work with photos,booklets,and invitations of the events you've worked on.Organize each piece in a book to easily present your experience and event stories.Most people are visual so paint the picture for them!

**STEP 5**-While you're gaining valuable event planning experience,you can also become a certified event planner.Join some training and try to get planner certification from some institutions.It's also helpful to keep up with industry trends and establish contacts within the industry.

1.You can plan a success event if you have experience.[答案]F

2.You will move into a position with some responsibility only through volunteering.[答案]F

3.Networking is the key to event planning.[答案]T

4.Create an event album means taking photos in the event.[答案]F

5.You can become a certified event planner as well when you gain valuable event planning experience.[答案]T



## X01 Xiao yan,

I thought you'd like to know what has happened to your report about improving the website.

Last week I had a meeting with the designers.I gave them a copy of your report and I told them that we needed to have the website redesigned.

-I've had the first page simplified.

-I have asked them to make the icons large.

-The colours are now different too.

-There are more functions,as you suggested,so that customers will be able to transfer funds to an account in another bank.

I'm going to make a presentation about these changes at the Paris,conference and would like to talk to you about that.There are some things I can do myself,but I would like your help with some technical aspects.I must get some slides made too,and would like your opinion about them.

Have you got time for a coffee on either Wednesday or Thursday morning?

David

1.David had a meeting with the designers yesterday.[答案]F

2.David had made the icons larger.[答案]F

3.The speed of access has been made quicker.[答案]F

4.David is going to make a presentation in Paris.[答案]T

5.David would like some help from Xiaoyan.[答案]T

## 第五大题 翻译题

A01 **A bad hire** not just wastes your time and money,but also impacts the team spirit and company morale.

A.坏雇员不只是会浪费你的时间和金钱,但也影响队伍的精神和公司风气。

B.招聘到不合格的员工即浪费时间和金钱,而且还会影响整个团队精神和公司士气。

C.浪费时间和金钱的招聘是不合格的,而且对公司团队精神和士气也会影响。

[答案]B

A02 **A few minutes** later the doctor came out of his room for the third time.

A.几分钟后,医生第三次从他的房间走出来。

B.医生在迟到的几分钟后,终于从他的房间走出来为了第三名。

C.几分钟后,医生来到他的房间第三次。

[答案]A

A03 **A few minutes** later the doctor came out of his room for the third time.

A.几分钟后,医生来到他的房间第三次。

B.几分钟后,医生第三次从他的房间走出来。

C.医生在迟到的几分钟后,终于从他的房间走出来为了第三名。

[答案]B

A04 **A man and** his wife had a small restaurant near a station.

A.一个男人和他的妻子在靠近车站的小饭馆里吃饭。

B.一个男人和他的妻子有一个车站饭馆。

C.一个男人和他的妻子在靠近车站的地方开了家小饭馆。

[答案]C

A05 **A new food** market will be built in our community next month.

- A.下个月我们社会就已经建了一个新的食物市场。
- B.我们社区正在建一个新的菜市场。
- C.下个月我们社区将新建一个菜市场。

[答案]C

**A06 A** *true friend* is someone who reaches for your hand and touches your heart.

- A.一个真实的朋友就是能伸出他的手触碰你心灵的人。
- B.一个真实的朋友就是能伸出他的手理解你心灵的人。
- C.真正的朋友是一个可以援手帮助并感动你心扉的人。

[答案]C

**A07 Angry** customers tend to aim their dissatisfaction and complaints at staff members.

- A.愤怒的顾客往往会把员工当做他们发泄不满和抱怨的目标。
- B.愤怒的顾客计划把对员工的不满和抱怨当做目标。
- C.愤怒的顾客趋向于把员工的不满和抱怨当成目标。

[答案]A

**A08 As** a general rule, it is better to focus on the content of a presentation as a means of attracting your audience's attention.

- A.一般来说,它最好将重心放在讲解的内容上,使之成为吸引观众注意力的方式。
- B.一般的规则是,它最好集中在礼物的内容上,这比吸引观众的注意力更好。
- C.一般而言,最好把重点放在讲解的内容上,借此来吸引观众的注意。

[答案]C

**B01 Be** considerate of other speakers by waiting until they are done before stating your views.

- A.考虑到其他发言者,等到他们完成后再陈述自己的观点。
- B.在陈述自己的观点之前,要多为其他发言者考虑,应等他们叙述完毕。
- C.在陈述自己的观点之前,要多为其他发言者考虑,应等他们做完。

[答案]B

**B02 By** the following week,when he's on his own,he feel she has a pretty good idea of what he needs to do,and how to go about it.

- A.直到跟着的那个星期,他一个人的时候,他感到对于自己需要做什么以及如何开始做非常清楚。
- B.到第二个星期,他一个人的时候,他感到对于自己需要做什么以及如何开始做有了一个很好的主意。
- C.到第二个星期,当他独立工作的时候,他感到对于自己需要做什么以及如何开始做非常清楚。

[答案]C

**E01 Encourage** the front-line staff to build strong relationships with customers as they are the most reliable of the customer feedback sources.

- A.要鼓励一线员工与客户建立牢固的关系,因为客户是最可靠的反馈来源。
- B.要鼓励一线员工与客户建立牢固的关系,因为他们是最可靠的客户反馈来源。
- C.要鼓励前线员工与客户建立牢固的关系,因为他们是最可靠的客户反馈来源。

[答案]B

**F01 Focus** groups are representatives of customers whose job is to provide you with information on their needs and preferences.

- A.焦点小组是顾客的代表,他们的工作是把你的需求和喜好提供给顾客。
- B.焦点小组是顾客的代表,他们的工作是给顾客提供需求和喜好。
- C.焦点小组是顾客的代表,他们的工作是给你提供他们的需求和喜好。

[答案]C



**H01 Having** patience with your customers and with yourself will go a long way in winning over hostile customers.

- A.对顾客和对自己有耐心将走很长的路才能赢得生气的顾客对你工作的支持。
- B.对顾客和对自己有耐心将在赢得生气的顾客对你工作的支持方面大有帮助。
- C.对顾客和对自己有耐心将会很难赢得生气的顾客对你工作的支持。

[答案]B

**I01 I** *don't know* why he is late,he might have had an accident.

- A.我不知道他为何没有迟到,很有可能遇上了事故。
- B.我不知道他为何迟到,一定是遇上了事故。
- C.我不知道他为何迟到,可能遇上了事故。

[答案]C

**I02 I** *think what* should be done is to create more job opportunities for students.

- A.我认为我们更需要为学生们创造更多的工作机会。
- B.我认为我们将来要给学生更多机会。
- C.我认为我们已经给了学生们更多的工作机会。

[答案]A

**I03 I** *want to leave* a little room in the budget,just in case.

- A.我想在桶里留点地方,以备不时之需。
- B.我想在预算里留着空间,结果发生了意外。
- C.我想留一点预算空间,以防万一。

[答案]C

**I04 If** I may say so,he was not very familiar with the procedures.

- A.我想可能是因为他不太懂操作步骤。
- B.如果我可以这样说的话,可能是因为他不太懂操作步骤。
- C.如果我可以这样说的话,可能是因为他不太熟悉操作步骤。

[答案]C

**I05 In** *a good relationship*,both sides are willing to change.

- A.一段良好的关系中,双方都愿意改变。
- B.为改善良好的关系,双方都愿意改变。
- C.双方都愿意改变一段良好的关系。

[答案]A

**I06 In** *a word*,taking the time to develop a well-designed and participant-friendly questionnaire will give you useful data that can help you make the right decisions.

- A.总之,花时间去制作一份精心设计和参与者友好的调查问卷将为你提供有用的数据来帮助你做出正确的决定。
- B.一个词概括,用心去制作一份设计和参与者友好的调查问卷将可以给你带来有用的数据来帮助你决定很多事情。
- C.不管怎样,一个好的设计可以给你带来有用的数据从而帮助你。

[答案]A

**I07 In** *contrast to* other countries,the U.S has no national college entrance exam.

- A.对比其他国家而言,美国没有国家考试。

B.与其他国家相比,美国没有大学入学考试。

C.相比较其他国家,美国大学没有考试。

[答案]B

**I08 In** general, we've made some progress this year in improving community services.

A.总的说来,今年我们已经在改善社区服务方面取得了一些进展。

B.一般情况下,我们今年将在改善社区服务方面取得一些进展。

C.总的说来,今年我们在提高社区服务质量方面取得了一些进展。

[答案]A

**I09 It's** difficult to change someone else, but we can always change ourselves.

A.要想改变别人,就先改变我们自己。

B.改变不了别人就改变我们自己吧。

C.改变别人很难,但我们总是可以改变自己。

[答案]C

**M01 Making** a list will ensure you don't overlook things.

A.列一个单子将会保证你不忽略事情。

B.列一个单子能够使你不过度关注一些事情。

C.列一个单子能够使你总是关注事情。

[答案]A

**O01 Open**-ended questions mean respondents can answer freely using their own words.

A.开放式问题意味着受访者可以用自己的语言自由回答。

B.受访者可以随意回答开放式问题。

C.可以用自己的语言自由回答开放式问题意是受访者的意愿。

[答案]A

**O02 On** the last day of the old year, there is a family dinner.

A.在老年人的最后日子,通常有一顿家庭餐。

B.在即将过去的一年的最后一天,会有一次家庭聚餐。

C.在过去的日子里,经常有家庭聚餐。

[答案]B

**Q01 Qiao** xiang Community Service Center is about to provide service for residents.

A.侨香社区服务中心可能会为居民提供服务。

B.侨香社区服务中心即将开始为居民提供服务。

C.侨香社会服务中心打算为居民提供服务。

[答案]B

**Q02 Questionnaires** are not suitable for some people to whom a survey might not work because of reading problem.

A.问卷调查不适合那些因阅读困难而无法作用的人。

B.问卷调查不适合那些因阅读困难而无法回答的人。

C.问卷调查不适合那些人,因为他们有阅读困难。

[答案]A

**S01 So** far the heating system in our apartment hasn't been working.

A.到目前为止,我们楼内的制热系统还是坏的。

B.我们公寓的制热系统太远了,还不能工作。

C.目前,我们楼内的制热系统还没启动。

[答案]C

**S02 Stress** around interviews is often influenced by our assumptions we make to ourselves about the process.

A.来自面试的压力会影响我们对面试过程的推测。

B.揣测会影响面试压力,我们只要关注过程。

C.我们自己对面试过程的揣测往往会影响面试压力。

[答案]C

**T01 The more familiar** interviewing feels to you,the less anxiety you will feel with the process.

A.你对面试越熟悉,在面试过程中你的焦虑就会越少。

B.面试中熟人多,面试过程中你焦虑也会少。

C.你熟悉面试多一点,面试中的麻烦就会少一点。

[答案]A

**T02 The old saying** “practice makes perfect”applies to interviewing too.

A.古话“曲不离口”也适用于招聘。

B.古话“熟能生巧”对面试准备也是适用的。

C.在申请面试资格时我们常常用到古话“熟能生巧”。

[答案]B

**T03 The purpose of** the interview is to find out if the candidate is a strong i to your business.

A.面试的目的是弄清楚应聘者是否正是你公司所需。

B.面试的目的是为了找出应聘者是否非常适合跑业务。

C.面试的目的是为了知晓应聘者是否很强大。

[答案]A

**T04 They are willing to** understand their partner's position first before trying to get understood.

A.在得到合作对方理解后,他们才愿意理解合作伙伴的立场。

B.在得到合作对方理解前,他们愿意先理解合作伙伴的立场。

C.他们愿意去了解对方的立场但必须先想明白。

[答案]B

**T05 They have disagreement** on the plan of celebrating the founding of the community.

A.他们对公司的成立资金都有不同意见。

B.他们对庆祝公司成立的方案有异议。

C.他们为了庆祝公司成立的方案而争吵。

[答案]B

**T06 This** involves identifying the high-level reasoning behind your intentions for the event.

A.这也包含了此次活动的主要目的和意义。

B.这些都是用来识别此次活动与其他不同活动的主要的区别。

C.这就包括了弄明白你举办次活动目的背后的高层次的推理。

[答案]C

**T07 Thank** you so much for your generous hospitality.

A.真的非常感谢您的帮助。

B.非常喜欢这里宜人的环境。

C.非常感谢您的盛情款待。

[答案]B

**T08 To** communicate precisely what you want to say, you have to frequently need to define key words.

A.要简明扼要地表达本意,就必须不断定义关键词。

B.只要定义频繁出现的关键词就能准确传达本意。

C.要准确表达你的本意,就必须不断定义关键词。

[答案]C

**T09 Training** activities can affect the work performance of the employees.

A.培训活动会影响到员工的工作。

B.培训活动会决定员工的工作表现。

C.培训活动会影响员工的工作表现。

[答案]C

**W01 We** *can't possibly* get the work done by October.

A.十月份前我们不可能做完这项工作。

B.十月份前我们不可能做这项工作。

C.十月份后我们不可能做完这项工作。

[答案]A

**W02 We** *should keep close* contact with the community to provide a better support service.

A.我们应该保持密切的联系,为社会各界提供更好的支持服务。

B.我们应该与社会各界保持密切联系,以提供更好的支持服务。

C.我们应该与社区保持密切联系,以提供更优的支持服务。

[答案]C

**W03 We** *should present data* in tables or charts so that the report may not be boring with facts alone.

A.我们应该用表格或图表来呈现数据以便报告不会因为仅有事实而枯燥乏味。

B.我们应该用表格或图表来表示数据,因此,报告就不会因为仅有事实而枯燥乏味。

C.我们应该用表格或图表来呈现数据以便报告不厌烦仅有事实。

[答案]A

**W04 What's** worse, the level of dissatisfaction increased by 10% compared to last year.

A.更糟的是,人们的不满水平与去年相比增加了 10%。

B.更糟的是,人们的不满意度与去年相比下降了 10%。

C.更糟的是,人们的不满意度与去年相比提高了 10%。

[答案]C

**W05 When** you start a job, you must stick to it.

A.一旦你开始了一件工作,你就得持之以恒。

B.一旦你开始了一件工作,他就得紧跟着它。

C.当你开始一件工作的时候,他就得认真做。

[答案]A

**W06 Whether** it's an anniversary, a sporting event or a retirement party, and no matter how much time you have, your event's success is in the detail.

A.不论是周年庆典、体育赛事或者退休会,也不论你有多少时间,你的活动的成功在于细节。

- B.不论是周年庆典、体育赛事或者退休会,也不论你有多少时间,你的活动都必须十分详细。  
C.不管是周年庆典、体育赛事或者退休会,还是已付出都少时间,你所组织的活动都要很详细。

[答案]A

W07 **Will** you be involved in opening the new office?

- A.你会加入新办公室吗?  
B.你会参与开设新办公室的工作吗?  
C.你会被卷入到新办公室的工作中吗?

[答案]B

W08 **With** these figures in mind,you could find the answers to these problems to improve your plan.

- A.有了这些数字,你就可以找到这些问题的答案来完善你的计划。  
B.有了这些数字,你就可以回答这些问题来推进你的计划。  
C.考虑到这些数字,你就可以找到这些问题的答案来推进你的计划。

[答案]A

Y01 **You** *can see many* interesting things on your way.

- A.你能看见许多有趣的东西在你回家的路上。  
B.一路上你能看见许多有趣的事情。  
C.你能看见许多好玩的东西在车上。

[答案]B

Y02 **You** *want all* attendees leaving your event to remember this key message that you've spent a long time reinforcing.

- A.你希望所有的参加者离场后都会记得你曾经花了很长时间来强调的这个关键的信息。  
B.你希望所有的人离开后都会记得你所传达的主要信息和要义,而那些正式你长时间不断加强和提高的。  
C.你想要每个人在参加活动时都记得你花了很久强调的关键的信息。

[答案]A

Y03 **You** *will do everything* within your power to try and resolve the situation.

- A.你会在权利范围内尽一切努力解决问题。  
B.你会在意志范围内尽一切努力解决问题。  
C.你会在力量范围内尽一切努力解决问题。

[答案]A