

23938 | 管理英语 2 (统设课)

1、—Any suggestions for the project?— () .

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

2、—Can you go skating with us this afternoon?

have to

3、—Can you stay here longer? () ,but I have to

be back tomorrow.

A. I'd love to

4、—Do you mind if I record your lecture?— ()

Go ahead.

C. Not at all.

5、—Good morning, Sunshine Community Center ! May I help you?— ()

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

6、—Hello, is that service center? The elevator of our apartment doesn't work.

B. Sorry, I'll have it checked out at once.

7、—Hi , Helen , I'll have an interview tomorrow. I'm afraid I can't make it.— ()

A. Sure , you can. Take it easy.

8、—How are you feeling now?

A. Much better.

9、—How did your talk with the community resident go?

I'm not sure.

10、—How do you think of the theme of our event?

It's pretty good.

11、—How do you think of the theme of our event?— () .

A. It's pretty good.

12、—How's your mother doing?— () .

A. She is very well.

13、—I am sorry. Now what were we talking about?— ()

C. You were saying that you used to be a teacher.

14、—I was worried about my math, but Mr. White gave me an A.— () .

B. Congratulations!

15、—I'm terribly sorry that I've spilled some coffee on the table.— () .

B. It doesn't matter.

16、—Let's make plan first for our events, shall we?.

OK, let's do it.

17、—May I ask you why you left the former company?

Because I want to change my working environment and seek new challenges.

18、—Our company is doing a customer service questionnaire. May I take you a moment?

B. By all means.

19、—Should I leave earlier tomorrow morning?

— () .

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

20、—Thank you very much for answering our questions. It really helps our market research

It's my pleasure.

21、—What kind of event are you going to plan?

A birthday party for my brother.

22、—What starting salary do you expect?— () .

C. I'd like to start at ¥5,000 a month.

23、—What time does the train leave?

C. At half past five.

24、—What's your view on our questionnaire?— ()

First of all .We'd better change our question order.

25、—Why do you look unhappy. What's the matter?—().

.答案: (C. I'm rather disappointed with the poor quality of the radio I've just bought.)

26、—Would you like to go to the concert with us?

I wish I could

27、—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.

.答案: (C.I wish I could)

28、—Would you mind answering some questions about your annual report?

No, as long as it doesn't take long

29、—Would you mind filling the questionnaire for me?

A. No problem.

30、—Would you mind filling the questionnaire for me?— () .

A. No problem. Just give me your questionnaire.

31、—Your plan is perfect and I believe that it will be a great success .

Thank you very much.

32、— () .—It will be held on the 3rd floor of Shakiraton Hotel.

C. What is the address of your speech?

33、— () .—It will take at least two weeks .

.答案: (A.How soon will you finish our annual report?)

34、— () ?—It costs us ten thousand dollars.

How much does the printing of the annual report cost

35、— () ?—It will take at least two weeks.

How soon will you finish our annual report

36、— () ?—Twice a week.

How often do you use our company's product

37、— () —Everything is going smoothly.

How is everything going?

38、— () —In total, it should be about 15,000 RMB for the three-day training.

How much have you budgeted for the training?

39、— () —It might be a good idea to read some simplified books first.

What books would you recommend?

40、— () —My name is Helen , and I was born in 1980. My major was electrical engineering.

B. Tell me a little bit about yourself , please.

41、— () ? —I have worked for IBM for 3 years.

What is your working experience?

词汇与语法(89)-

1、 According to their feedback sheets, the participants are all () According to their feedback sheets, the participants are all

A. satisfied

2、 According to their feedback sheets, the participants are all () with the training.
satisfied

3、 American young people would rather () advice from strangers.

A. get

4、 Are you familiar () the saying, "it's not what you know, but who you know"? In event

planning, networking is key!

A. with

5、 Are you familiar () the saying, "it's not what you know, but who you know"? with

6、 At the end of the day , you want all attendees () your event to remember this key message

that you've spent a long time reinforcing.

C. leaving

7、 Can you go skating with us this afternoon? —Sorry, I can't. I () take care of my

little sister

at home.

C. have to

8、Customers () refuse to filling the questionnaire are not permitted to buy the product .

C. who

9、Did the medicine make you feel better—No.The more (), () I feel.

B.medicine I take;the worse

10、Does his absence () to your work?

A. make a difference

11、He is () this company.

.答案: (A.in charge of)

12、He says what he thinks and does what he wants to do, () other people's feelings.

regardless of

13、He was always () in sharing his enormous knowledge.

A. generous

14、Her article is () in her class.

A.the best

15、Hiring a good employ may cost much money and time, () it can win much more for the

company in future.

C.however

16、Hiring the right employee () you () a thousand times over in high employee morale.

C. pays...back

17、His action is always () with his words.

C. consistent

18、How many players does a baseball team () ?

A. consist of

19、I didn't do () last week.

C. anything

20、I don't know (). I just arrived here two minutes ago.

A. what's going on

21、I have coffee () breakfast time.

A. at

22、I like cooking for my friends in () free time.

B. my

23、I would rather () two weeks earlier.

C. you had come here

24、I'd like to () that the staff member who served me didn't really seem to know what he was

doing.

A. point out

25、I'm writing to () a position as a computer engineer in your company.

C. apply for

26、I'm writing to() a position as a computer engineer in your company.

.答案: (C. apply for)

27、If I () you, I () more attention to the independent auditors' report and financial

statements in the annual report.

were; would pay

28、It is only by agreeing with their view point and () that you will resolve the situation and send the

customer away happy.

.答案: (A.suggesting a possible solution)

29、I'd like to () that the staff member who served me didn't really seem to know point out

30、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

31、I'm writing to () a position as a computer engineer in your company.

C. apply for

32、Let's () our plan.

A. start

33、Look! ()

B. Here comes the bus.

34、More than 30 people () the position.

applied for

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

Tell me your name, please.

36、One day, our dreams will () reality.

B. turn into

37、Our company will () the customers' suggestions.

C. respond to

38、Our workers have been checking the heating system since you called us. I ()you it will perform well soon.

.答案: (C. assure)

39、Participants have () the Productivity Analysis Worksheet.

C. completed

40、People () find useful information from the annual report.
could

41、Questionnaires are easy to () .

analyze

42、Questionnaires are not suitable () some people.

.答案: (B. for)

43、The candidate should dress in a manner that is appropriate to the position () he is applying.

A. for which

44、The enemy has strengthened their () position.

defensive

45、The heating system of our apartment broke down so I made a () call to the community service center.

B. complaint

46、The investor should be aware of the limitations of the financial statement analysis () the annual report.

.答案: (A.based on)

47、The Jia he Community Service Center is about to () seance for residents.

B.provide

48、The more information you can get () in your field.

C.the more competitive you will be

49、The more. information you can get, () in your field.

.答案: (C. the more competitive you will be)

50、The music () like the singing of a bird.

B. sounds

51、The music () like the singing of a bird.

C. sounds

52、The new year is just () .

.答案: (B. around the corner)

53、The quality of questionnaire will () how much information we know from our affect

54、The success of our event is () to the sponsor.

A. related

55、The training is () positive results on the job they are presently () . bringing about, doing

56、These tips may help you avoid () bad employees for your company.

B. hiring

57、They have disagreement () the plan of celebrating the founding of the community.

on

58、They () since last night. They are about to finish the work.

B.have been cleaning the system

59、This involves () the high-level reasoning behind your intentions for the event. identifying

60、Under no circumstance () to tell lies to the public.

B. are the companies allowed

61、We feel () with the inconvenience the service center brought us.

A. disappointed

62、We have to () our annual work report to the manager next week.

A. hand in

63、We need to carry out a proper of the new system.

evaluation

64、We should keep in mind () the feedback is very helpful for planning future meetings and events .

B. that

65、We should take the degree () account when we recruit a new secretary.

B. into

66、We think that Smith should be told about his () condition as soon as possible.

C. physical

67、We () it very much that you've come to give us a timely ride. Otherwise we would miss the train.

A. appreciate

68、We () very much that you've come to give us a timely ride. Otherwise we would miss the train.

B. expect

69、When reading the annual report, we should look out () the areas where the company did not comply with the regulations.

B.for

70、When stating problems, we can make a () with those from last year.

C.comparison

71、Where are you used to () vegetables?

C. buying

72、Whose textbook is this?—It () John's. It has his name on it.

B. must be

73、Write the telephone number down () you forget.

B. in case

74、You also should send a resume () the employer know more information about you.
to let

75、You can try these methods to keep your interview anxiety () control.

A. under

76、You must()the annual certification of employment online within 15 days.

.答案: (A.submit)

77、You need to() those questionnaire papers for your company.

.答案: (A.hand out)

78、Your long-term success in event planning will be based () the experience you had.

B. on

79、You'd better have your hair () before going to your friend's wedding.

C. to cut

80、() a company really wants is a candidate () has the right skills.

.答案: (A.What. That)

81、() face-to-face interviews, questionnaires are cheaper for collecting data from a large

Compared to

82、() the feedback is very helpful for planning future meetings and events.

Getting

83、() the fog, we should have reached the annual meeting site on time.

But for

84、() you prepare cross training plans, you need to consider both the company benefits

As

85、() a company really wants is a candidate () has the right skills.

A. What...that

86、() face-to-face interviews, questionnaires are cheaper for collecting data from a large number

of respondents.

B. Comparing

87、() the feedback is very helpful for planning future meetings and events.

C. To get

88、() the fog, we should have reached the annual meeting site on time.

C. But for

89、() you prepare cross training plans, you need to consider both the company benefits and the employee benefits.

C. As

阅读理解 (单选)

1、Angry customers tend to aim their dissatisfaction and complaints at staff members.

21.Angry customers tend to aim their dissatisfaction and complaints at () .

.答案: A.staff members

22.When a customer shouts rudely at you , you should () .

.答案: C.keep calm and listen carefully to the customer

23.The underlined sentence in Paragraph 3 means () .

.答案: B.you should listen more than you speak.

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

.答案: C.Be amused.

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

.答案: C.You should relax yourself and try to understand the angry customers.

2、Angry customers tend to aim their dissatisfaction and complaints at staff members.

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

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.答案: C. Be amused.

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

.答案: C. You should relax yourself and try to understand the angry customers.

4. If you take the following steps, you can make a satisfactory annual report.

1. Do you have to gather all the information since you entered the company before

writing the annual

report?

.答案: B. No.

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

report

informative?

.答案: B. No.

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

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

opposite.

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

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

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

.答案: C. Four

5. Mary began playing the violin when she was only six.

1. Mary's father

.答案: C. got the violin from his aunt

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

.答案: B. 11

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

.答案: A. she had real talent

4. Mary () when she was 16.

.答案: B. set up her own group

5. Eric Sound was the name of

.答案: B. Mary's music group

6. PPHC and Gooseneck are two organizations that do similar community work.

1. What are PPHC and Gooseneck?

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

2. Which degree does Elaine have?

.答案: A. Psychology degree.

3. Which of the following statements is TRUE according to the passage?

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

4. How is Mark trained to be prepared for his work?

.答案: C. Both A and B.

5. What is the main idea of the passage?

.答案: A. The importance of training.

7. Questionnaires can be a simple way to get to know your audience's opinions.

1. The questionnaire contains following elements except?

.答案: C. Address

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

.答案: C. Leave enough space between questions and sections.

3. You should start your questionnaire with () questions and then move to () ones.

.答案: A. general, specific

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

.答案: A. Designing an Effective Questionnaire.

5. Which of the following statements is NOT correct?

.答案: B. Open-ended questions cannot provide more detailed information, so you'd better not use

too many open-ended questions in one questionnaire.

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

1. What often influences the stress around interviews according to the passage?

.答案: B. Anxiety-provoking thoughts

2. Does one poor answer in an interview influence a candidate to get a job?

.答案: B. No.

3. Can imagining success help a candidate to lower levels of anxiety?

.答案: A. Yes.

4. How can we reduce our stress around interviews?

.答案: A. Breathe deeply

5. When should we go to see a doctor according to the author?

.答案: C. When we have too much stress around interview.

9. Successful and memorable events don't just happen.

1. Which of the following statement is NOT true according to the passage?

.答案: C. Know the limitation means you should know the audience's limitation.

2. Which is not the factor of holding a successful event?

.答案: C. A invitation

3. According to the passage, what is the key factor to make your event successful?

.答案: B. Details.

4. What is the best title for this passage?

.答案: C. How to plan successful events.

5. What is the purpose of making list of details?

.答案: A. Make sure not overlook things

10. The houses we live in are very important. The houses we live in are very important. They keep us from being cold in the winter and hot in the summer.

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

.答案: B. Families and friends live in the same house.

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

.答案: C. the wind and the snow

23. Houses are () in sizes and many ways.

.答案: C. different

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

.答案: B. cotton

25. From the passage we can infer that people () .

.答案: A. in hot places like to live the lightly-built houses to get heat

11. There are more ants than any other kinds of land animals in the world.

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

.答案: B. Soldier ants.

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

.答案: A. They are of many kinds.

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

>C. they don't have workers of their own

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

.答案: C. Ants are useful to human on some conditions.

5. The main purpose of the passage is to

.答案: A. explain some information about ants

阅读理解 (判断)

1、An annual report of a company provides information about its business

performance for

certain people.

1. An annual report of a company provides some information about its business

performance for

certain people.

.答案: T

2. People can know everything of the company from the annual report.

.答案: F

3. An annual report usually includes chairman's letter, financial statements and operation

analysis.

.答案: T

4. A chairman's letter should include the strategic direction moving forward.

.答案: T

5. This passage is mainly about the main parts of an annual report.

.答案: T

2、Cross training is training an employee to do a different part of the organization' s work.

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. Not all employees are suitable to be cross trained.

.答案: T

30. You can decide which employees to be cross trained according to their age.

.答案: F

3、Cross training is training an employee to do a different part of the organization's work.

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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 15 the company benefits.

.答案: F

30.You can decide which employees to be cross trained according to their age.

.答案: F

4、Feedback from your customers is very important.

1. Hotel customers and hotel staff think the same about breakfast.

.答案: F

2. 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

3. It's not necessary to know about the customers' needs and preferences.

.答案: F

4. Questionnaires are useful in getting feedback from customers.

.答案: T

5. Front-line staff have nothing to do with improving customer service.

.答案: F

5、Feedback from your customers is very important. The more information you have from

them, the more competitive you will be in your field. Feedback from your customers is very important. The more information you have from them, the more competitive you will be in your field.

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.答案: F

6、Good communication skills are the key to success in life, work and relationships.

26.A message must be understood, interpreted or delivered correctly with communication.

.答案: F

27.When you talk with others you can pay little attention to your body language.

.答案: F

28.The better you are able to understand others, the better your ability to

communicate.

.答案: F

29.Before stating your opinions, you'd better let the speaker finish his or her talking first.

.答案: T

30.Don't argue or debate with others if you feel angry or displeased.

.答案: T

7、Hiring the right employee is a challenging process for a company.

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

8、If you take the following steps, you can make a satisfactory annual report.

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 he readers

.答案: F

9、QUESTIONNAIRES: ADVANTAGES & DISADVANTAGES

1. The advantages of questionnaire are more than disadvantages.

.答案: T

2. Questionnaire is the cheapest way for collecting data from respondents.

.答案: F

3. Questionnaires have the advantage of being analyzed easily through the computer software.

.答案: T

4. Questionnaire is suitable for everyone.

.答案: F

5. The respondent is usually the same person you sent the questionnaire to.

.答案: T

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

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

11、Xiaoyan,I thought you'd like to know

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.-->T

5. David would like some help from Xiaoyan.

.答案: T

翻译题(39)

1、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。

2、 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。

3、 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。

4、 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。

5、 They have disagreement on the plan of celebrating the founding of the
community.

B. 他们对庆祝公司成立的方案有异议。

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

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。

7、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。

8、A few minutes later the doctor came out of his room for the third time.

B.几分钟后，医生第三次从他的房间走出 来。

9、A man and his wife had a small restaurant near a station.

C. 一个男人和他的妻子在靠近车站的地方开了 家小饭馆。

10、A new food market will be built in our community next month.

C. 下个月我们社区将新建一个菜市场。

11、A true friend is someone who reaches for your hand and touches your heart.

C.真正的朋友是一个可以援手帮助并感动你心 扉的人。

12、Angry customers tend to aim their dissatisfaction and complaints at staff members.

A.愤怒的顾客往往把员工当做他们发泄 不满和抱怨的目标。

13、As a general rule, it is better to focus on the content of a presentation as a means of

attracting your audience's attention.

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。

14、By the following week, when he's on his own, he feels he has a pretty good idea of what he

needs to do, and how to go about it.

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。

15、Focus groups are representatives of customers whose job is to provide you with

information on their needs and preferences.

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。

16、Having patience with your customers and with yourself will go a long way in winning over

hostile customers.

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。

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

答案：C.我不知道他为何迟到，可能遇上了事故。

18、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。

19、In contrast to other countries, the US has no national college entrance exam.

B.与其他国家相比，美国没有大学入学考试。

20、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。

21、On the last day of the old year, there is a family dinner.

B.在即将过去的一年的最后一天，会有一次家庭 聚餐。

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

C.我们自己对面试过程的揣测往往会影响面试 压力。

23、Thank you so much for your generous hospitality

C. 非常感谢您的盛情款待。

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

你对面试越熟悉，在面试过程中你的焦虑就会越少。

25、The old saying "practice makes perfect" applies to interviewing too.

B. 古话"熟能生巧"对面试也是适用的。

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

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。

27、They have disagreement on the plan of celebrating the founding of the community.

B. 他们对庆祝公司成立的方案有异议。

28、This involves identifying the high-level reasoning behind your intentions for the event.

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。

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

C. 要准确表达你的本意，就必须不断定义关键词。

30、want to leave a little room in the budget, just in case.

C.我想留一点预算空间，以防万一。

31、We can't possibly get the work done by October.

答案：A.十月份前我们不可能做完这项工作。

32、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 不因为仅有事实而枯燥乏味。

33、When you start a job, you must stick to it.

一旦你开始了一件工作，你就得持之以恒。

34、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。

35、Will you be involved in opening the new office?

B.你会参与开设新办公室的工作吗？

36、Will you be involved in opening the new office?

你会参与开设新办公室的工作吗？

37、You can see many interesting things on your way.

B.一路上你能看见许多有趣的事情。

38、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。

39、You will do everything within your power to try and resolve the situation.

C. 你会在力量范围内尽一切努力解决问题。

阅读填空题(8)

1、An annual report provides () information about an organization.

1: A. useful;

2: A. prefer;

3: C. no;

4: B. both;

5: B. without

2、Everyone wants to healthy and happy.

1: B. affected;

2: C. but;

3: A. strain;

4: C. assumed;

5: A. consequently

3、Imagine this situation: you have bought a faulty item from a shop and you take

1: B. it;

2: A. which;

3: C. favours;
4: A. as;
5: B. with

4、Successful events don't just happen - they're the result of
1: B. planning;
2: A. bigge;
3: C. miss;
4: C. Whether;
5: B. appeal to

5、The houses we live in are very () .

1: B. important;
2: C. where;
3: A. care for;
4: B. sizes;
5: C. built

6、The old saying "practice makes perfect" applies to interviewing too.

1: A. so;
2: C. asked;
3: B. simply;
4: C. whether;
5: B. confidence

7、The qualities of a good questionnaire

1: A. wrting;
2: A. Secondly;
3: C. In order to;
4: B. In a word;
5: A. help

8、Want to keep your staff motivated about learning new concepts?

1: A. offer;
2: C. Whatever;
3: B. ultimately;
4: B. needed;
5: C. continuing

题目: —Do you mind if I record your lecture?—_____. Go ahead.

答案: Not at all

题目: — I was worried about my math, but Mr. White gave me an A.—____.

答案: Congratulations!

题目: —Can you go skating with us this afternoon?—Sorry, I can't. I _____ take care of my little sister at home.

答案: have to

题目: He is _____ this company.

答案: in charge of

题目: He says what he thinks and does what he wants to do, _____ other people's feelings.

答案: regardless of

题目: He was always _____ in sharing his enormous knowledge.

答案: generous

题目: His action is always _____ with his words .

答案: consistent

题目: — How's your mother doing?—_____.

答案: She is very well

题目: —I'm terribly sorry that I've spilled some coffee on the table.— ____.

答案: It doesn't matter

题目: More than 30 people _____ the position.

答案: applied for

题目: One day, our dreams will _____ reality.

答案: turn into

题目: The enemy has strengthened their ____ position.

答案: defensive

题目: We think that Smith should be told about this ____ condition as soon as possible.

答案: physical

题目: —Whose textbook is this?—It ____ John's. It has his name on it.

答案: must be

题目: —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.

答案: I wish I could

二、翻译: 从以下 A、B、C 三个选项中选出与英文最适合的中文翻译。

1. Thank you so much for your generous hospitality. ()

答案: 1: C; 2: C; 3: A; 4: B; 5: A

二、阅读理解: 阅读下面的短文, 根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

The houses we live in are very {A. expensive; B. important; C. huge}. They keep us from being cold in the winter and hot in the summer. In the winter they keep out of 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.

… 后面试题题目省略

答案: 1: B. important; 2: C. where; 3: A. care for; 4: B. sizes; 5: C. built

二、阅读理解: 阅读下面的短文, 根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

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.

… 后面试题题目省略

答案: 1: B; 2: A; 3: C; 4: C; 5: A

二、阅读理解: 阅读下面的短文, 根据文章内容进行判断, 正确写 T 错误写 F。

GOOD COMMUNICATION SKILLS - KEY TO ANY SUCCESS

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.

… 后面试题题目省略

答案: 1: F; 2: F; 3: F; 4: T; 5: T

题库二

题目顺序为随机, 请根据题目开头单词查找, 或 Ctrl+F 查找题目中的关键词, 不要输入整个题目

题目: —____— My name is Helen, and I was born in 1980. My major was electrical engineering.

答案: Tell me your name, please.

题目: —____? — I have worked for IBM for 3 years.

答案: What is your working experience?

题目: — Hi, Helen, I'll have an interview tomorrow. I'm afraid I can't make it.—

答案: Sure, you can. Take it easy.

题目: _____ a company really wants is a candidate _____ has the right skills.

答案: What···that

题目: Hiring a good employee may cost much money and time, _____, it can win much more for the company in future.

答案: however

题目: Hiring the right employee __you __ a thousand times over in high employee morale.

答案: pays···back

题目: I'm writing to _____ a position as a computer engineer in your company.

答案: apply for

题目: —May I ask you why you left the former company? —_____

答案: Because I want to change my working environment and seek new challenges.

题目: The candidate should dress in a manner that is appropriate to the position
_____ he is applying.

答案: for which

题目: These tips may help you avoid _____ bad employees for your company.

答案: hiring

题目: We should take the degree _____ account when we recruit a new secretary.

答案: into

题目: —What starting salary do you expect?—_____

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

题目: You also should send a resume ___ the employer know more information about
you.

答案: to let

题目: You can try these methods to keep your interview anxiety _____ control.

答案: under

题目: You must _____ the annual certification of employment online within 15 days.

答案: submit

二、翻译: 从以下 A、B、C 三个选项中选出与英文最适合的中文翻译。

1. The old saying practice makes perfect applies to interviewing too. ()

答案: 1: B; 2: B; 3: A; 4: C; 5: A

二、阅读理解: 阅读下面的短文, 根据文章内容从 A、B、C 三个选项中选出一个最佳
选项。

Stress around interviews is often influenced by our assumptions we make to ourselves
about the process. Countering anxiety-provoking thoughts can help to ... 后面试题题
目省略

答案: 1: B; 2: B; 3: A; 4: A; 5: C

二、阅读理解: 阅读下面的短文, 根据文章内容从 A、B、C 三个选项中选出一个最佳
选项。

The old saying practice makes perfect applies to interviewing too. Conduct practice
interviews with a friend or family member, and ask for their feedback. You can also ...
后面试题题目省略

答案: 1: A. so; 2: C. asked; 3: B. simply; 4: C. whether; 5: B. confidence

二、阅读理解: 阅读下面的短文, 根据文章内容进行判断, 正确写 T 错误写 F。

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.
... 后面试题题目省略

答案: 1: T; 2: F; 3: F; 4: T; 5: T

题库三

题目顺序为随机, 请根据题目开头单词查找, 或 Ctrl+F 查找题目中的关键词, 不要输入整个题目

题目: _____ you prepare cross training plans, you need to consider both the company
benefits and the employee benefits.

答案: As

题目: —_____—Everything is going smoothly.

答案: How is everything going?

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

答案: How much have you budgeted for the training?

题目: —____—It might be a good idea to read some simplified books first.

答案: What books would you recommend?

题目: According to their feedback sheets, the participants are all ____ with the training.

答案: satisfied

题目：American young people would rather ____advice from strangers.

答案：get

题目：—Any suggestions for the project?—_____

答案：I advise you to put more hands in this project.

题目：Anyone who has worked here for over three years is ___ for sick pay.

答案：eligible

题目：Does his absenceto your work?

答案：make a difference

题目：How many players does a baseball team?

答案：consist of

题目：Participants have ___the Productivity Analysis Worksheet.

答案：completed

题目：—Should I leave earlier tomorrow morning?—_____

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

题目：The training is ___positive results on the job they are presently ___.

答案：bringing about, doing

题目：We need to carry out a proper () of the new system.

答案：evaluation

题目：Write the telephone number down you forgot.

答案：in case

二、翻译：从以下 A、B、C 三个选项中选出与英文最适合的中文翻译。

1. By the following week, when he's on his own, he feels he has a pretty good idea of what he needs to do, and how to go about it. ()

… 后面试题题目省略

答案：1: C; 2: A; 3: A; 4: B; 5: B

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

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.

… 后面试题题目省略

答案：1: C; 2: A; 3: B; 4: C; 5: A

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

Want to keep your staff motivated about learning new concepts? The quality and variety of the employee training you provide are keys for motivation. Reasons to {A. offer; B. complete; C. take} employee training are many, from new-hire operational training to introducing a new concept to a work group to installing a new computer system.

… 后面试题题目省略

答案：1: A.offer; 2: C.Whatever; 3: B.ultimately; 4: B.needed; 5: C.continuing

二、阅读理解：阅读下面的短文，根据文章内容进行判断，正确写 T 错误写 F。

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

… 后面试题题目省略

答案：1: F; 2: T; 3: T; 4: T; 5: F

题库四

参考答案

题目顺序为随机，请根据题目开头单词查找，或 Ctrl+F 查找题目中的关键词，不要输入整个题目

题目：—____?— It will be held on the 3rdfloor of Shakiraton Hotel.

答案：What is the address of your speech

题目：— Let's make plan first for our events, shall we?— _____

答案：OK, let's do it.

题目：— What kind of event are you going to plan?— _____

答案：A birthday party for my brother.

题目：— How do you think of the theme of our event?—_____

答案：It's pretty good.

题目：— Your plan is perfect and I believe that it will be a great success .—____

答案：Thank you very much.

题目：_____ the feedback is very helpful for planning future meetings and events.

答案：Getting

题目：Are you familiar _____the saying, it's not what you know, but who you know? In event planning, networking is key!

答案：with

题目：At the end of the day, you want all attendees_____ your event to remember this key message that you've spent a long time reinforcing.

答案：leaving

题目：He keeps on his focus on_____ money.

答案：making

题目：Let's _____ our plan.

答案：start

题目：The success of our event is____ to the sponsor.

答案：related

题目：They have disagreement____the plan of celebrating the founding of the community.

答案：on

题目：This involves ____ the high-level reasoning behind your intentions for the event.

答案：identifying

题目：We should keep in mind_____the feed back is very helpful for planning future meetings and events.

答案：that

二、翻译：从以下 A、B、C 三个选项中选出与英文最适合的中文翻译。

1. Whether it's an anniversary, a sporting event or a retirement party, andno matter how

much time you have, your event's success is in the detail. ()

… 后面试题题目省略

答案：1: A; 2: B; 3: A; 4: C; 5: A

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

Successful and memorable events don't just happen. Organizing and holding an event takes planning. 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 details.

… 后面试题题目省略

答案：1: C; 2: C; 3: B; 4: C; 5: A

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

Successful events don't just happen - they're the result of {A. plan; B. planning; C. planned}. The {A. bigge; B. big; C. large}the event, the bigger the plan. Just because Christian events are usually run by volunteers doesn't mean you can get away with ...

后面试题题目省略

答案：1: B. planning; 2: A. bigge; 3: C.miss; 4: C. Whether; 5: B. appeal to

二、阅读理解：阅读下面的短文，根据文章内容进行判断，正确写 T 错误写 F。

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, asports competition, volunteering for nonprofits, and working for an establishedevent planner. Your long-term success in event planning will be based on the experienceyou had. Make sure you have some solid skills in:

… 后面试题题目省略

答案：1: F; 2: F; 3: T; 4: F; 5: T

题库五

题目顺序为随机，请根据题目开头单词查找，或 Ctrl+F 查找题目中的关键词，不要输入整个题目

题目：—_____?—Twice a week.

答案：How often do you use our company's product

题目：— What's your view on our questionnaire? — _____

答案：First of all .We'd better change our question order.

题目：— Our company is doing a customer service questionnaire .May I take you a moment? — _____

答案：By all means

题目：— Thank you very much for answering our questions.It really helps our market research a lot. — _____

答案：It's my pleasure.

题目：— Would you mind filling the questionnaire for me? — _____

答案：No problem. Just give me your questionnaire.

题目：____ face-to-face interviews, questionnaires are cheaper for collecting data from a large number of respondents.

答案：Compared to

题目：Customers____refuse to filling the questionnaire are not permitted to buy the product.

答案：Who

题目：I'd like to____ that the staff member who served me didn't really seem to know what he was doing.

答案：point out

题目：Our company will ____the customers' suggestions.

答案：respond to

题目：Questionnaires are easy to ____.

答案：analyze

题目：Questionnaires are not suitable ____some people.

答案：for

题目：The Jiahe Community Service Center is about to ____ service for residents.

答案：provide

题目：The quality of questionnaire will____how much information we know from our customers.

答案：affect

题目：Where are you used to____ vegetables?

答案：buying

题目：You need to ____ those questionnaire papers for your company.

答案：hand out

二、翻译：从以下 A、B、C 三个选项中选出与英文最适合的中文翻译。

1. 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.
答案：1: A; 2: C; 3: A; 4: B; 5: B

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

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

.... 后面试题题目省略

答案：1: C; 2: C; 3: A; 4: A; 5: B

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

The qualities of a good questionnaire

It should be noted that one does not start by {A. writing; B. write; C. wrote} 后面试题题目省略

答案：1: A. writing; 2: A. Secondly; 3: C. In order to; 4: B. In a word; 5: A. help

二、阅读理解：阅读下面的短文，根据文章内容进行判断，正确写 T 错误写 F。

QUESTIONNAIRES: ADVANTAGES & DISADVANTAGES

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

ADVANTAGES OF QUESTIONNAIRES

…后面试题题目省略

答案：1: T; 2: F; 3: T; 4: F; 5: T

题库六

参考答案

题目顺序为随机，请根据题目开头单词查找，或Ctrl+F查找题目中的关键词，不要输入整个题目

题目：—Did the medicine make you feel better? — No. The more_____ I feel.

答案：medicine I take; the worse

题目：— How do you like living in Beijing?—_____.

答案：I love it. Beijing is such a beautiful city

题目：— This jacket is so good. _____?— It's 200 yuan. I can give you special 20% discount on it.

答案：How much is it

题目：— Can you stay here longer?—_____, but I have to be back tomorrow.

答案：I'd love to

题目：— I am sorry. Now what were we talking about?—_____.

答案：You were saying that you used to be a teacher

题目：— What do you think of your mother's advice?—_____.

答案：It doesn't fit us, actually

题目：Her article is ___ in her class.

答案：the best

题目：I didn't do ____ last week.

答案：anything

题目：I have coffee ____ breakfast time.

答案：at

题目：I like cooking for my friends in ____ free time.

答案：my

题目：I would rather ____ two weeks earlier.

答案：you had come here

题目：Look! _____.

答案：Here comes the bus

题目：The music_____like the singing of a bird.

答案：sounds

题目：They have learned about ____ in recent years.

答案：hundreds of English words

题目：You'd better have your hair ___ before going to your friend's wedding.

答案：cut

二、翻译：从以下 A、B、C 三个选项中选出与英文最适合的中文翻译。

1. A man and his wife had a small restaurant near a station. ()

…后面试题题目省略

答案：1: C; 2: B; 3: A; 4: B; 5: B

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

Everyone wants to healthy and happy. When illness does come, the whole family is {A. interfered; B. affected; C. suffered}. Many adjustments (调整) have to be made {A. ……
后面试题题目省略

答案：1: B. affected; 2: C. but; 3: A. strain; 4: C. assumed; 5: A. consequently

二、阅读理解：阅读下面的短文，根据文章内容进行判断，正确写 T 错误写 F。

Xiaoyan,

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.

…后面试题题目省略

答案：1: F; 2: F; 3: F; 4: T; 5: T

题库七

参考答案

题目顺序为随机，请根据题目开头单词查找，或 Ctrl+F 查找题目中的关键词，不要输入整个题目

题目：—Why do you look unhappy. What's the matter?—_____.

答案：I'm rather disappointed with the poor quality of the radio I've just bought.

题目：—_____— Neither do I. Look at our community,it is such a mess.

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

题目：—_____?—That's great!

答案：How about going to dinner at the Mexican restaurant tonight

题目：—Customer

答案：I'm really sorry about that.

题目：—Hello, is that service center? The elevator of our apartment doesn't work.—

答案：Sorry, I'll have it checked out at once.

题目：I don't know _____. I just arrived here two minutes ago.

答案：what's going on

题目：It is only by agreeing with their view point and _____ that you will resolve the situation and send the customer away happy.

答案：suggesting a possible solution

题目：Our workers have been checking the heating system since you called us. I
____you it will perform well soon.

答案：assure

题目：The heating system of our apartment broke down so I made a ____ call to the community service center.

答案：complaint

题目：The more information you can get, _____in your field.

答案：the more competitive you will be

题目：They _____ since last night. They are about to finish the work.

答案：have been cleaning the system

题目：They promised _____ the car for us.

答案：to repair

题目：We _____ it very much that you've come to give us a timely ride. Otherwise we would miss the train.

答案：appreciate

题目：We are under ____ to finish the task within such limited time.

答案：pressure

题目：We feel _____ with the inconvenience the service center brought us.

答案：disappointed

题目：—Why do you look unhappy. What's the matter?—_____.

答案：I'm rather disappointed with the poor quality of the radio I've just bought.

二、翻译：从以下 A、B、C 三个选项中选出与英文最适合的中文翻译。

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

… 后面试题题目省略

答案：1: C; 2: A; 3: A; 4: B; 5: C

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

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 ...
后面试题题目省略

答案：1: A; 2: C; 3: B; 4: C; 5: C

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

Imagine this situation: you have bought a faulty item from a shop and you take {A. them; B. it; C. him} back to complain. You go directly to the shop assistant and tell ...

后面试题题目省略

答案：1: B. it; 2: A. which; 3: C.favours; 4: A. as; 5: B. with

二、阅读理解：阅读下面的短文，根据文章内容进行判断，正确写 T 错误写 F。

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.

… 后面试题题目省略

答案：1: F; 2: T; 3: F; 4: T; 5: F

题库八

参考答案

题目顺序为随机，请根据题目开头单词查找，或 Ctrl+F 查找题目中的关键词，不要输入整个题目

题目：—_____?— It costs us ten thousand dollars.

答案：How much does the printing of the annual report cost

题目：—_____?—It will take at least two weeks.

答案：How soon will you finish our annual report

题目：____ the fog, we should have reached the annual meeting site on time.

答案：But for

题目：—Good morning, Sunshine Community Center!May I help you?—_____.

答案：I need a plumber to repair the water pipe in my kitchen

题目：—How did your talk with the community resident go? —_____ He seemed to accept my explanation, but he didn't sign his name here .

答案：I'm not sure.

题目：I'm confident in these as long as we _____ the needs of the community residents and improve our service quality.

答案：keep an eye on

题目：If I _____ you, I _____ more attention to the independent auditors' report and financial statements in the annual report.

答案： were; would pay

题目：People _____ find useful information from the annual report.

答案： could

题目：The investor should be aware of the limitations of the financial statement analysis _____ the annual report.

答案： based on

题目：The new year is just _____.

答案： around the corner

题目：Under no circumstance _____ to tell lies to the public.

答案： are the companies allowed

题目：We have to _____ our annual work report to the manager next week.

答案： hand in

题目：When reading the annual report, we should look out _____ the areas where the company did not comply with the regulations.

答案： for

题目：When stating problems, we can make a _____with those from last year.

答案： comparison

题目：—Would you mind answering some questions about your annual report? — .

答案： No, as long as it doesn't take long

二、翻译：从以下 A、B、C 三个选项中选出与英文最适合的中文翻译。

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

…答案：1: A; 2: C; 3: A; 4: C; 5: C

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

An annual report provides {A. useful; B.useless; C. usefulness} information about an organization. People read annual reports in different ways. Some even {A. prefer; B. …}.
后面试题题目省略

答案：1: A. useful; 2: A. prefer; 3: C.no; 4: B. both; 5: B. without

二、阅读理解：阅读下面的短文，根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

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

…后面试题题目省略

答案：1: B; 2: B; 3: A; 4: C; 5: C

二、阅读理解：阅读下面的短文，根据文章内容进行判断，正确写 T 错误写 F。

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.

…后面试题题目省略

答案：1: T; 2: F; 3: T; 4: T; 5: T

一、交际用语

1.—Can you tell me where I can park the car?—_____

答案：A. Well, just over there.

2.— "OK. Bingo! We win the game. ____" shouted Tom, raising his hand.— Great!

答案：B. Give me five.

3.—How was the journey to London?—_____

答案：B. It went very well.

4.—_____—Everything is going smoothly.

答案：C. How is everything going?

5.—Could you please clear the kitchen? I want to cook dinner now.—_____ I will do it immediately.

答案：C. My pleasure.

6.—Would you like to join us for the picnic this weekend?—_____

答案：C. Thanks, I'd love to.

7.—Don't you believe me?—Yes, _____.

答案：B. I'll believe whatever you say

8.—Do you mind if I record your lecture?—_____ Go ahead.

答案：C. Not at all.

9.—Sam, this is my friend, Jane.—_____

答案：C. Glad to meet you, Jane.

10.—Tom, I lost your notebook. I suppose I should pay for it.—Oh, _____. It was an old one anyway.

答案：C. forget it

11.—Do you think Anne will fail in the exam again?—_____

答案：B. I hope not.

12.—Cathy, would you please come to our art club tomorrow?—_____

答案：C. I'd love to.

13.—Could you please pass me the ruler?—_____

答案：C. Sure, here you are.

14.—How was the journey to London?—_____

答案：B. It went very well.

15.—_____—My name is Helen, and I was born in 1980. My major was electrical engineering.

答案：B. Tell me a little bit about yourself, please.

16.—What's the fare to the museum?—_____

答案：C. Five dollars.

17.—_____—I have worked for IBM for 3 years.

答案：B. What is your working experience?

18.—I really like the dress you bought me last Sunday.—_____

答案：A. I'm glad you like it.

19.—Would you mind answering some questions about your annual report?—_____

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

20.—What's the weather like in this area?—_____

答案: B. It's rainy.

21.—Hi, Mary! I'm glad I came across you here.—_____

答案: B. So am I. Nice to meet you here.

22.—How did your talk with the community resident go?—_____ He seemed to accept my explanation, but he didn't sign his name here.

答案: B. I'm not sure.

23.—Could you please tell me how to get to the nearest bus stop?—_____

答案: C. It's on the right corner just ahead.

二、词汇与结构

1. One day, our dreams will _____ reality.

答案: B. turn into

2. A secretary must be skilled in office software ____ word processing.

答案: C. such as

3. _____ the fog, we should have reached the annual meeting site on time.

答案: C. But for

4. We think that Smith should be told about his ____ condition as soon as possible.

答案: C. physical

5. If you want to check____ what a word means, you can check in a dictionary.

答案: B. exactly

6. Our center is going to ____ a physical exam program for the staff this year.

答案: A. launch

7. ____ art is one of the traditional Chinese art forms, which was invented by Zhuge Kongming. It needs papers, scissors, and bamboo to finish

答案: A. Sky lantern

8. ____ exciting the football game was! Many people watched yesterday.

答案: C. How

9. Before joining the army, he spent a lot of time in the village _____ he belonged.

答案: B. to which

10. ____ you prepare cross training plans, you need to consider both the company benefits and the employee benefits.

答案: C. As

11. The sports meeting ____ next month.

答案: C. will be held

12. Mary studies as ____ as her friend Jane at school.

答案: A. hard

13. — Can you go skating with us this afternoon?—Sorry, I can't. I ____ take care of my little sister at home.

答案: C. have to

14. He keeps on his focus on _____ money.

答案: C. making

15. My watch has been losing time for the past week. It probably needs _____.

答案: A. cleaning

16. Does his absence _____ to your work?

答案: A. make a difference

17. I'm confident in these as long as we _____ the needs of the community residents and improve our service quality.

答案: A. keep an eye on

18. Now let's ____ a break for ten minutes and then continue our talk.

答案: A. take

19. The old saying "practice makes perfect" ____ to interviewing too.

答案: B. applies

20. The quality of questionnaire will ____ how much information we know from our customers.

答案: B. affect

21.We shall have an opportunity to exchange ____ tomorrow.

答案: C. views

22.____ art is one of the traditional Chinese art forms, which was invented by Zhuge Kongming. It needs papers, scissors, and bamboo to finish

答案: A. Sky lantern

23.Participants have ____the Productivity Analysis Worksheet.

答案: C. completed

24.Few of them hurt themselves in the accident last night, ____?

答案: C. did they

25.—Shall we go shopping now?—Sorry I can't, I ____ my shirts.

答案: C. am washing

26.The workers are busy ____ models for the exhibition.

答案: C. making

27.____ of them has a bedroom and a study.

答案: C. Each

28.Since this road is wet and slippery this morning, it _____ last night.

答案: C. must have rained

29.The hall was almost empty. There were _____ people in it.

答案: C. few

30.Relationships and friendships can ____ gangs.

答案: B. lead to

31.A secretary must be skilled in office software ____ word processing.

答案: C. such as

32.If you cut down too many trees, it will ____ our environment.

答案: A. be harmful to

33.When stating problems, we can make a ____ with those from last year.

答案: C. comparison

34.You must ____ the annual certification of employment online within 15 days.

答案: A. submit

35.The teacher knocked at the door to get the students'____ as soon as he entered the classroom.

答案: B. attention

36.—When will you come, Monday or Tuesday, John?—I'm afraid _____ day is possible. I will be very busy in these two days.

答案: C. neither

37.John fell asleep ____ he was listening to the music.

答案: C. while

38.—Time is limited. I wonder ____.—Don't worry. Let me drive you to school.

答案: A. if I can get to school on time

39.The more information you can get, _____ in your field.

答案: C. the more competitive you will be

40._____ she couldn't understand was why fewer and fewer went to him for help.

答案: B. What

41.I'm afraid you'll have to pay us ____ the inconvenience according to the contract.

答案: C. for

42.— Did the medicine make you feel better?— No. _____ medicine I take, _____ I feel.

答案: B. The more; the worse

43.—I enjoy playing ____piano. What's your hobby, Amy?—I'm interested in playing ____tennis.

答案: B. the, /

44._____ healthy food is good for our health.

答案: A. Eating

45.Write the telephone number down ____ you forgot.

答案: B. in case

46.We should take the degree _____ account when we recruit a new secretary.

答案: B. into

47.The car won't start because the battery has_____.

答案: A. run out

48.We're ____ for the work they've done in the past year.

答案: A. grateful

49.We are under ____ to finish the task within such limited time.

答案: B. pressure

50.Mark ____ two days going on family visits with experienced staff members.

答案: A. spends

51.His action is always ____ with his words .

答案: C. consistent

52.My father is so hard-working. He is no longer the man ____ he was fifteen years ago.

答案: B. that

53.If the weather had been good, the children ____ out for a walk.

答案: C. could have gone

54.—I am worried about the dance show.—Be confident! If you don't believe in yourself, ____ will.

答案: A. nobody

55.By next year, he _____ in New York for five years.

答案: C. will have worked

56.—Why are you so excited?—Alan invited me____ on a trip to Tibet.

答案: A. to go

57.When you meet a new word, you can ____in a dictionary.

答案: C. look it up

58.Hiring the right employee _____ you _____ a thousand times over in high employee morale.

答案: A. pays off

59.Helen was so excited at the news that she could __say a word.

答案: A. hardly

60.Our workers have been checking the heating system since you called us. I _____ you it will perform well soon.

答案: C. assure

61.We ____ it very much that you've come to give us a timely ride. Otherwise we would miss the train.

答案: A. appreciate

62.____ face-to-face interviews, questionnaires are cheaper for collecting data from a large number of respondents.

答案: A. Compared to

63.They have learned about ____ in recent years.

答案: B. hundreds of English words

64.People ____ find useful information from the annual report.

答案: C. could

65.The Jiahe Community Service Center is about to ____ service for residents.

答案: B. provide

66.I'm writing to ____ a position as a computer engineer in your company.

答案: C. apply for

67.It's a great ____ for us to have the chance to work with you.

答案: B. honor

68.I think the 15th anniversary ____ a special celebration.

答案: B. deserves

69.We feel ____ with the inconvenience the service center brought us.

答案: A. disappointed

70.It was Lucy ____ helped me last Sunday.

答案: B. that

71.She is very careful. She _____ very few mistakes in her work.

答案: C. makes

72.My neighbors _____ talk to us more if they _____ learn English.

答案: A. would; could

73.I discover that listening to _____ is the secret_____ language learning.

答案: A. something interesting; to

74.The investor should be aware of the limitations of the financial statement analysis
_____ the annual report.

答案: A. based on

75.You will get used to _____ here when you have settled down.

答案: A. living

76.Your long-term success in event planning will be based _____ the experience you
had.

答案: B. on

77.____ the data, nearly 65% of people are unsatisfied with our community service.

答案: A. According to

78.We have to _____ our annual work report to the manager next week.

答案: A. hand in

79.Generally speaking, we've _____ some progress this year in developing and
improving community services.

答案: C. made

80.____ the boss says, it is unreasonable to ask me to work overtime without pay.

答案: A. whatever

81.Under no circumstance _____ to tell lies to the public.

答案: B. are the companies allowed

82.In three months, we will be _____ the founding of our community.

答案: B. celebrating

83.Unfortunately the poor girl can't do anything but _____ all her belongings at a low
price.

答案: B. sell

84.Mary said to me, "If I had seen your bag, I _____ it to you."

答案: B. would have returned

85.You'd better have your hair _____ before going to your friend's wedding.

答案: B. cut

三、阅读理解

第一篇

If you take the following steps, you can make a satisfactory annual report.....后文省略

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

答案: B. No.

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

答案: B. No

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

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

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

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

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

答案: C. Four

第二篇

A report published today by British doctors showed some worrying trends.....后文省略

1.The report was _____.

答案: A. mainly had news

2.Doctors are particularly concerned about _____.
答案: C. young people who are overweight

3.Fewer people are cooking traditional meals because _____.
答案: C. they are too busy

4.At the moment sales of fast food _____.
答案: B. are growing slowly

5.Doctors report that more of their patients _____.
答案: A. are aware of the importance of healthy eating

第三篇

Stress around interviews is often influenced by our assumptions we make to ourselves后文省略

1._____ often influences the stress around interviews according to the passage?

答案: B. Anxiety-provoking thoughts

2.Does one poor answer in an interview influence a candidate to get a job?

答案: B. No.

3.Imagining success help a candidate to _____ levels of anxiety.

答案: A. lower

4.How can we reduce our stress around interviews?

答案: A. Breathe deeply.

5.When should we go to see a doctor according the author?

答案: C. When we have too much stress around interview.

第四篇

The houses we live in are very important. They keep us from being后文省略

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

答案: B. Families and friends live in the same house.

2.According to the passage, the house can keep out_____.
答案: C. Both A and B

3.Houses are ____ in sizes and many ways.
答案: C. different

4.Which of the following probably is NOT the thing used to build houses?
答案: B. Cotton.

5.From the passage we can infer that people _____.
答案: C. in some places where it rains much of the time like to live in house which can keep

第五篇

Meiyu, born in 1991, is from Turkey (土耳其). She is the youngest child后文省略

1.Where did Meiyu learn Chinese for four years?

答案: B. in Turkey.

2.What's probably the meaning of the word "opportunities" in paragraph 2?

答案: C. 机会

3.Why does Meiyu spend her free time on kungfu training with her coaches?

答案: A. Because she is interested in kungfu.

4.Who wants Meiyu to come back home after her graduation in June?

答案: A. Her parents.

5.What can you learn from the passage?

答案: B. Chinese culture has greatly influenced Meiyu.

第六篇

Here are some suggestions for you to hold a successful event.....后文省略

1.Why does the writer say successful and memorable events don't just happen?

答案: B. Because detailed planning is needed.

2.According to the passage, what is the key factor to make your event successful?

答案: B. Details.

3.Which of the following statement is NOT true according to the passage?

答案: C. To know your limits means you should know the audience size.

4.What does the first sentence mean in paragraph 2?

答案: A. To know your target audience will help you make other decisions.

5.What's the theme of the passage?

答案: C. Planning successful events.

(二) 判断对错 (共 6 篇, 每篇 5 小题, 每小题 4 分, 共计 120 分)

第一篇

Feedback from your customers is very important.后文省略

1.Hotel customers and hotel staff think the same about breakfast.

答案: B.F

2.A good or bad experience of a customer in a wheel chair in your shop shows whether your service is good or not.

答案: A.T

3.It's not necessary to know about the customers' needs and preferences.

答案: B.F

4.Questionnaires are useful in getting feedback from customers.

答案: A.T

5.Front-line staff have nothing to do with improving customer service.

答案: B.F

第二篇

One morning, Wu Liang discovered that her classroom had changed.后文省略

1.It was easier for Wu Liang to discuss with other students in class after the new classroom arrangement.

答案: A.T

2.The school made the reform in order to offer students more seats to study.

答案: B.F

3.The reform has demanded more from teachers.

答案: A.T

4.Wu Liang and her classmates dislike the new classroom arrangement.

答案: B.F

5.The best title of this passage may be New Look in Class.

答案: A.T

第三篇

Most of us probably live without vegetables, but a world without chocolate?....后文省略

1.The world could soon be well without chocolate.

答案: B.F

2.Chocolate has become more popular in China and India in recent years.

答案: A.T

3.Cocoa farmers are choosing to grow rubber and corn because these crops need less rain to grow.

答案: B.F

4.It takes scientists 12 months at the Centre to make sure a cocoa plant safe to grow.

答案: B.F

5.One of the purposes of the Cocoa Control Centre is to produce stronger types of cocoa plants.

答案: A.T

第四篇

Questionnaires: Advantages & Disadvantages Every coin has two sides and questionnaires are no different....后文省略

答案: A.T

Questionnaire is the cheapest way for collecting data from respondents.

答案: B.F

Questionnaires have the advantage of being analyzed easily through the computer software.

答案: A.T

Questionnaire is suitable for everyone.

答案: B.F

The respondent is usually the same person you sent the questionnaire to.

答案: B.F

第五篇

An annual report of a company provides information about后文省略

1.An annual report of a company provides some information about its business performance for certain people.

答案: A.T

2.People can know everything of the company from the annual report.

答案: B.F

3.An annual report usually includes chairman's letter, financial statements and operation analysis.

答案: A.T

4.A chairman's letter should include the strategic direction moving forward.

答案: A.T

5.This passage is mainly about the main parts of an annual report.

答案: A.T

第六篇

Good communication skills are the key to success in life,.....后文省略

1.A message must be understood, interpreted or delivered correctly with communication.

答案: B.F

2.When you talk with others you can pay little attention to your body language.

答案: B.F

3.The better you are able to understand others, the worse your ability to communicate.

答案: B.F

4.Before stating your opinions, you'd better let the speaker finish his or her talking first.

答案: A.T

5.Don't argue or debate with others if you feel angry or displeased.

答案: A.T

四、英译汉

1.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 details.

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

2.You should be aware of your limits in terms of budget or time.

答案: B. 你应该清楚你受预算或时间的限制。

3.The letter should also include the future outlook for the company.

答案: C. 这封信还应包含该公司的未来前景。

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

答案: B. 在即将过去的一年的最后一天，会有一次家庭聚餐。

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

答案: 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。

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

答案: B. 与其他国家相比，美国没有大学入学考试。

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

答案: C. 改变别人很难，但我们总是可以改变自己。

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

答案: A. 你希望所有的参加者离场后都会记住你曾经花了很长时间来强调的这个关键信息。

9.Will you be involved in opening the new office?

答案: B. 你会参与开设新办公室的工作吗？

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

答案：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。

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

答案：C. 我不知道他为何迟到，可能遇上了事故。

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

答案：C. 改变别人很难，但我们总是可以改变自己。

13.The key to interview success is to keep anxiety under control.

答案：A. 面试成功的关键是要控制住焦虑情绪。

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

答案：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。

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

答案：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。

16.Cross training can be used in almost any position in almost any industry.

答案：B. 交叉培训几乎都能适用于任何行业的任何岗位。

17.When you start a job, you must stick to it.

答案：A. 一旦你开始了一份工作，你就得持之以恒。

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

答案：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。

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

答案：B. 几分钟后，医生第三次从他的房间走出来。

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

答案：C. 我们应该与社区保持密切联系，以提供更优的支持服务。

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

答案：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。

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

答案：C. 更糟的是，人们的不满意度与去年相比提高了 10%。

23.You can see many interesting things on your way.

答案：B. 一路上你能看见许多有趣的事情。

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

答案：A. 十月份前我们不可能做完这项工作。

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

答案：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。

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

答案：C. 要准确表达你的本意，就必须不断定义关键词。

27.They have disagreement on the plan of celebrating the founding of the community.

答案：B. 他们对庆祝公司成立的方案有异议。

28.A short and simple questionnaire is more likely to be completed and returned.

答案：C. 简短易懂的调查问卷更有可能完成，并返回。

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

答案：C. 我们自己对面试过程的揣测往往会影响面试压力。