

交际用语（单选题）

1、-Don't take too long at the coffee shop. It's 14:15.

-

正确选项 1. I see. We have 30 minutes left. (V)

2、-Have you been to Paris?

-

正确选项 1. No, it was a long time ago. (V)

3、-Have you ever been to Tokyo?

-

正确选项 1. No, but I hope to go there next year. (V)

4、-Hello, I'm Harry Potter.

-Hello, my name is Charles Green, but _____

正确选项 1. call me Charles (V)

5、-How are you feeling now?

-

正确选项 1. Much better. (V)

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

-

正确选项 1. It doesn't matter. (V)

7、-I've started my own software company.

-

正确选项 1. No kidding! Congratulations! (V)

8、-It's getting dark. I'm afraid I must be off now.

-OK. _____

正确选项 1. See you. (V)

9、-Let me introduce myself. I'm Steward.

-

正确选项 1. Pleased to meet you. (V)

10、-Let's go to the library this afternoon.

-

正确选项 1. That's a good idea. (V)

11、-Lily complains that she has never got any mail.

-_____. I will write her right away.

正确选项 1. That's too bad (V)

12、-Nice weather, isn't it?

-

正确选项 1. Yes, it is, (V)

13、-So sorry to trouble you.

-

正确选项 1. It's a pleasure. (V)

14、-What's the weather like in that area?

-

正确选项 1. It's rainy. (V)

15、-What's wrong with you, dear?

-

正确选项 1. I have a terrible headache. (V)

词汇与结构（单选题）

1、_____ of Professor Smith's have arrived here.

正确选项 1. Two students (V)

2、_____, some quality management system failures do make headlines.

正确选项 1. Unluckily (V)

3、_____ you change your mind, I won't be able to help you.

正确选项 1. Unless (V)

4、A car hit her when she was walking _____ the road.

正确选项 1. across (V)

5、A recent _____ showed 68% of citizens were in favour of the plan.

正确选项 1. survey (V)

6、Are these shoes _____ for you?

正确选项 1. large enough (V)

7、Community workers come to _____ rice, vegetables, and other food.

正确选项 1. distribute (V)

8、Even in small companies, computers are an _____ tool.

正确选项 1. essential (V)

9、He used to _____ very hard when he was young.

正确选项 1. work (V)

10、He was the first person to _____ the construction of the bridge.

正确选项 1. propose (V)

11、I bought a new car last month, but I _____ my old car yet.

正确选项 1. have not sold (V)

12、I took it for _____ that you wouldn't come here again.

正确选项 1. granted (V)

13、I was trying to get into the _____ bus when I heard a voice from behind.

正确选项 1. crowded (V)

14、I've read _____ today.

正确选项 1. something special (V)

15、It is one of the best concerts I _____.

正确选项 1. have ever been to (V)

16、It was in Johnson's hotel _____ the business meeting was held last year.

正确选项 1. that (V)

17、Mary's father is very pleased _____ her.

正确选项 1. with (V)

18、Mike is _____ an honest worker _____ we all believe him.

正确选项 1. such...that (V)

19、Normally, the price _____ be marked on the shelf.

正确选项 1. is supposed to (V)

20、On Saturday afternoon, Mrs. Green went to the market, _____ some bananas and visited her friend.

正确选项 1. bought (V)

21、Such events _____ only when the external conditions are favourable.

正确选项 1. occur (V)

22、That dinner was the most expensive meal we _____.

正确选项 1. had ever had (V)

23、The _____ store has recently installed a new booking system.

正确选项 1. chain (V)

24、The book _____ Mike's. It has his name on it.

正确选项 1. must be (V)

25、The box was _____ heavy for me to lift.

正确选项 1. too (V)

26、The child _____ fluent French.

正确选项 1. speaks (V)

27、The company made a _____ of \$309,000 last year.

正确选项 1. profit (V)

28、The government _____ do something about these companies especially when food safety is concerned.

正确选项 1. should (V)

- 29、The machine _____ this morning for no reason.
正确选项 1.broke down(V)
- 30、The news _____ we are having a holiday tomorrow is not true.
正确选项 1.that(V)
- 31、The underground connection system is _____ two levels.
正确选项 1.made up of(V)
- 32、There are _____ flowers in the garden.
正确选项 1.two little yellow(V)
- 33、They _____ leave next Friday.
正确选项 1.decided to(V)
- 34、They set up a branch in Chongqing to _____ air conditioners.
正确选项 1.manufacture(V)
- 35、This was the first time she saw him _____.
正确选项 1.in person(V)
- 36、Ultimately, marketing is designed to _____ extra revenue.
正确选项 1.bring in(V)
- 37、While I was skiing, I _____ and broke my wrist.
正确选项 1.fell(V)
- 38、You can of course help the local school by giving them a _____ directly.
正确选项 1.donation(V)

阅读理解（单选题）

Human Resource Management (HRM) is the process of managing people and their relationships in an organization. These two processes are important in the success and growth of a business. In management, ...

- 1、_____ is NOT mentioned in the text about the success of HRM.
正确选项 1.Training(V)
- 2、_____ is / are important in the success of a business.
正确选项 1.The process of managing people and their relationships(V)
- 3、According to the passage, it is important for the employees to know the career path, pay, training and other opportunities through _____.
正确选项 1.policies(V)
- 4、The most important component of HRM is _____.
正确选项 1.staffing(V)
- 5、We can use _____ to evaluate career improvement and to determine pay increases.
正确选项 1.performance management(V)

I'm Michael Bush, Managing Director of Hoogle Engineering. I am pleased to welcome you here to our website and I'd like to tell you a little about the company and its organization. Hoogle Engineering ...

- 1、Hoogle Engineering was set up in _____.
正确选项 1.the twentieth century(V)
- 2、People in a flat structure usually work in _____.
正确选项 1.teams(V)
- 3、There are many different _____ of management in a tall structure.
正确选项 1.levels(V)
- 4、Which is the best title for the passage?
正确选项 1.Organization Structure in Hoogle Engineering(V)
- 5、Which of the following statements is NOT true according to the passage?
正确选项 1.the author thinks the two structures have the same functions(V)

Uncle Li and Uncle Wang are good friends. They live next to each other and their farms are both

at the foot of the mountain. So they can help each other. But neither of them likes to use his head. The 省略...

1、The two farmers carried the apples to the city to _____.

正确选项 1. make a profit (V)

2、The two farmers had to sell their apples at a low price because _____.

正确选项 1. a lot of apples had been already carried to the city (V)

3、Uncle Li and Uncle Wang live in the low and broken houses because _____.

正确选项 1. they're both poor (V)

4、Uncle Li and Uncle Wang were unhappy because _____.

正确选项 1. they had sustained losses in business (V)

5、Which of the following is true?

正确选项 1. Neither of the farmers is clever. (V)

阅读理解 (判断题)

English is spoken as a native language by around 377 million people, and as a second language by around 375 million speakers in the world. Speakers of English as a second language will soon outnumber 省略...

1、American explorers sailed all over the world and took English to many places.

正确选项 1. F (V)

2、English is the most widely used language in the world according to the second paragraph.

正确选项 1. T (V)

3、English will maintain its dominance because of its language advantage.

正确选项 1. F (V)

4、The first paragraph shows that English has the largest population of native speakers in the world.

正确选项 1. F (V)

5、The Hollywood films flooded the market because people in the world love English films.

正确选项 1. F (V)

I think the most terrible thing in life for my little brother is getting up in the morning. He is almost sick when my mother calls, "Herbert! It's seven o'clock! Get up!" Herbert answers, "I'm 省略...

1、My mother often has to go upstairs and pull Herbert out of bed as he refuses to get up.

正确选项 1. T (V)

2、Sometimes we have to send for a military band to wake Herbert up.

正确选项 1. F (V)

3、The most terrible thing in life for my little brother is going to school.

正确选项 1. F (V)

4、The writer thinks some day Herbert will learn to get up on time.

正确选项 1. F (V)

5、When mother calls, Herbert doesn't answer and remains in bed.

正确选项 1. F (V)

To save money, you simply need to spend less than you earn. It is easy to say, but why is it so difficult to do? To answer this question, you need to study the factors that keep you spending all the time 省略...

1、Always pay attention to your budget while spending.

正确选项 1. T (V)

2、For most people, easy access to credit is the biggest reason for overspending.

正确选项 1. T (V)

3、Using a credit card to pay is spending free money.

正确选项 1. F (V)

4、Using credit card is an effective way to get your spending under control.

正确选项 1. F (V)

5、You have to pay for the credit card loans by the end of each month.

正确选项 1. T (V)

管理英语 3

第一大题 交际用语

A

— _____ **about** it now?

—Every time a customer has complained we've followed our store policy and offered them an exchange or a full refund.

- A.What's the plan
- B.What's be doing
- C.What's being done

[答案]C

— **Anything** else?

— _____

- A.We provide education relating to depression and anxiety.
- B.First,we provide education relating to depression and anxiety.
- C.Moreover,we provide education relating to depression and anxiety.

[答案]C

— **Are** you going on holiday for a long time?

— _____

- A.It was a long time.
- B.Two weeks ago.
- C.No.Only a couple of days.

[答案]A

— **Are** you going on holiday for along time?

— _____

- A.It was along time.
- B.Two weeks ago.
- C.No.Only a couple of days.

[答案]C

C

— **Could** I help you with the heavy box? You look so tired.

— _____ I can manage it.

- A.No,thanks.
- B.Yes,please.
- C.All right.

[答案]A

— **Could** I help you with your heavy box?You are so tired.

— _____ I can manage it.

- A.All right.
- B.Yes,please.
- C.No.Thanks.

[答案]C

D

◆- **Don't** take too long at the coffee shop. It's 14:15.

— _____

- A.I'll think it over
- B.That's very kind of you.

C.I see. We have 30 minutes left.

[答案]C

—**Do** you mind if I smoke here?

—

A.No,thanks.

B.Yes,please.

C.Yes,better not.

[答案]C

—**Does** she speak French or German?

—She doesn't,_____.

A.either

B.neither

C.none

[答案]A

F

—

—**Fire** fire service please! There's a huge fire here.

A.911,how may I direct your call?

B.How may I help you?

C.What can I do for you?

[答案]A

—_____ **father** took part in the charity activity in the neighbourhood yesterday?

—Peter's.

A.Whose

B.What

C.Which

[答案]A

G

—

—**Generally** speaking,we are concerned with all aspects of promoting good health.

A.What health care programs are there in the community?

B.What are health care programs there in the community?

C.What health care programs there are in the community?

[答案]C

—**Good** morning,Volunteering Matters,how can I help you?

—Good morning,I'd like to find out_____.

A.how I could pay online

B.how I could become a volunteer

C.how I could make an appointment

[答案]B

—**Good** morning,Volunteering Matters,how can I help you?

—

A.Good morning,I'd like to find out how I could pay online.

B.Good morning,I'd like to find out how I could make an appointment.

C.Good morning,I'd like to find out how I could become a volunteer.

[答案]C

H

◆-**Have** you been to Paris?

-

A.No,I didn't go there last year.

B.No, but I hope to go there next year

C.No, it was a long time ago.

[答案]C

◆-**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

◆-**Hello**, I'm Harry Potter.

-Hello, my name is Charles Green, but _____

A call my Charles

B. call me Charles

C.call me at Charles

[答案]B

◆-**How** are you feeling now?

-

A.Much better

B.it's OK

C.Thank you

[答案]A

—**How** did you find your visit to Qingdao,Joanna?

—

A.Oh,wonderful indeed.

B.I went there alone.

C.A guide showed me the way.

[答案]A

—**How** did you miss your train?

—

A.Never mind

B.What's your proposal?

C.Well,I was caught in the traffic jam.

[答案]C

—**How** did you miss your train?

—

A.Well,I was caught in the traffic jam.

B.What's your proposal?

C.Never mind.

[答案]A

—**How** is everything going?

—_____,we've been quite busy this month and there's been quite a lot of progress since the last inspection.

A.You can just look

B.As you can see

C.Please just look around

[答案]B

—**Hurry** up! If the fire spreads to the stairs,it could block our way out!

—_____ This is no time for talking.

A. Better not.

B. We'd better call 911.

C. You're right!

[答案]C

—**Hurry** up! If the fire spreads to the stairs, it could block our way out!

—_____ This is no time for talking.

A. Let's run.

B. We'd better call 911.

C. You're right!

[答案]C

I

◆-**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

◆-**I've** started my own software company.

-_____

A. Could you tell me who is the owner?

B. No kidding! Congratulations!

C. If I had the money, I'd start one.

[答案]B

◆-**It's** getting dark. I'm afraid I must be off now.

-OK. _____

[答案]See you.

—_____

—**It's** probably somebody that dialed the wrong number.

A. Why isn't Mary teaching here this term?

B. Can you recommend something a girl will really like?

C. Aren't you going to answer the phone?

[答案]C

—**I** suggest you offer affected customers a discount on their next store purchase, explain the situation and apologize to them.

—Right, of course. _____

A. I'll get on it right away.

B. I got it now.

C. I understand perfectly.

[答案]A

—**I** suppose there'll be a lot of arguments.

—_____

A. I should imagine so.

B. No problem.

C. That's a good idea.

[答案]A

—**I** suppose there'll be a lot of arguments.

—_____

A. No problem.

B.I should imagine so.

C.That's a good idea.

[答案]B

—**I** wish you success in your career.

—_____

A.Go ahead.

B.It doesn't matter.

C.The same to you.

[答案]C

—**I** wonder if I could use your computer tonight?

—_____

A.Sure,go ahead.

B.It doesn't matter.

C.Who cares?

[答案]A

—**I'd** like to take a look first at those structural support beams that were going to be put in place on the second floor.

—_____,here's your jacket and helmet,and you'd better put on these boots as well-it's our site policy.

A.Good

B.You're welcome

C.Certainly

[答案]C

—**I'm** dog tired.I can't walk any further,Tommy.

—_____,Jenny.You can do it.

A.No problem

B.Come on

C.No hurry

[答案]B

—**I'm** leaving for Shanghai tomorrow.

—_____

A.See you later.

B.Have a pleasant trip!

C.Let's go out for a drink.

[答案]B

—**I'm** more than happy to go out this weekend.

—_____ We've got so much work to do at that time.

A.Don't worry.

B.Don't say so.

C.Forget it.

[答案]C

—**I'm** more than happy to go out this weekend.

—_____ We've got so much work to do at that time.

A.Don't worry.

B.Forget it.

C.Don't say so.

[答案]B

—**I've** started my own software company.

—_____

A.Could you tell me who is the owner?

B.No kidding! Congratulations!

C.If I had the money,I'd start one.

[答案]B

—**If** you invite a Muslim to dinner,what are you advised not to order for him?

—_____

A.chicken.

B.pork.

C.mutton.

[答案]B

—**In** what form will you take the investment?

—_____

A.Yes,we will.

B.We'll contribute a site and the required premises.

C.We'll give investment.

[答案]B

—**In** what form will you take the investment?

—_____

A.Yes,we will.

B.We'll give investment.

C.We'll contribute a site and the required premises.

[答案]C

—**Is** it more advisable to upgrade our present facilities than taking the risk of opening a new park?

—_____

A.Thank you.

B.I'm glad to hear that.

C.I don't think so.

[答案]C

—**Is** it possible for you to expand business there?

—_____

A.I like it.

B.I'd love to.

C.Yes,I think so.

[答案]C

—**It's** getting dark.I'm afraid I must be off now.

—OK._____

A.Take it easy.

B.Go slowly.

C.See you.

[答案]C

J

—**Jack** won't like the film,you know.

—_____ I don't care what Jack thinks!

A.So why?

B.So what?

C.So how?

[答案]B

L

◆-**Let** me introduce myself. I'm Steward.

-_____

- A.Pleased to meet you
- B.What a pleasure.
- C.Thanks a lot.

[答案]A

◆-**Let's** go to the library this afternoon.

-
- A.That's a good idea.
 - B.Yes that's right.
 - C.No,I can't

[答案]A

◆-**Lily** complains that she has never got any mail.

- . I will write her right away.
- A.That's impossible
 - B. She is to blame
 - C. That's too bad

[答案]C

N

◆-**Nice** weather, isn't it?

-
- A Yes, it is,
 - B. I'm not sure,
 - C.You know it well,

[答案]A

-
- No**,sorry,I didn't know the rule about punching in.
- A.Are you late this morning,Wendy?
 - B.Didn't you punch out this morning,Wendy?
 - C.Didn't you punch in this morning,Wendy?

[答案]C

O

-
- Once** or twice a week.
- A.How soon will you arrange for me to visit someone at home?
 - B.How often will you arrange for me to visit someone at home?
 - C.How long will you arrange for me to visit someone at home?

[答案]B

P

- Perhaps** we should climb out of the window and jump down? It' s only two floors.
- . We'd better wait for the rescue.
- A.That' a good idea.
 - B.No,we can't do that.
 - C.I think we will kill ourselves.

[答案]B

- Perhaps** we should climb out of the window and jump down? It's only two floors.
- . We'd better wait for the rescue.
- A.That' a good idea.
 - B.No,we can't do that.
 - C.I think we will kill ourselves.

[答案]B

S

◆-**So** sorry to trouble you.

—

A.It's a pleasure.

B.It's your fault

C.I don't think so

[答案]A

—

—**She** gave two weeks.

A.What did she get?

B.How much time did she give?

C.What did she do?

[答案]B

—**Sorry** I made a mistake again.

—_____ Practise more and you' ll succeed.

A.Never mind.

B.Certainly not.

C.Don't mention it.

[答案]A

T

—

—**To** sum up,it is a continual process,from a new-born baby to the end of one's life.

A.How do you feel about Community Health Service?

B.What does Community Health Service mean exactly?

C.What do you think of Community Health Service?

[答案]B

W

◆-**What's** the weather like in that area?

—

A Very well

B it's rainy

C.Yes, it's fine

[答案]B

◆-**What's** wrong with you,dear?

A.I didn't go to school!

B.I have a terrible headache

C.It is a beautiful dress

[答案]B

—

—**We** have sent out leaflets to all residents,explaining what to do in an emergency.

A.How do you deal with emergency?

B.What have you talked to the public?

C.What do you want the residents do?

[答案]B

—

—**We** have three major divisions:Operations,Sales and Marketing,Finance and Administration.

- A.How many departments do we have?
B.Which division are you in?
C.Which department shows the best?

[答案]A

— **With** pleasure.Emergency planning covers several different aspects.

- A.Could you explain when your work on emergency planning began?
B.Could you explain why your work on emergency planning is still on?
C.Could you explain how your work on emergency planning is going on?

[答案]C

— **What** do you think about Japanese food?

- A.Overall,the diet there is a healthy one-low fat.
B.Public environment has been greatly improved.
C.I didn't have much time to prepare food,so I ate out a lot.

[答案]A

— **What** vegetables are in season now?

—Radish and carrot,_____.

- A.I know
B.I see
C.I think

[答案]C

— **What's** the latest situation with all these customer complaints we've been receiving?

—_____the quality of the material has not always been up to standard.

- A.I believe
B.I'm afraid
C.I think

[答案]B

— **What's** the weather like in this area?

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

[答案]B

— **When** do we have to pay the bill?

—_____December 30.

- A.By
B.In
C. During
D. [答案]A

— **Who** should be responsible for the accident?

—The boss,not the workers.They just carried out the order_____.

- A.as are told
B.as told
C.as they told

[答案]B

— **Wonder** if I could use your computer tonight?

- A.Sure,go ahead.
B.It doesn't matter.

C. Who cares?

[答案]A

— **Would** you like some more beer?

— _____, please.

A. Just a little

B. No more

C. I've had enough

[答案]A

— **Would** you like some more beer?

— _____, please.

A. No more

B. Just a little

C. I've had enough

[答案]B

Y

— **You** look upset. _____

— I broke a traffic rule and was stopped by a policeman this morning.

A. That's all right.

B. You got a big fine, didn't you?

C. Anything wrong?

[答案]C

第二大题 词汇与结构

A

◆ **A car** hit her when she was walking _____ the road.

A. through

B. across

C. on

[答案]B

◆ **A recent** _____ showed 68% of citizens were in favour of the plan.

A. volume

B. survey

C. foundation

[答案]B

◆ **Are** these shoes _____ for you?

A. enough large

B. large enough

C. largely enough

[答案]B

A budget is an estimation of the _____ and _____ over a specified future period of time.

A. cost; expense

B. revenue; expenses

C. revenue; interest

[答案]B

A bus driver _____ the safety of his passengers.

A. is responsible in

B. is responsible for

C. is responsible to

[答案]B

A *campus* emergency _____ occur at any time of the day or night, weekend, or holiday, with little or no warning.

A. have to

B. dared

C. may [答案]C

A *Chinese* company is going to _____ over the well-known Japanese company TOSHIBA Corporation.

A. get

B. take

C. turn

[答案]B

A *number* of boys _____ absent some time during the term.

A. have been

B. has been

C. will

[答案]A

A *vegetarian* diet consists of the following EXCEPT _____.

A. meat

B. vegetable

C. fruit

[答案]A

All things _____, the planned flight will have to be cancelled.

A. be considered

B. considered

C. considering

[答案]B

Allan is looking forward to _____ you in summer holiday.

A. meet

B. meeting

C. be meeting

[答案]B

Apple almost lost its dominance in the smartphone market _____ it became clear that it was difficult to make a call using the much expected iPhone 4.

A. when

B. that

C. where

[答案]A

B

Bring me a glass of beer, _____?

A. shall I

B. don't you

C. will you

[答案]C

Business people exercise their leadership in the community service are a _____ the commercial world.

A. as well as

B. but

C. so

[答案]A

C

◆ **Community** workers come to _____ rice, vegetables, and other food.

- A.distribute
- B.analyse
- C.adjust

[答案]A

Can *you* tell me how _____ to the railway station,please?

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

[答案]B

Can *you* tell me how _____ to the railway station,please?

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

[答案]C

Chemical spill guidelines should be established by the lab supervisor and should take into _____ the following.

- A.consideration
- B.confidence
- C.care

[答案]A

Communities are part of everyday life and have positive _____ on its members.

- A.affects
- B.effects
- C.efforts

[答案]B

Community service is a great way to help people in their time of need.It is great to see the happiness that results _____ it.

- A.of
- B.in
- C.from

[答案]C

Community service is important to me because it provides me with eye-opening experiences while _____ many people.

- A.benefit
- B.benefitting
- C.benefits

[答案]B

Community Services Program aims for all members of the community to _____ to basic financial and material resources,information,advice and referral.

- A.have a chance
- B.have an opportunity
- C.have access

[答案]C

D

-**Does** she speak French or German?

-She doesn't,_____.

- A.either
- B.neither
- C.none

[答案]B

E

◆ **Even** in small companies, computers are an _____ tool.

- A.essential
- B.financial
- C.individual

[答案]A

F

- _____ **father** took part in the charity activity in the neighborhood yesterday?

- Peter's.
- A.Whose
- B.What
- C.Which

[答案]A

G

Government agencies are responsible for declaring the evacuation of a given area and will,in many instances,already have evacuation plans _____.

- A.out of place
- B.in place of
- C.in place

[答案]C

- **Grace** doesn't speak French.Does Mary speak French?

-She doesn't,_____.

- A.either
- B.neither
- C.too

[答案]A

H

◆ **He** *used to* _____ very hard when he was young.

- A.working
- B.work
- C.to work

[答案]B

◆ **He** *was* the first person to _____ the construction of the bridge.

- A.propose
- B.recruit
- C.charge

[答案]A

He *gave* up his study in college in _____.

- A.bundle
- B.despair
- C.ash

[答案]B

He *gave* up his study in college in _____.

- A.bundle
- B.desperate
- C.despair

[答案]C

He *will* write to me as soon as he _____ home.

- A.will have returned
- B.returns
- C.will return

[答案]B

He *will* write to me as soon as he _____ home.

- A.will have returned
- B.returns
- C.will return

[答案]B

◆ **He** *used* to _____ very hard when he was young.

- A.working
- B.work
- C.to work

[答案]B

I

◆ **I** *bought* a new car last month, but I _____ my old car yet.

- A.did not sell
- B.have not sold
- C.had not sold

[答案]B

◆ **I** *took* it for _____ that you wouldn't come here again.

- A.grand
- B.grant
- C.granted

[答案]C

◆ **I** *was* trying to get into the _____ bus when I heard a voice from behind.

- A.crowd
- B.crowding
- C.crowded

[答案]C

◆ **I've** read _____ today.

- A.anything special
- B.special Something
- C.something special

[答案]C

◆ **It is one of** the best concerts I _____.

- A.went to
- B.go to
- C.have ever been to

[答案]C

◆ **It was** in Johnson's hotel _____ the business meeting was held last year.

- A which
- B that

C.what

[答案]B

_____ **important** it is for kids to imagine freely!

A.How

B.What

C.What an

[答案]A

_____ **important** it is for kids to imagine freely!

A.What

B.How

C.What an

[答案]B

_____ **is** known to all,too much fat causes heart problems.

A.It

B.As

C.Just as

[答案]B

_____ **is** known to all,too much fat causes heart problems.

A.It

B.As

C.For

[答案]B

_____ **is** known to all,too much fat causes heart problems.

A.It

B.As

C.That

[答案]B

_____ **is** known to all,too much fat causes heart problems.

A.Of

B.As

C.For

[答案]B

I _____ a book when the telephone _____.

A.was reading...rang

B.read...rang

C.was reading...was ringing

[答案]A

I am _____ your early coming.

A.looking forward to

B.looking forward

C.look forward to

[答案]A

I bought a new car last month,but I _____ my old car yet.

A.did not sell

B.have not sold

C.had not sold

[答案]B

I can't finish the work in time _____ you help me translate the texts.

A.unless

B.if

C.but

[答案]A

I **didn't** finish my homework.Neither _____ .

A.did he

B.didn't he

C.he did

[答案]A

I **don't** like ice-cream,she doesn't like it,_____.

A.either

B.neither

C.none

[答案]A

I **don't** think anyone can accuse him _____ not being honest.

A.of

B.with

C.about

[答案]A

I **don't** think anyone can _____ him of not being honest.

A.accuse

B.custom

C.abuse

[答案]A

I **got** _____ money with me,so I wasn't able to buy even a bottle of water!

A.any

B.little

C.few

[答案]B

I **heard** that you really had a wonderful time at John's birthday party,_____?

A.didn't I

B.didn't you

C.hadn't you

[答案]B

I **took** it for _____ that you wouldn't come here again.

A.grand

B.tame

C.granted

[答案]C

-I **wish** you success in your career.

- _____

A.Go ahead.

B.It doesn't matter.

C.The same to you.

[答案]C

I _____ **a book** when the telephone _____.

A.was reading...rang

B.read...rang

C.was reading...was ringing

[答案]A

I _____ **book** when the telephone _____.

A.was reading...rang

B.read...rang
C.was reading...was ringing

[答案]A

I _____ *to* know how often the bus runs during rush hour.

A.occur
B.happen
C.take place

[答案]B

I'm going to have a _____ with Mark about this issue tomorrow.

A.speech
B.sentence
C.word

[答案]C

I'm used to _____ up early now.

A.get
B.getting
C.to get

[答案]B

I'm used to _____ up early now.

A.get
B.to get
C.getting

[答案]C

If the building project _____ by the end of this month is delayed,the construction company will be fined.

A.to be completed
B.is completed
C.being completed

[答案]A

If you need further information,please _____ our office.

A.constant
B.construct
C.contact

[答案]C

If you need further information,please _____ our office.

A.contact
B.construct
C.constant

[答案]A

In Beijing,the best season in a year is probably _____ autumn.

A.late
B.later
C.latter

[答案]A

Involvement in community activities _____ an integral and inescapable part of senior managers' jobs.

A.are seen as
B.has been seen as
C.has seen as

[答案]C

It is one of the best concerts I _____.

A.went to

- B.had gone to
- C.have ever been to

[答案]C

It takes small steps to create big change and this is _____service-learning hopes to achieve.

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

[答案]A

It's _____ to point to or talk about strangers in public.

- A.not polite
- B.polite
- C.good

[答案]A

J

John as well as Mike _____just been back from an important meeting.

- A.have
- B.has
- C.had

[答案]B

K

Knowing _____increases employee loyalty to the company and their leader.

- A.what their CEO was volunteering time for community service
- B.that their CEO was volunteering time for community service
- C.that was their CEO volunteering time for community service

[答案]B

L

Leave the reference books behind, _____you won't be able to think independently.

- A.or
- B.and
- C.so

[答案]A

Let's discuss these problems at the meeting, _____?

- A.do we
- B.shall we
- C.will you

[答案]B

Let's go _____ the reports on the latest work.

- A.over
- B.with
- C.to

[答案]A

Let's go _____ the reports on the latest work.

- A.to
- B.with
- C.over

[答案]C

M

◆ **Mary's** father is very pleased ____ her.

[答案]with

◆ **Mike** is _____ an honest worker _____ we all believe him.

- A. so...that
- B. such...that
- C. as.....as

[答案]B

Many disasters allow no time for people to gather even the most basic necessities,which is _____planning ahead is essential.

- A.why
- B.because
- C.since

[答案]A

Many factors both at home and abroad _____ the bankruptcy of the multinational corporation.

- A.based on
- B.put on
- C.contributed to

[答案]C

My friend invited me _____ the art club,and I accepted it with pleasure.

- A.join
- B.joining
- C.to join

[答案]C

My friend invited me _____ the art club,and I accepted it with pleasure.

- A.join
- B.to join
- C.joining

[答案]B

N

◆ **Normally**, the price _____ be marked on the shelf.

[答案]is supposed to

Not only _____ many cars built in the 1970s ugly and poorly designed,they also became very unreliable after 40-50 thousand miles.

- A.was
- B.are
- C.were

[答案]C

O

◆ _____ **of** Professor Smith's have arrived here.

[答案]Two students

◆ **On** Saturday afternoon, Mrs. Green went to the market, _____ some bananas and visited her friend.

- A bought
- B.buying
- C.to buy

[答案]A

One of the main benefits of community service is that it _____ a person's character.

- A.sets
- B.builds
- C.makes

[答案]B

Our new school building is _____ construction.

- A.under
- B.in
- C.having

[答案]A

P

Patrols should be conducted by teams _____ individuals.

- A.rather than
- B.no less than
- C.more than

[答案]A

People now can easily _____ information from the Internet.

- A.decrease
- B.offer
- C.access

[答案]C

Preparedness actions are aimed _____ planning,organizing,training,equipping,exercising,evaluating,and implementing corrective actions to ensure effective coordination during incident response.

- A.to
- B.at
- C.for

[答案]B

Proper controls that should _____ developed as part of routine safety procedures were not in place.

- A.has been
- B.have been
- C.be

[答案]B

Purchasing the new production line will be a _____ deal for the company.

- A.profitable
- B.forceful
- C.tremendous

[答案]A

R

Raising pigs _____ my job at that time.

- A.was
- B.were
- C.has been

[答案]A

Rent,electricity and insurance are all examples of the company's _____.

- A.overhead
- B.turnover
- C.assets

[答案]A

S

◆_____, some quality management system failures do make headlines.

[答案]Unluckily

◆**Such** events _____ only when the external conditions are favourable.

A.commit

B.cause

C.occur

[答案]C

She doesn't _____ French or German.

A.speak

B.say

C.talk

[答案]A

Some of the risks may be relevant to your community.Find out which ones by____ www.GetPrepared.uk.

A.visiting

B.visit

C.visited

[答案]A

Supervisors should make a list of pest control measures to be _____ by employees.

A.given

B.adapted

C.taken

[答案]C

T

◆**That** dinner was the most expensive meal we _____.

[答案]had ever had

◆**The** _____ store has recently installed a new booking system.

[答案]chain

◆**The book** _____ Mike's. It has his name on it.

[答案]must be

◆**The box** was _____ heavy for me to lift.

[答案]too

◆**The child** _____ fluent French.

[答案]speaks

◆**The company** made a _____ of \$309,000 last year.

[答案]profit

◆**The government** _____ do something about these companies especially when food safety is concerned.

[答案]should

◆**The machine** _____ this morning for no reason.

[答案]broke down

◆**The news** _____ we are having a holiday tomorrow is not true.

[答案]that

◆**The underground** connection system is _____ two levels.

[答案]made up of

◆**There** are _____ flowers in the garden.

[答案]two little yellow

◆**They** _____ *leave* next Friday.

[答案]decided to

◆**They** *set up* a branch in Chongqing to _____ air conditioners.

[答案]manufacture

◆**This** was the first time she saw him _____.

[答案]in person

_____ **these** potential problems,two-way radios are preferable as they are extremely reliable for short distances and can broadcast to several people at once.

A.Considered

B.Given

C.Including

[答案]B

_____ **they** have a lot of applicants,they can't find the people they want.

A.Though

B.Because

C.Therefore

D.However

[答案]A

The child _____ fluent French.

A.says

B.talks

C.speaks

[答案]C

The driver _____ the passengers off at the supermarket and then went to the next stop.

A.dropped

B.picked

C.fell

[答案]A

The key _____ successful implementation is clearly communicating the strategy to the whole company.

A.to

B.in

C.of

[答案]A

The light is too _____ for me to read.I can not stand any more.

A.dim

B.ripe

C.soup

[答案]A

The machine _____ this morning for no reason.

A.broke off

B.broke down

C.broke up

[答案]B

The machine _____ this morning for no reason.

A.broke off

B.broke out

C.broke up

[答案]B

The *manager* urged his staff not to _____ the splendid opportunity.

- A.get
- B.escape
- C.miss

[答案]C

The *manager* urged his staff not to _____ the splendid opportunity.

- A.slide
- B.miss
- C.escape

[答案]B

The *online* What's on for Women provides information _____ upcoming and ongoing events.

- A.about
- B.for
- C.with

[答案]A

The *products* of this company are always _____ to standard because they have very strict quality control process.

- A.up
- B.down
- C.close

[答案]A

The *products* of this company are always _____ to standard,they have very strict quality control process.

- A.close
- B.down
- C.up

[答案]C

The *programme* gives students the _____ to learn more about global warming.

- A.success
- B.ambition
- C.opportunity

[答案]C

The _____ was only sentenced to pay a fine of \$10,000.

- A.worm
- B.tube
- C.criminal

[答案]C

Then the situation _____ worse by human error because of the lack of proper training.

- A.was
- B.was made
- C.has become

[答案]B

These preparedness frameworks either exist in various stages of development _____ have been implemented.

- A.nor
- B.and
- C.or

[答案]C

They *are* trying to _____ the waste discharged by the factory for profit.

- A.expose
- B.exhaust

C.exploit

[答案]C

They recommended that the amusement park_____.

A.was extended

B.will be extended

C.be extended

[答案]C

They_____leave next Friday.

A.decided

B.decided to

C.decide

[答案]B

This is the book_____I have learned a lot.

A.to which

B.by whom

C.from which

[答案]C

This is the man_____last night.

A.whom I saw him

B.whom I saw

C.who I saw him

[答案]B

U

◆**Ultimately**, marketing is designed to _____ extra revenue.

[答案]bring in

Under no circumstance_____to tell lies to parents.

A.children are allowed

B.are children allowed

C.will children allow

[答案]B

Unluckily,some Quality Management System failures_____headlines.

A.do make

B.does make

C.do not make

[答案]A

W

◆**While** I was skiing, I _____ and broke my wrist.

[答案]fell

We have spent all of our spare time,_____,our spare money,on the project.

A.as soon as

B.as long as

C.as well as

[答案]C

We_____the last bus and didn't have any money for taxi,so we had to walk home.

A.lost

B.missed

C.caught

[答案]B

- **When** *do we* have to pay the bill?

- _____ December 30.

A.By

B.In

C.During

[答案]A

When *you aren't* physically handing someone money or a check for a _____, you will feel you are spending free money.

A.purpose

B.purse

C.purchase

[答案]C

When *you complete* Part 1, you will be able to learn _____.

A.to what do for specific hazards

B.what to do for specific hazards

C.what do for specific hazards

[答案]B

When _____ *as* planned, a credit card can be a powerful financial tool.

A.use

B.using

C.used

[答案]C

- **Who** should be responsible for the accident?

-The boss, not the workers. They just carried out the order _____.

A.as are told

B.as told

C.as they told

[答案]B

Would you mind _____ me some bread on your way home?

A.buy

B.to buy

C.buying

[答案]C

Y

◆ _____ **you** *change your* mind, I won't be able to help you.

[答案]Unless

◆ **You** *can of* course help the local school by giving them a _____ directly.

[答案]donation

You *can go out*, _____ you promise to be back before 12 o'clock.

A.so far as

B.as far as

C.as long as

[答案]C

You *can go out*, _____ you promise to be back before 12 o'clock.

A.as long as

B.as far as

C.so far as

[答案]A

You *should* be more patient _____ your children.

- A.for
- B.of
- C.with

[答案]C

第三大题 阅读理解选择题

A

As you research music, you will find music that is familiar to you. You will find music which tells of interesting places and exciting things to do. You will find music which expresses feelings that are often your own.

Music is an expression of the people. As you research, you will find music of people at work and play. You will find music expressing love of the country, love of nature, and love of home

Music is also an expression of the composer. The composer expresses his own musical ideas. He studies the materials of music and discovers ways of using them. He looks for new kinds of musical expression.

Music can suggest actions and feelings which we all share. We can enjoy playing and singing music, dancing and listening to the music of the people and the composers of different times and places.

[选择题]

◆ **In** the first paragraph, the author tells us to _____.

- A.find entertainment(娱乐)in music
- B.be friendly to music
- C.express your feelings in music

[答案]A

◆ **From** the second paragraph we know that _____.

- A. you may listen to music at work or at play
- B. music sings of the country, nature and home
- C.music can express how people live work and think _____.

[答案]B

◆ **By** means of music, the composer wishes that _____.

- A.you would study with them
- B. you would express your own feelings
- C.you would share his feelings and ideas

[答案]C

◆ **The** last paragraph shows that music makes it possible _____.

- A the music can express actions and feelings at the same time
- B bring understanding between people of different times and places
- C.that people of different time and places can get together

[答案]A

◆ **Which** of the following statements is NOT true. Music expresses _____.

- A.people's love of the country
- B.people s musical ideas
- C.the composer's feelings

[答案]B

A question that often troubles food companies is how to control problems like rats and insects without harming the food. Pest control experts say poisons should never be used where they may enter food. They say the first line of defense against pests is to clean the places where the food is handled or stored.

Floors, food preparation surfaces and tools can be disinfected with chemicals like chlorine, iodine or bromine. Food containers should be stored about half a meter off the ground and about half a meter away from any walls. Storage areas should be kept dry and clean.

Containers for raw materials such as rice, wheat, etc. should be kept closed and clean. Any foodstuff split during delivery or handling should be cleared up both inside and outside the building. Pests enter a building from the outside, so pay attention to outer walls. Small stones can be used to cover the ground and block the growth of plants and the grass should be kept short to deny pests a place to live.

Check that doors and windows are completely closed. Also any hole that might allow pests to enter a building should be filled. Rats can enter through a hole the size of a coin. A mouse can pass through a hole half that size.

Supervisors should make a list of pest control measures to be taken by employees. This will aid the efforts and also help prepare for any inspections. In most countries, there is a food and drug administration bureau, or some agency with a similar name, which enforces rules nationwide, responsible for rules about the use of pesticides, etc. However, businesses where food is stored, prepared or sold must also follow state and local health laws. Most of these governmental departments or bureaus have their websites with information about food safety policies and other issues. People can easily access the information.

1. According to pest control experts, why should poisons never be used in food companies?

- A. Because they may enter food.
- B. Because they may kill rats.
- C. Because they may be harmful to the plants.

[答案]A

2. What is the first line of defense against pests?

- A. To check that doors and windows are completely closed.
- B. To clean the places where food is handled or stored.
- C. To fill any hole that might allow pests to enter a building.

[答案]B

3. How can floors, food preparation surfaces and tools be disinfected?

- A. With smoke.
- B. With water.
- C. With chemicals.

[答案]C

4. Why should attention be paid to outer walls?

- A. To prevent pests from entering a building from outside.
- B. To keep moist from entering a building from outside.
- C. To stop sun rays from entering a building from outside.

[答案]A

5. What does the passage mainly talk about?

- A. Why poisons should never be used where they may enter food.
- B. Why the growth of plants should be blocked and grass be kept short.
- C. How to control rats and insects without harming the food.

[答案]C

D

Door-knocking is the most effective way of making face-to-face community contact, but it has become a lost art. With the recent focus on customer privacy, door-knocking seems like an intrusion into other people's lives. But those who try it for the first time are usually surprised by the pleasant reception they

receive. Here are some suggestions that will help you promote your services face-to-face.

BEFORE YOU GO OUT

◆ BEGIN WITH A DOOR HANGER

Try leaving a door hanger two days before you go door-knocking. It should briefly describe the project and say that someone will be around in person.

◆ WEAR AN OFFICIAL NAME TAG

Door-knockers should wear name tags with the logo of their organization. The best name tags will also include a color photo and the name of the caller.

◆ HAVE PEOPLE KNOCK THEIR OWN BLOCKS

The easiest way to do door-knocking is to try your local area first. Being a neighbor creates an immediate connection with the person answering the door; after that, everything else is easy.

◆ FIND A GOOD EXCUSE TO DOOR-KNOCK

A short survey about local concerns or a current project is a good excuse. Figure out responses for various situations. What if the person who answers the door cannot speak English? What if a child answers the door?

WHEN YOU GO OUT

◆ WHEN TO GO AND WHAT TO DO FIRST

The best times to knock are usually Saturdays. On other days, after dinner is ideal. When someone answers the door, smile and introduce yourself; say you are a volunteer and, if it helps, state where you live. Give the name of your organization and, briefly, the reason for the visit.

◆ STATE WHAT ACTION THE OTHER PERSON SHOULD TAKE AND THE BENEFITS

Tell the person what they need to do and how their actions will benefit themselves and others. If a person hesitates, emphasize benefits you've already mentioned and then, if necessary, add further benefits. If a person agrees, follow up immediately. If possible, get a donation, a signature, or a promise.

◆ RECORD CONTACT INFORMATION ON THE SPOT

Record names, addresses, e-mail addresses, phone numbers, and responses to questions on the spot. You won't remember them later!

1. Why does the author say that door-knocking has become a lost art?

A. It is not effective, no one will take this method any more.

B. People focus on privacy increasingly, so door-knocking seems like an intrusion into other people's lives

C. It is very difficult to do door-knocking, no one knows how to do it now.

[答案]B

2. Which step should be firstly taken when you try door-knocking?

A. Find a good excuse to door-knock

B. Wear an official name tag

C. Leave a door hanger

[答案]C

3. What does the underlined phrase on the spot mean?

A. without delay

B. at some place

C. in a difficult situation

[答案]A

4. Which time is not appropriate for door knocking?

A. Saturday afternoon.

B. Monday morning.

C. Thursday evening.

[答案]B

5. Who will receive pleasant reception when they try door-knocking?

- A. A stranger who is not living in this community and gives no notice for his/her visit.
- B. An offensive acquaintance who comes at any time.
- C. A neighbor who does good preparation and has significant project to introduce.

[答案]C

H

Human Resources Management (HRM) is the process of managing people and their relationships in an organization. These two processes are important in the success and growth of a business.

In managing people, staffing is the most important component of HRM. It needs to make guidelines and procedures for hiring and placement. Staffing also involves the management of employees on matters like monitoring of holidays, absences, health and safety, disciplinary action, and dismissal.

Another important element of HRM in managing people is keeping the employees in the company. The training of employees to enable them to improve their career development is very important. Good HRM policies ensure that there are clear regulations which show the pay levels for the different positions in an organization. It is important for the staff to know the career path, pay, training and other opportunities that are available to them. Performance management is another important component of HRM. The reason for this is that many employers use it to evaluate career improvement and to determine pay increases.

The secondary role of HRM is the management of the relationships among people in an organization. This includes staff within departments as well as across the whole organization. The relationship between staff and management is an important factor in the success of an organization. It decides how fast an organization will realize their goals.

The focus of HRM is the people within an organization. Regular planning, monitoring and evaluation are important for the success of HRM. Successful management ensures that all employees know their role, career development and also feel part of an organization.

[选择题]

◆ _____ **is/are** important in the success of a business.

- A. Teamwork spirit and high salary
- B. The process of managing people and their relationships
- C. Talents and their goals

[答案]B

◆ **The** most important component of HRM is _____.

- A. staffing
- B. planning
- C. monitoring

[答案]A

◆ **According** to the passage, it is important for the employees to know the career path, pay, training and other opportunities through _____.

- A. notices
- B. policies
- C. advertisements

[答案]B

◆ **We** can use _____ to evaluate career improvement and to determine pay increases.

- A. staffing

- B.HRM policies
- C.performance management

[答案]C

◆ _____ is NOT mentioned in the text about the success of HRM.

- A.Regular planning and monitoring
- B.Evaluation
- C.Training

[答案]C

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- B.planning
- C.monitoring

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C.Training

[答案]C

I

I'm Michael Bush, Managing Director of Hoogle Engineering. I am pleased to welcome you here to our website and I'd like to tell you a little about the company and its organization. Hoogle Engineering was set up in 1960. It was divided into several departments at that time, such as the sales department, marketing department, and production department. Lots of managers were employed to manage it all.

Fortunately things are different now. Sixty people are employed by Hoogle and communication between departments is considered to be one of the most important aspects of the business. The market is global so we need to make contact with customers worldwide, not just locally.

But in the old days we were all in different departments and never spoke to each other. We had a tall structure. Traditionally we had people at the first level on the shop floor, manufacturing products according to the instructions which they were given. Then you had a supervisory level of people who supervised them every day. Then you moved up to the middle management, who were doing the tasks of getting new business, and then you had the senior management team, and then you had the board, who decided the business strategy. So there were a lot of levels in the company in the old days actually.

The structure today is that we form teams within teams to place people who can manufacture a product. Each team has members that can manufacture different products. The actual teams now are self-managing, so we don't even have team leaders. You've got the teams, and then you've got two people, only two people, who are what you think of as management. This is generally called flat structure.

[选择题]

◆ **Hoogle** Engineering was set up in _____.

A.the nineteenth century

B.the twentieth century

C.the twenty first century

[答案]B

◆ **There** are many different _____ of management in a tall structure.

A.kinds

B.levels

C.functions

[答案]B

◆ **People** in a flat structure usually work in _____.

A.departments

B.families

C.teams

[答案]C

◆ **Which of** the following statements is NOT true according to the passage?

A communication in the company is becoming more and more important

B.the author thinks the two structures have the same functions

C.there are more individual responsibilities in the flat structure

[答案]B

◆ **Which is** the best title for the passage?

- A.Oraanization Structure in hoogle Engineening
- B.Historv of Hooale Engineering
- Success in Hoogle engineering

[答案]A

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[选择题]

◆ **Hoogle** Engineering was set up in _____.

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- B. the twentieth century
- C. the twenty first century

[答案]B

◆ **There** are many different _____ of management in a tall structure.

- A. kinds
- B. levels
- C. functions

[答案]B

◆ **People** in a flat structure usually work in _____.

- A. departments
- B. families
- C. teams

[答案]C

◆ **Which of** the following statements is NOT true according to the passage?

- A. communication in the company is becoming more and more important
- B. the author thinks the two structures have the same functions
- C. there are more individual responsibilities in the flat structure

[答案]B

◆ **Which is** the best title for the passage?

- A. Organization Structure in Hoogle Engineering
- B. History of Hoogle Engineering
- Success in Hoogle engineering

[答案]A

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But in the old days we were all in different departments and never spoke to each other. We had at all structure. Traditionally we had people at the first level on the shop floor, manufacturing products according to the instructions which they were given. Then you had a supervisory level of people who supervised them everyday. Then you moved up to the middle management, who were doing the tasks of getting new business, and then you had the senior management team, and then you had the board, who decided the business strategy. So there were a lot of levels in the company in the old days actually.

The structure today is that we form teams within teams to place people who can manufacture a product. Each team has members that can manufacture different products. The actual teams now are self-managing, so we don't even have team leaders. You've got the teams, and then you've got two people, only two people, who are what you think of as management. This is generally called flat structure.

26. Who is telling the information about Hoogle Engineering?

- A. Managing Director.
- B. Vice president.
- C. Accountant.

[答案]A

27. How many people are employed by Hoogle Engineering?

- A. 50.
- B. 40.
- C. 60.

[答案]C

28. Why is it necessary to make contact with customers worldwide?

- A. Because the market is global.
- B. Because we need it.
- C. Because communication can make people happy.

[答案]A

29. Which of the following statements is NOT true?

- A. In the old days the staff in different departments never spoke to each other.
- B. There were a lot of levels in the company in the old days.
- C. The speaker thinks the two structures have the same functions.

[答案]C

30. What kind of organizational structure was Hoogle Engineering?

- A. A flat structure.
- B. At all structure.
- C. A flat structure and at all structure.

[答案]B

I'm Michael Bush, Managing Director of Hoogle Engineering. I am pleased to welcome you here to our website and I'd like to tell you a little about the company and its organization. Hoogle Engineering was set up in 1960. It was divided into several departments at that time, such as the sales department, marketing department, and production department. Lots of managers were employed to manage it all.

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21. Hoogle Engineering was set up in _____.

- A. the nineteenth century
- B. the twentieth century
- C. the twenty first century

[答案]B

22. There are many different _____ of management in a tall structure.

- A. kinds
- B. levels
- C. functions

[答案]B

23. People in a flat structure usually work in _____.

- A. departments
- B. families
- C. teams

[答案]C

24. All of the following statements are true according to the passage EXCEPT that _____.

- A. communication in the company is becoming more and more important
- B. the author thinks the two structures have the same functions
- C. there are more individual responsibilities in the flat structure

[答案]B

25. The best title for the passage would be “_____”.

- A. Organization Structure in Hoogle Engineering
- B. History of Hoogle Engineering
- C. Success in Hoogle engineering

[答案]A

0

Of all the family members, grandparents are probably the least valued. They are just the people who have always been around. They make a fuss over the children in the family, show off to their friends the achievements of this child or that child, and show countless pictures of new babies. Grandfathers can fix anything and grandmothers always have homemade biscuits around.

When you are small, it is fun to stay with your grandparents because they always let you do things you can't do at home, and of course, they buy you things. They are always able to baby-sit because they don't go out much and actually prefer to see their grandchildren. They are usually good for a small loan now and then that does not need to be paid back because they turned it into a gift. You respectfully listen to their advice but do not follow it because they are old and do not understand how things are in this day and age. You thank them politely for what

they do for you, and then do not call or visit them until you need something else. And, of course, you never tell them how dear they are to you because they know how you feel about them anyway. Then all of a sudden, they are no longer there to do the things that only grandparents can do, and you find yourself wishing that you had told them what they meant to you as people and not as grandparents.

21. What is the position of grandparents in the family?

- A. They are the least important members of the family.
- B. They are the most important members of the family.
- C. They are the ones at whom their children or grandchildren usually laugh.

[答案]A

22. What do grandparents never do?

- A. Looking after their grandchildren.
- B. Buying their grandchildren things.
- C. Telling their grandchildren how dear they are to them.

[答案]C

23. Why don't children need to payback the loan from their grandparents?

- A. Grandparents turn the loan into a gift.
- B. Their parents payback the loan for them.
- C. Their grandparents died before they have enough money to pay it back.

[答案]A

24. Why don't children take their grandparents' advice?

- A. Their advice is not of any help in the present situation.
- B. They don't like the advice itself.
- C. Following their advice will make them act like old people.

[答案]A

25. How do children feel after their grandparents died?

- A. They feel sorry that grandparents are the least valued in the family.
- B. They miss them very much because no one does the things that only grandparents do.
- C. They regret they didn't express their true feelings to them.

[答案]C

On Christmas Eve-the night before Christmas Day-children all over Britain put a stocking at the end of their beds before they go to sleep. Their parents usually tell them that Father Christmas will come during the night.

Father Christmas is very kind and hearted. He gets to the top of each house and climbs down the chimney into the fireplace. He fills each of the stockings with Christmas presents.

Of course, Father Christmas isn't real. In Jim and Kate's house, "Father Christmas" is really Mr Green. Mr Green doesn't climb down the chimney. He waits until the children are asleep. Then he quietly goes into their bedrooms and fills their stockings with small presents. When they were very young, Mr Green sometimes wore a red coat. But he doesn't do that now. The children are no longer young, and they know who "Father Christmas" really is. But they still put their stockings at the end of their beds.

26. Christmas Eve is _____.

- A. Christmas Day
- B. the evening of Christmas Day
- C. the night before Christmas Day

[答案]C

27. Father Christmas often puts presents _____.

- A. into children's hats
- B. under children's beds
- C. into children's stockings

[答案]C

28. When the children were very young, _____.

- A. they knew that Father Christmas wasn't real
- B. they didn't know who Father Christmas was
- C. they thought their father was Father Christmas

[答案]B

29. When the children are older, they _____.

- A. know that Father Christmas is really their father
- B. ask their mother to fill their stockings with presents
- C. know that Father Christmas is real

[答案]A

30. Father Christmas comes into the house through the _____.

- A. window
- B. back door
- C. chimney

[答案]C

Q

THE HISTORY OF QUALITY CONTROL

Quality control is a series of activities that ensure and improve the quality of products and service.

The term 'quality control' came into common use in the 1950s because of W. Edward Deming. His 'Fourteen Points' have become the bible for quality control specialists. When the post-war world returned to regular manufacturing, Deming said that inspecting product quality after they were made was unacceptable. Instead, he proposed a process known as 'statistical quality control'. It would use closely monitored performance measures to control quality while a product was being made. The goal of statistical quality control was to gather data that would allow for the constant improvement of manufacturing processes. This would in turn improve quality control.

Another important principle of Deming's beliefs was that upper management should be responsible for quality failures. He strongly believed that it was possible for the workers to work hard to produce the highest quality products if they were given the right tools and working environment. In Deming's own words, 'the basic cause of sickness in American industry and the resulting unemployment is a failure of top management to manage.' He believed that strong leadership led to a motivated work force.

If strong leadership is the term for managers in a quality environment, then empowerment is the key concept for workers in Deming's system. Improved education and training are key factors in reaching employees and making them believe that their increased participation in the work process is an essential part of improving quality. Involvement, participation, and teamwork are seen as absolute 'must haves' if a quality workplace is to be created.

The Japanese were the first to use Deming's Fourteen Points, and made great success. As an example, one Japanese factory doubled production in just one year and was expecting to gain an additional 25 percent improvement the following year, with no increase in the amount of working hours. All this happened as a result of simply improving quality. It was in the late 1970s that American manufacturing factories realized that quality control was a significant issue. By that time, Japanese firms such as Honda and Sony were taking over large portions of the American consumer market while it took most American firms until the 1990s to put quality control practices in place.

1. According to W. Edward Deming, what is the best time to control product quality?

- A. Before a product is made.
- B. After a product is made.
- C. During the production process.

[答案]C

2. When there are quality failures, where does W. Edward Deming think the blame lies?

- A.In the workforce.
- B.In the upper management.
- C.In the tools.

[答案]C

3.Which of the following will not help to create a quality workplace?

- A.Working alone.
- B.Group participation.
- C.Training programs.

[答案]A

4.During which period were some Japanese firms winning American consumer markets over American firms?

- A.1990s.
- B.2000s.
- C.1970s.

[答案]C

5.According to the passage,which of the following statements about quality control is NOT correct?

- A.Quality control can lead to great success for a company.
- B.Quality control can be done within one department.
- C.Quality control requires constant improvement.

[答案]B

T

The 2014 Ebola outbreak is the largest in history and the first Ebola outbreak in Test Africa.Although the current epidemic does not cause a significant risk to other nations,many countries,including China and the United States of America,have actually been working closely with the Ebola hit states.For example,the US Centers for Disease Control and Prevention (CDC) is taking precautions at home besides its activities abroad.

CDC' s team of "virus hunters" is supported by specialized public health teams both in West Africa and at the CDC Atlanta headquarters.Together,they offer continuous support to save lives and protect people.CDC works closely with a number of US government agencies,national and international partners.CDC' s experience of working with Ebola is important to the World Health Organization's growing West Africa Ebola response.

On Sept.2,2014,CDC Director,Tom Frieden called for more international partners to join this effort."The sooner the world comes together to help West Africa,the safer we all will be.We know how to stop this outbreak.There is a window of opportunity to do so-the challenge is to scale up the massive response needed to stop this outbreak."

CDC' s response to Ebola is the largest international outbreak response in CDC' s history with over 100 disease specialists on the ground in West Africa,supported by hundreds of public health emergency response experts stateside,activated at Level 1,its highest level,because of the significance of this outbreak.

The CDC supports affected countries to establish Emergency Operations Centers at national and local levels and helps countries track the epidemic including using real-time data to improve real-time response.

Efforts in West Africa to identify those infected and track people who have come into contact with them are improving.The CDC is operating and supporting labs in the region to improve diagnosis and testing samples from people with suspected Ebola from around the world.

Local health care systems are strengthened through communication,coordination with partners and training on infection control for health care workers and safe patient treatment.

26.How could we describe the 2014 Ebola outbreak?

- A.The first one in western countries.

- B.It did not ever threaten West Africa.
C.Not the first but the largest e.

[答案]C

27.The 2014 Ebola outbreak response was _____.

- A.an American stateside activity
B.an international activity
C.a regional activity

[答案]B

28.What does the underlined word “massive” mean in Paragraph 3?

- A.Huge.
B.Quick.
C.Urgent.

[答案]A

29.How many disease specialists from CDC have gone to West Africa for the Ebola response?

- A.Less than 100.
B.A hundred.
C.10re than 100.

[答案]C

30.What action does CDC take to respond to the large Ebola outbreak?

- A.Work closely with governmental,national and international partners.
B.Call for more partners to join this effort.
C.Establish Emergency Operations Centers.

[答案]A

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portions of the American consumer market while it took most American firms until the 1990s to put quality control practices in place.

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2. When there are quality failures, where does W. Edward Deming think the blame lies?

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- C. In the tools.

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3. Which of the following will not help to create a quality workplace?

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- B. Quality control can be done within one department.
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[答案]B

The International Food Safety Authorities Network (INFOSAN)

With the rapid globalization of food production and trade, international issues related to food safety are likely to increase. Food safety authorities all over the world have realized that food safety problems should be carried out at both national and international levels. There is a pressing need for exchanging routine information on food safety issues, and sharing experiences and information quickly when a food safety related event takes place.

INFOSAN is a joint program between the World Health Organization (WHO) and the Food and Agriculture Organization of the United Nations (FAO). This global network includes 181 Member States. Each has a designated INFOSAN Emergency Contact Point which manages communication between national food safety authorities.

The network aims to:

Promote the rapid exchange of information during food safety related events;

Share information on important food safety related issues of global interest;

Promote partnership and cooperation between countries;

Help countries strengthen their capacity to manage food safety risks.

As part of its routine activities, the INFOSAN Secretariat publishes reports in six languages and provides members with summaries and guidance on relevant food safety issues.

INFOSAN helps exchange food safety information and experience among its members. It is also a useful resource for other public health organizations which recognize INFOSAN as an organization through which findings of investigations and strategies for improving food safety may be shared.

INFOSAN monitors possible international food safety related events in close cooperation with the WHO Alert and Response Operations program. INFOSAN can work with other international organizations to provide assistance to the countries or regions with emerging food safety events of possible international concern.

1. The need for regular exchange of information on food safety issues is _____ when a food safety related event emerges

- A. unnecessary
- B. urgent
- C. unimportant

[答案]B

2. It is _____ that international issues related to food safety will increase.

- A. unlikely
- B. impossible
- C. probable

[答案]C

3. The Food and Agriculture Organization of the United Nations (FAO) carries out the food safety problem _____.

- A. with WHO
- B. alone
- C. successfully

[答案]A

4. INFOSAN is responsible for the following EXCEPT _____.

- A. promoting information exchange
- B. helping countries manage food safety risks
- C. promoting trade between countries

[答案]C

5. _____ has a designated INFOSAN Emergency Contact Point for communication between national food safety authorities.

- A. Every member state of INFOSAN
- B. Every member state of FAO
- C. Every member state of WHO

[答案]A

The road system in Beijing's central business district (CBD) is being re-designed to make public transportation easy and improve efficiency.

Plans for 45 roads within the CBD have been approved, measuring 41.5 kilometers in total. In addition to public buses, free or low price shuttle buses from residence areas to subway stations will also be provided for commuters.

This is just over four times the number of roads opened in 2007, and will add another 15.5 km to the existing road network.

Besides roads, an underground traffic system has also been operating, which includes four new subway lines beneath the CBD.

The underground connection system is made up of two levels. The first underground floor is set aside mainly for pedestrians and commercial facilities, while the second underground floor is planned for parking.

The city has also invested 140 million yuan to set up a traffic inquiry system,through which the public can check traffic conditions online and see the most convenient routes on their GPS system.In the future,the CBD will be fully covered by an intelligent traffic control system.

1.The road system in Beijing's downtown area is being to make public transportation easy and improve efficiency.

- A.built
- B.designed again
- C.constructed

[答案]B

2.An underground system including new subway lines beneath the CBD has been operating.

- A.2
- B.3
- C.4

[答案]C

3.The underground connection system consists of _____ level(s).

- A.one
- B.two
- C.three

[答案]B

4.CBD stands for_____.

- A.Central Business District
- B.Convention on Biological Diversity
- C.Chemistry and Biomedical Engineering

[答案]A

5.Beijing has set up _____ for people to check traffic conditions.

- A.traffic lights
- B.underground floor
- C.a traffic inquiry system

[答案]C

There are three kinds of goals: short-term,medium-range and long-term goals.Short-term goals are those that usually deal with current activities,which we can apply on a daily basis.Such goals can be achieved in a week or less,or two weeks,or possibly months.It should be remembered that just as a building is no stronger than its foundation,our long-term goals can not amount to very much without the achievement of solid short-term goals.Upon completing our short-term goals,we should date the occasion and then add new short-term goals that will build on those that have been completed.

The intermediate goals build on the foundation of the short-term goals.They might deal with just one term of school or the entire school year,or they could even extend for several years.Anytime you move a step at a time,you should never allow yourself to become discouraged or overwhelmed.As you complete each step,you will enforce the belief in your ability to grow and succeed.And as your list of completion dates grows,your motivation and desire will increase.Long-term goals maybe related to our dreams of the future.They might cover five years or more.Life is not a static thing.We should never allow along-term goal to limit us or our course of action.

21.Short-term goals are the ones that _____.

- A.motivate you over the long haul
- B.might be measured for many years
- C.keep you engaged on a daily basis

[答案]C

22.The medium-range goals are built upon_____.

- A.belief and success

- B.the motivation and desire
- C.the completion of the short-term goals

[答案]C

23.Once we set ourselves long-term goals,_____.

- A.we should stick to them until we complete them
- B.we may change our goals as we have new ideas and opportunities
- C.we had better wait for the exciting news of success

[答案]B

24.What does the word“static”mean in the last paragraph?

- A.moving
- B.developing
- C.not moving

[答案]C

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

- A.Anytime you move a step at a time,you may become discouraged.
- B.Short-term goals all help in achieving your long-term goals.
- C.Life is a static thing,thus never allowing along-term goal to limit us.

[答案]B

To minimize traffic jams in the city center and on major roads out of Sydney,the City's highway department will not agree to road closures scheduled for weekdays or Saturdays.On minor roads outside the city center,weekdays and Saturdays may be considered.You must apply for approval to do roadwork and other road-related activities,tree cutting and use of very large construction machinery,ladders etc.Please note that approval is needed if you plan to block the road or footpath.

Applications to have a road closed to traffic must be completed and sent to the Department's Traffic Calming Committee at least a month before the scheduled date.

Roads can be closed partially or fully,depending on your requirements.Partial road closures are only allowed in light traffic areas where there will be at least 1 lane for traffic with extra traffic control measures to make sure 2-way traffic can continue to run for the duration of the work.Any change of traffic flow will require the proposal to be treated as a full road closure.For further information about a partial road closure,please refer to Contacts.

If you are organizing a parade,march or other type of street-based event,approval is also required and we recommend you choose one of our 4 preferred routes.Choosing an existing route reduces the amount of planning you will need to do.

21.As a rule,Sydney's highway department will agree to road closures in the city centre scheduled for_____.

- A.weekdays
- B.Saturdays
- C.Sundays

[答案]C

22.If you want a road closed to traffic,you must complete your applications and send them to the relevant committee at least _____ before the scheduled date.

- A.a week
- B.30 days
- C.two months

[答案]B

23.Partial or full road closures are decided by_____.

- A.the requirements from applicants
- B.the traffic flow

C.the road conditions

[答案]A

24.Which is NOT the condition for partial road closures according to the passage?

A.In light traffic areas.

B.On work days.

C.There will be at least 1 lane for traffic during the work.

[答案]B

25.Which is the best title of this passage?

A.Road Closure Procedures in Sydney.

B.Road Conditions in Sydney.

C.Road Management in Sydney.

[答案]A

W

Without good budget management,you are likely to overspend on marketing accidentally.Here are three steps that help to make a good marketing budget.

Step 1:Organize financial information

The first step is to be clear of your current financial situation.You need to know how much money your company makes monthly and the changes that might arise in the future.Although income flows change throughout the year,you must organize the information based on reliable revenue-the minimum amount of money your company makes each month.

A realistic budget plan will always focus on the income that exceeds the expenses,not the total revenue that comes in.When you have determined the amount of disposable income available for the company,you should determine where the money will go.

Step 2:Determine where you want to spend marketing funds

After you know the total amount available to spend on marketing,the next step is how you plan to spend that money.Three main factors decide how you spend marketing funds:the budget amount,your past experiences,and where you can reach the right audience.

You will start organizing how to spend the funds based on the amount.Besides,you need to consider the strategies that have worked in the past.Also,you need consider which marketing channels will allow you to reach the right audience.

Step 3:Assess data and make appropriate changes

The final step in building a good marketing budget is the analysis of the plan and any changes that may improve revenue.Ultimately,marketing is designed to bring in extra revenue.If the activity does not bring in any additional revenue over its cost,then it is better to change strategy and try something else.

Assessing the data is a vital part of creating an effective marketing strategy.Evaluation begins with comparing past performance to the performance after marketing the product or services.

However,a good budget alone is not enough.You have to take action and remain committed to following through your plan.By keeping the budget in mind when you make decisions,you will have the opportunity to work out different strategies to find the best solutions for your business goals and prevent overspending on marketing.

21.The budget plan should be based on the company's reliable_____.

A.expense

B.income

C.cost

[答案]B

22.The underlined“disposable income”in Paragraph 3 means_____.

A.total income

B.previous income

C.net income

[答案]C

23.You have to be clear of_____when organizing financial information.

A.the income and expenses

B.the marketing fund

C.the budget management

[答案]A

24.The three main factors that decide how you spend marketing funds are_____.

A.the money you have earned,the actual expenses and the money you will expend

B.the budget amount,your past experiences and where you can reach the right audience

C.the assets you have,the product and the income

[答案]B

25.Keeping the budget in mind when making marketing decisions will avoid_____.

A.using less than you earn

B.using money unnecessarily

C.using more than you earn

[答案]C

The International Food Safety Authorities Network (INFOSAN)

With the rapid globalization of food production and trade,international issues related to food safety are likely to increase.Food safety authorities all over the world have realized that food safety problems should be carried out at both national and international levels.There is a pressing need for exchanging routine information on food safety issues,and sharing experiences and information quickly when a food safety related event takes place.

INFOSAN is a joint program between the World Health Organization (WHO) and the Food and Agriculture Organization of the United Nations (FAO).This global network includes 181 Member States.Each has a designated INFOSAN Emergency Contact Point which manages communication between national food safety authorities.

The network aims to:

Promote the rapid exchange of information during food safety related events;

Share information on important food safety related issues of global interest;

Promote partnership and cooperation between countries;

Help countries strengthen their capacity to manage food safety risks.

As part of its routine activities,the INFOSAN Secretariat publishes reports in six languages and provides members with summaries and guidance on relevant food safety issues.

INFOSAN helps exchange food safety information and experience among its members.It is also a useful resource for other public health organizations which recognize INFOSAN as an organization through which findings of investigations and strategies for improving food safety may be shared.

INFOSAN monitors possible international food safety related events in close cooperation with the WHO Alert and Response Operations program. INFOSAN can work with other international organizations to provide assistance to the countries or regions with emerging food safety events of possible international concern.

1. The need for regular exchange of information on food safety issues is _____ when a food safety related event emerges

- A. unnecessary
- B. urgent
- C. unimportant

[答案]B

2. It is _____ that international issues related to food safety will increase.

- A. unlikely
- B. impossible
- C. probable

[答案]C

3. The Food and Agriculture Organization of the United Nations (FAO) carries out the food safety problem _____.

- A. with WHO
- B. alone
- C. successfully

[答案]A

4. INFOSAN is responsible for the following EXCEPT _____.

- A. promoting information exchange
- B. helping countries manage food safety risks
- C. promoting trade between countries

[答案]C

5. _____ has a designated INFOSAN Emergency Contact Point for communication between national food safety authorities.

- A. Every member state of INFOSAN
- B. Every member state of FAO
- C. Every member state of WHO

[答案]A

U

Uncle Li and Uncle Wang are good friends. They live next to each other and their farms are both at the foot of the mountain. So they can help each other. But neither of them likes to use his head. They're both poor though they work hard. Most villagers have built new houses, but they still live in the low and broken houses. They never find out why.

Once Uncle Li went to town to buy some medicine for his wife. In the town he heard the apples in a city were expensive. He told Uncle Wang about it as soon as he went back. They decided to carry some apples to the city. They borrowed some money from their friends and bought nearly 1,000 kilograms of apples in the villages and carried them to the city on a tractor. Bad luck! A lot of apples have already been carried there when they arrived. A few days later they had to sell them at a low price (价格). They felt unhappy and returned to their village.

"I can't understand why we sustained (蒙受) losses in business while others always profit (盈利)" Uncle Li asked one day.

"The tractor was too small." Uncle Wang said without thinking. "We'll carry more apples on a truck next time!"

"I agree!" said Uncle Li. "How foolish (傻的) we were!"

[选择题]

◆ **The** two farmers *carried* the apples to the city to _____.

- A. make a Journey
- B. make a profit
- C. meet their friends

[答案]B

◆ **The** two farmers *had to sell* their apples at a low price because _____.

- A. theirs weren't as good as the others'
- B. they forgot to carry them on a truck
- C. a lot of apples had been already carried to the city

[答案]C

◆ **Uncle** Li and Uncle Wang *live in the* low and broken houses because _____.

- A. they hope to save money
- B. they're both poor
- C. their farms are at the foot of the mountain

[答案]B

◆ **Uncle** Li and Uncle Wang *were unhappy* because _____.

- A. they had sustained losses in business
- B. they had lost some money in the city
- C. something was wrong with the tractor

[答案]A

◆ **Which** of the following is true?

- A. The two farmers found out why they were poor.
- B. The two farmers will soon get rich.
- C. Neither of the farmers is clever.

[答案]C

第四大题 阅读理解判断题

A

A question that often troubles food companies is how to control problems like rats and insects without harming the food. Pest control experts say poisons should never be used where they may enter food. They say the first line of defense against pests is to clean the places where the food is handled or stored.

Floors, food preparation surfaces and tools can be disinfected with chemicals like chlorine, iodine or bromine. Food containers should be stored about half a meter off the ground and about half a meter away from any walls. Storage areas should be kept dry and clean.

Containers for raw materials such as rice, wheat, etc. should be kept closed and clean. Any foodstuff split during delivery or handling should be cleared up both inside and outside the building. Pests enter a building from the outside, so pay attention to outer walls. Small stones can be used to cover the ground and block the growth of plants and the grass should be kept short to deny pests a place to live.

Check that doors and windows are completely closed. Also any hole that might allow pests to enter a building should be filled. Rats can enter through a hole the size of a coin. A mouse can pass through a hole half that size.

Supervisors should make a list of pest control measures to be taken by employees. This will aid the efforts and also help prepare for any inspections. In most countries, there is a food and drug administration bureau, or some agency with a similar name, which enforces rules nationwide, responsible for rules about the use of pesticides, etc. However, businesses where food is stored, prepared or sold must also follow state and local health

laws. Most of these governmental departments or bureaus have their websites with information about food safety policies and other issues. People can easily access the information.

26. According to pest control experts, poisons should never be used as they may enter food. [答案]T

27. Food preparation surfaces and tools should be kept clean. [答案]T

28. Outer walls are used to stop pests from entering a building from the outside. [答案]T

29. People can easily access the information about food safety policies from the government departments and bureaus. [答案]F

30. The main idea of the passage is how to prevent plants and grass from growing. [答案]F

A Quality Management System (QMS) should clearly understand customer requirements, and to provide good design, qualified production in an effective and efficient way.

When the Quality Management System fails to fulfill its function and customer requirements are not met, customers might be upset; management and employees both might be unhappy, but its negative influence is not so wide-spread. Unluckily, some Quality Management System failures do make headlines.

Here are three cases of famous quality management failures:

3 MILE ISLAND

The worst nuclear disaster in U.S. history broke out at the 3 Mile Island reactor facility in eastern Pennsylvania in March 1979. Proper controls that should have been developed as part of routine safety procedures were not in place. Then the situation was made worse by human error because of the lack of proper training. The only new nuclear power stations built since that day were the ones already under construction.

FORD PINTO

The Ford Pinto is the most well-known and the worst disaster in the whole U.S. automobile industry in the 1970s. Apparently the entire U.S. auto industry decided to spend the 1970s resting on their laurels after building great cars that sold well during the sixties. Not only were many cars built in the 1970s ugly and poorly designed, they also became very unreliable after 40-50 thousand miles. The Pinto tops the list of QMS failures because of its dangerous design faults and the questionable ethical decisions made by top management.

IPHONE 4

Apple almost lost its dominance in the smartphone market when it became clear that it was difficult to make a call using the much expected iPhone 4. Calls were dropped suddenly and frequently causing wide spread dissatisfaction among loyal customers who had upgraded to the new model early on. Independent tests showed that touching the left side of the case at a certain spot interrupted the signal and dropped the call – not a great feature for a handheld device mainly used to make calls. Meanwhile Apple continued to deny or minimize the problem. As the problem continued to make news headlines, Apple eventually agreed to a “voluntary” recall to correct the problem.

All of the above famous quality management failures could probably have been prevented if the principles of a fully functioning quality management system had been in place.

1. A company should provide well designed products. [答案]T

2. A company should place company's interest at the first place. [答案]F

3. A company should reduce the amount of waste. [答案]T

4. A company should satisfy all employees' requirements. [答案]F

5. A company should produce qualified products. [答案]T

B

BEIJING'S ROADS FOR THE FUTURE

The road system in Beijing's central business district(CBD)is being re-designed to make public transportation easy and improve efficiency.

Plans for 45 roads within the CBD have been approved,measuring 41.5 kilometers in total.In addition to public buses,free or low price shuttle buses from residence areas to subway stations will also be provided for commuters.

This is just over four times the number of roads opened in 2007,and will add another 15.5 km to the existing road network.

Besides roads,an underground traffic system has also been operating,which includes four new subway lines beneath the CBD.

The underground connection system is made up of two levels.The first underground floor is set aside mainly for pedestrians and commercial facilities,while the second underground floor is planned for parking.

The city has also invested 140 million yuan to set up a traffic inquiry system,through which the public can check traffic conditions online and see the most convenient routes on their GPS system.In the future,the CBD will be fully covered by an intelligent traffic control system.

- 1.The road system in Beijing's central business district(CBD)is being designed again.[答案]T
- 2.Commuters can only take public buses from residence areas to subway stations.[答案]F
- 3.The re-designed road will be 15.5 kilometers long.[答案]F
- 4.The underground traffic system has four new subway lines beneath the CBD.[答案]T
- 5.Both levels of the underground connection system are planned for parking.[答案]F

C

Community service is a service or activity which is performed by someone or a group of people for the benefit of the public or public organizations.

While volunteers may provide community service,not everyone taking part in a community service program is a volunteer,because not everyone is doing it through their own choice.Sometimes people are asked to do it by:

- ◆their government,as part of a citizenship requirement instead of military service;
- ◆the courts and other criminal justice punishments;
- ◆their school,to meet the requirements of a class,or to meet the requirements of graduation,or,in the case of parents,required to provide a certain number of hours of service in order for their child to be enrolled in a school or sports team.

There are also people providing community service,but they receive some form of payment in return for their work.

YOUTH COMMUNITY SERVICE

Community service performed by young people,also known as youth service,is intended to strengthen young peoples' senses of civic engagement and community,and to help them achieve their educational,developmental and social goals.

HIGH SCHOOL GRADUATION

Many educational institutions in the United States require students to perform community service hours to graduate from high school. In some high schools in Washington State, for example, students must complete 60 hours of community service to receive a diploma.

CONDITIONS OF PARTICIPATION

Contribution of service is a condition of enrollment in some programs. Most commonly, parents may be required to serve for their child to be enrolled in a school or sports team.

COLLEGES

Though technically not a requirement, many colleges make community service an unofficial requirement for acceptance. However, some colleges prefer work experience over community service, and some require that their students also participate in community service in order to graduate.

[判断题]

- ◆ **The** organizer is the beneficiary of community service. [答案]F
- ◆ **Some** people who take part in community services are not volunteers. [答案]T
- ◆ **Most** of the youth who volunteer in community service are motivated by personal purposes. [答案]F
- ◆ **In** some high schools, students must complete certain hours of community service to receive a diploma. [答案]T
- ◆ **Every** university considers community service is the most important experience for students among other practices, like internship. [答案]F

Community service is a service or activity which is performed by someone or a group of people for the benefit of the public or public organizations.

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5.Every university considers community service is the most important experience for students among other practices,like internship.[答案]F

E

English is spoken as a native language by around 377 million people, and as a second language by around 375 million speakers in the world. Speakers of English as a second language will soon outnumber those who speak it as a first language. Around 750 million people are believed to speak English as a foreign language. English has an official or a special status in 75 countries with a total population of over 2 billion.

The domination of the English language globally is a sure thing. English is the language of international communications, business, tourism, education, science, computer technology, media and the Internet.

British colonialism in the 19th century and American capitalism and technological progress in the 20th century were undoubtedly the main causes for the spread of English throughout the world. From the fifteenth century, the British began to sail all over the world and became explorers, colonists and imperialists. They took the English language to many places. For the last hundred years, the USA has played a leading role in most parts of the world. The Hollywood film industry also attracted many foreign artists in quest of fame and fortune and the number of American films produced every year soon flooded the market.

However, the future of English as a global language will depend very largely on the political, economic, demographic and cultural trends in the world.

[判断题]

◆**English will** maintain its dominance because of its language advantage.

[答案]F

◆**The first** paragraph shows that English has the largest population of native speakers in the world.

[答案]F

◆**English is** the most widely used language in the world according to the second paragraph.

[答案]T

◆**American** explorers sailed all over the world and took English to many places.

[答案]F

◆**The Hollywood** films flooded the market because people in the world love English films.

[答案]F

Emergencies and disasters can occur any time without warning.The more you are prepared for them,the better you will be able to act,reducing panic and confusion when an emergency occurs.

Emergency response plans(ERP s)are intended to provide clear and effective steps for managing an

emergency. An ERP should deal with a variety of issues including evacuation of buildings, communication with local emergency services and the general public, individual roles and responsibilities during an emergency, and supplies and materials that may be needed.

Follow these basic guidelines to develop an effective ERP for your workplace:

Determine when an evacuation would be necessary.

Choose primary and secondary evacuation routes and emergency exits. Make sure they are clearly marked and well lit. Post signs.

Install emergency lighting in case a power cut occurs during an evacuation.

Ensure that evacuation routes and emergency exits are wide enough for people to be evacuated, clear at all times, and unlikely to expose evacuating people to additional hazards.

Coordinate your plan with the local emergency management office.

Choose evacuation wardens who will help others during an evacuation and account for employees.

Establish specific evacuation procedures. This includes a sample ERP to give you a better idea of what your procedures should include.

Establish a system for accounting for evacuated employees.

Hold emergency drills at least once a year to ensure that employees know what to do in an emergency and to test the effectiveness of emergency exit routes and procedures. Keep records of such drills.

Consider the transportation needs of employees.

Post evacuation procedures where employees can read them.

Establish procedures for helping people with disabilities and people who do not speak your local language.

Consider how you could quickly get important personal information about employees in an emergency (for example, contact numbers for their home, next-of-kin, or special medical conditions).

1. The emergency response plan is needed for reducing panic and confusion when an emergency occurs. [答案] T

2. Supply of basic necessities is not included in an ERP. [答案] F

3. According to the passage, the blocked emergency exits can help avoid further hazards. [答案] F

4. The evacuation plan of your workplace should be in line with that of local emergency management office. [答案] T

5. To ensure that employees know what to do in an emergency and to test the effectiveness of emergency exit routes, the emergency drills should be held once half a year. [答案] F

H HOW TO PREPARE AN EMERGENCY RESPONSE PLAN FOR YOUR WORKPLACE

Emergencies and disasters can occur any time without warning. The more you are prepared for them, the better you will be able to act, reducing panic and confusion when an emergency occurs.

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I

I think the most terrible thing in life for my little brother is getting up in the morning.He is almost sick when my mother calls,“Herbert! It’s seven o’clock! Get up!”

Herbert answers,“I’m coming!”and goes right back to sleep.I’m not at all like my brother.I don’t like to go to bed at night but I don’t mind getting up in the morning.I usually wake up before my mother calls me.I jump out of bed and go into the bathroom to take a shower.I get dressed,brush my teeth,comb my hair,and get ready to go

downstairs for breakfast as soon as my mother calls.

But not Herbert. He just sleeps. A military band (军乐队) in our bedroom could not wake him up. I call him and say, "Get up! Mum will be up here to pull you out of bed if you don't get up immediately!"

But he just sleeps. After calling a few more times my mother has to come upstairs and pull Herbert out of bed. It's that way every day with my little brother. Perhaps someday he'll learn to get up on time, but I really don't think so.

[判断题]

◆ **The most** terrible thing in life for my little brother is going to school. [答案]F

◆ **When** mother calls, Herbert doesn't answer and remains in bed. [答案]F

◆ **My** mother often has to pull Herbert out of bed as he refuses to get up. [答案]T

◆ **Sometimes** we have to send for a military band to wake Herbert up. [答案]F

◆ **The writer** thinks someday Herbert will learn to get up on time. [答案]F

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29. Sometimes we have to send for a military band to wake Herbert up. [答案]F

30. The writer thinks someday Herbert will learn to get up on time. [答案]F

N

NOTABLE QUALITY MANAGEMENT FAILURES

A Quality Management System (QMS) should clearly understand customer requirements, and to provide good design, qualified production in an effective and efficient way.

When the Quality Management System fails to fulfill its function and customer requirements are not met, customers might be upset; management and employees both might be unhappy, but its negative influence is not so wide-spread. Unluckily, some Quality Management System failures do make headlines.

Here are three cases of famous quality management failures:

3 MILE ISLAND

The worst nuclear disaster in U.S.history broke out at the 3 Mile Island reactor facility in eastern Pennsylvania in March 1979.Proper controls that should have been developed as part of routine safety procedures were not in place.Then the situation was made worse by human error because of the lack of proper training.The only new nuclear power stations built since that day were the ones already under construction.

FORD PINTO

The Ford Pinto is the most well-known and the worst disaster in the whole U.S.automobile industry in the 1970s.Apparently the entire U.S.auto industry decided to spend the 1970s resting on their laurels after building great cars that sold well during the sixties.Not only were many cars built in the 1970s ugly and poorly designed,they also became very unreliable after 40-50 thousand miles.The Pinto tops the list of QMS failures because of its dangerous design faults and the questionable ethical decisions made by top management.

IPHONE 4

Apple almost lost its dominance in the smartphone market when it became clear that it was difficult to make a call using the much expected iPhone 4.Calls were dropped suddenly and frequently causing wide spread dissatisfaction among loyal customers who had upgraded to the new model early on.Independent tests showed that touching the left side of the case at a certain spot interrupted the signal and dropped the call – not a great feature for a handheld device mainly used to make calls.Meanwhile Apple continued to deny or minimize the problem.As the problem continued to make news headlines,Apple eventually agreed to a “voluntary” recall to correct the problem.

All of the above famous quality management failures could probably have been prevented if the principles of a fully functioning quality management system had been in place.

- 1.A company should provide well designed products.[答案]T
- 2.A company should place company's interest at the first place.[答案]F
- 3.A company should reduce the amount of waste.[答案]T
- 4.A company should satisfy all employees' requirements.[答案]F
- 5.A company should produce qualified products.[答案]T

R

Reading for pleasure is the easiest way to become a better reader in English. It is also the most important way.

Some students say they don't want to read for pleasure. They say they want to use their time to learn the rules of the language and new words. They say that pleasure reading is too easy.

Many experts(专家)say pleasure reading is very important for learning English. Dr. Stephen Krashen, a famous expert on learning languages, says that pleasure reading helps you learn many important things about English. Students learn more grammar and more words when they read for pleasure. They also learn more about good writing.

Dr. Krashen tells us that pleasure reading helps each student in a different way. Each student needs to learn something different. Pleasure reading makes it possible for each student to learn what he or she needs.

Reading for pleasure is not the same as studying. When you read for pleasure, you choose your own books, and you don't have to remember everything. There are no tests on your pleasure reading books. Pleasure reading will help you:

- learn how English speakers use English;
- read faster in English;

- find examples of good writing in English;
- learn new words;
- learn about the cultures of English speakers.

[判断题]

◆ **Pleasure** reading is important for learning English.

[答案]T

◆ **Studying** is the easier way to become a better reader.

[答案]F

◆ **Some** students think of pleasure reading not easy.

[答案]F

◆ **Do** pleasure reading can not help us become better readers.

[答案]F

◆ **We** can learn what we need is the greatest advantage of pleasure reading.

[答案]T

ROAD CLOSURE PROCEDURES IN SYDNEY

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Roads can be closed partially or fully, depending on your requirements. Partial road closures are only allowed in light traffic areas where there will be at least 1 lane for traffic with extra traffic control measures to make sure 2-way traffic can continue to run for the duration of the work. Any change of traffic flow will require the proposal to be treated as a full road closure. For further information about a partial road closure, please refer to Contacts.

If you are organizing a parade, march or other type of street-based event, approval is also required and we recommend you choose one of our 4 preferred routes. Choosing an existing route reduces the amount of planning you will need to do.

1. Closures scheduled for Sundays on minor roads outside the city center may be considered. [答案]F
2. You need to get approval if you plan to block the road or footpath. [答案]T
3. Roads can only be closed partially. [答案]F
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S SAVE MONEY BY UNDERSTANDING WHY YOU SPEND IT

To save money,you simply need to spend less than you earn.It is easy to say,but why is it so difficult to do? To answer this question,you need to study the factors that keep you spending all the time.

EASY ACCESS TO CREDIT

For most people,this is the biggest reason for overspending.People can easily get a credit card, simply by filling out a short form in a bank or jumping on their website.They can borrow money from banks to go shopping,even buy cars or houses.When you aren't physically handing someone money or a check for a purchase,you will feel you are spending free money or you aren't spending money at all.Try using cash to get your spending under control.

MISUSING CREDIT CARDS

A credit card is an interest free short-term loan.When used as planned,this can be a powerful financial tool.The problem is when you begin to let the balance continue from month to month.If you make a \$200 purchase on your credit card and find out that at the end of the month you can't afford to repay the full amount,this is when the high interest rates on the cards really begin to hurt you.That is no way of saving money.

GIVING IN TO TEMPTATION

We all need to enjoy life,but don't waste your financial future for a few guilty pleasures today if they aren't in your budget.When you know that you can't afford an activity,don't give in.Instead,invite your friends over for a home dinner party,game night,or some other activities where you can still enjoy time together,but without breaking your budget.

SPENDING TO FEEL GOOD

Everyone enjoys getting something new-buying yourself something feels good.There is absolutely nothing wrong with this,as long as you don't go overboard.You'll feel good about your purchase whether you make it with cash or by credit card,but you'll feel even better when you don't have to spend the next two years trying to pay it off with 20% interest.

- 1.You have to pay for the credit card loans by the end of each month.[答案]T
- 2.Using a credit card to pay is spending free money.[答案]F
- 3.It's easy to get a credit card but hard to make ends meet.[答案]T
- 4.If you suffer from a deficit this month,you simply have to pay it off by the original amount in the future.[答案]F
- 5.Spending to feel good means keeping your spending within the budget.[答案]T

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[判断题]

◆ **Always** pay attention to your budget while spending.

[答案] T

◆ **For** most people, easy access to credit is the biggest reason for overspending.

[答案] T

◆ **Using** a credit card to pay is spending free money.

[答案] F

◆ **Using** credit card is an effective way to get your spending under control.

[答案] F

◆ **You** have to pay for the credit card loans by the end of each month.

[答案] T

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THE INTERNATIONAL FOOD SAFETY AUTHORITIES NETWORK (INFOSAN)

With the rapid globalization of food production and trade, international issues related to food safety are likely to increase. Food safety authorities all over the world have realized that food safety problems should be carried out at both national and international levels. There is a pressing need for exchanging routine information on food safety issues, and sharing experiences and information quickly when a food safety related event takes place.

INFOSAN is a joint program between the World Health Organization (WHO) and the Food and Agriculture Organization of the United Nations (FAO). This global network includes 181 Member States. Each has a designated INFOSAN Emergency Contact Point which manages communication between national food safety authorities.

The network aims to:

Promote the rapid exchange of information during food safety related events;

Share information on important food safety related issues of global interest;

Promote partnership and cooperation between countries;

Help countries strengthen their capacity to manage food safety risks.

As part of its routine activities, the INFOSAN Secretariat publishes reports in six languages and provides members with summaries and guidance on relevant food safety issues.

INFOSAN helps exchange food safety information and experience among its members. It is also a useful resource for other public health organizations which recognize INFOSAN as an organization through which findings of investigations and strategies for improving food safety may be shared.

INFOSAN monitors possible international food safety related events in close cooperation with the WHO Alert and Response Operations program. INFOSAN can work with other international organizations to provide assistance to the countries or regions with emerging food safety events of possible international concern.

- 1.It is probable that there will be more and more safety related issues worldwide.[答案]T
- 2.Food safety authorities in each country believe that food safety problems should be solved within their country.[答案]F
- 3.The major duty of the INFOSAN Emergency Contact Point in each FAO member state is to manage communication between national food safety authorities.[答案]T
- 4.Public health organizations can get findings of investigations and strategies for food safety improvement from INFOSAN.[答案]T
- 5.INFOSAN monitors possible international events concerning food safety independently.[答案]F

The road system in Beijing's central business district(CBD)is being re-designed to make public transportation easy and improve efficiency.

Plans for 45 roads within the CBD have been approved,measuring 41.5 kilometers in total.In addition to public buses,free or low price shuttle buses from residence areas to subway stations will also be provided for commuters.

This is just over four times the number of roads opened in 2007,and will add another 15.5km to the existing road network.

Besides roads,an underground traffic system has also been operating,which includes four new subway lines beneath the CBD.

The underground connection system is made up of two levels.The first underground floor is set aside mainly for pedestrians and commercial facilities,while the second underground floor is planned for parking.

The city has also invested 140 million yuan to setup a traffic inquiry system,through which the public can check traffic conditions online and see the most convenient routes on their GPS system.In the future,the CBD will be fully covered by an intelligent traffic control system.

26.The road system in Beijing's central business district(CBD) is being designed again.[答案]T

27.Commuters can only take public buses from residence areas to subway stations.[答案]F

28.The re-designed road will be 15.5 kilometers long.[答案]F

29.The underground traffic system has four new subway lines beneath the CBD.[答案]T

30.Both levels of the underground connection system are planned for parking.[答案]F

The “war for talent” reads like headlines from many years ago,but it has never gone away,says Eleanor Nickerson,director of UK operations for Top Employers.Many companies they have researched are short of talents.Though the companies may receive many applications,they cannot find the people they want.

Top Employers' research shows that offering good career chances is the key to attracting and keeping the talent.Smart employees know their own value and will want to know what their employers can offer them after 5 or 10 years' career development.So,keeping staff is the biggest challenge employers face in the long run.

Yet not every employee feels that they can better their career chances.Some are still nervous about losing their jobs,despite a recent fall in unemployment,says the Trades Union Congress (TUC).TUC points out that some four-fifths of new jobs created have been in part of the economy where average pay rates are less than an hour since the recession began.Many of these jobs are on temporary or zero hours contracts.

A report from the Office for National Statistics published in February showed that real wages have been falling consistently since 2010. It's the longest period since at least 1964. "We're still in the hardest living standards squeeze for over a century and those who are already working have had years of real-terms pay cuts," says TUC spokesperson Liz Chinchin. "Understanding the pressures that staff face is a good starting point for any employer. If employers want to show concern for their staff, they should be paying them well and understand that zero hours contracts bring insecurity and extreme money worries."

26. Many companies are not short of talents any more. [答案]F

27. Providing employees with good career chances is the key to attracting and keeping the talent. [答案]T

28. Smart employees don't care about what companies can offer them after 5 or 10 years' career development. [答案]F

29. Most of the new jobs are paid more than an hour. [答案]F

30. Payments have been decreasing consistently since 2010. [答案]T

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Top Employers' research shows that offering good career chances is the key to attracting and keeping the talent. Smart employees know their own value and will want to know what their employers can offer them after 5 or 10 years' career development. So, keeping staff is the biggest challenge employers face in the long run.

Yet not every employee feels that they can better their career chances. Some are still nervous about losing their jobs, despite a recent fall in unemployment, says the Trades Union Congress (TUC). TUC points out that some four-fifths of new jobs created have been in part of the economy where average pay rates are less than an hour since the recession began. Many of these jobs are on temporary or zero hours contracts.

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1. According to research by Top Employers, many corporations have enough talents for their development. [答案]F

2. The data shows the key to attracting talents is to offer high salary. [答案]F

3. The biggest challenge for employers to is keeping staff in the long run. [答案]T

4. Not all employees believe that they can get a better offer. [答案]T

5. The wages have been rising consistently since 2010. [答案]F

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W

We live in an age full of opportunities: If you are smart enough, and have got ambition and keep pushing forward, you can rise to the top of your chosen profession, no matter where you started out.

But with opportunity comes responsibility. Companies today aren't managing their employees' careers. Professional workers must be their own chief executive officers (CEO). It's up to you to strive for your place, to keep yourself engaged and productive during a working life that may last around 50 years. To do those things well, you'll need to have a deep understanding of yourself—not only what your strengths and weaknesses are, but also how you learn, how you work with others, what your values are, and where you can make the greatest contribution. Because only when you operate from strength can you achieve true excellence.

History's great achievers—Napoléon, da Vinci, and Mozart—have always managed themselves. But they are so unusual both in their talents and their accomplishments as to be considered rare exceptions. Now, most of us, even those of us with modest talents, will have to learn to manage ourselves. We will have to learn to develop ourselves. We will have to place ourselves where we can make the greatest contribution. And we will have to stay mentally alert and engaged during a 50-year working life, which means knowing how and when to change the work we do.

26. Companies today are responsible for employee's career. [答案]F
27. It is the CEO who decides your place. [答案]F
28. You need to understand your company well so that you can do things well. [答案]F
29. Understanding yourself means knowing well about your strengths, weaknesses, your values, how you learn, how you do with others and so on. [答案]T
30. Ordinary people cannot manage themselves well. [答案]F

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第五大题 写作题库

[试题]以秘书王丽的名义，给 George williams 写一份电话留言(80-100)词

来电时间 :7 月 5 日上午 10:00

出访时间 :7 月 10 日，星期一

航班号: CZ1732

起飞/到达时间: 10:40/11:50

主要内容:Mr.Johnson 将于下周到 George williams 的办公室洽谈新产品的开发项目，
请询问对方时间是否合适，如果时间不合适，请 George Wiliams 回电话。

TELEPHONE MESSAGE

FROM: TO:

DATE: TIME:

MESSAGE

标准答案:

TELEPHONE MESSAGE

FROM: WANG LI (Secretary)

TO: George Williams

MESSAGE

Mr. Johnson called at 10:00 on Jul.5. Expecting to come on Flight No. CZ1732 departing at 10:40 and reaching at 11:50 on Jul.10, Monday. Hoping to discuss about developing new products at your office.

If that proposed time is not fine, please call him.

[试题] 请以马冬的身份，用英文介绍下自己一天的工作日程安排(80-100 词)

MaDong's Timetable from Monday to Friday

| Time | Activity |
|----------------|---------------------------------|
| 6 : 30 | get up |
| 7 : 00 | have breakfast |
| 7 : 30 | take Subway line 2 |
| 9 : 00~12: 00 | check the production line |
| 12 : 00 | have lunch |
| 14: 00~17 : 30 | repair and maintenance machines |
| 18: 00 | go home |
| 19 : 30 | have supper |
| 20: 00~22 : 00 | watch TV, do some reading |
| 22 : 00 | go to bed |

标准答案:

I'm Mang Dong. I often get up at 6:30 and have my breakfast at 7:00. At 7:30 I take Subway line 2 to go to work. At factory, I focus on checking the production line from 9:00 to 12:00. At 12:00, it is lunch time. In the afternoon from 14:00 to 17:30, I set about repairing and maintenance machines. At 18:00 I am ready to go home and have supper at 19:30. From 20:00 to 22:00 in the evening, I watch TV and do some reading, then I go to bed. That is what my routine day is like.

[试题] 请根据以下内容写一篇英语招聘广告(80-100)词。

KM 公司因发展需要，欲招聘人事经理 1 名。

公司介绍: 在线销售企业

职业描述: 负责公司的员工招聘(recruitment)、员工发展等工作

任职条件: (1) 40 岁以下，身体健康

(2) 大学学历，英语口语好

(3) 五年以上大型企业人力资源工作经验

(4)注重团队合作

有意者, 请于 3 月 1 日前将个人简历(CV)发到邮箱 KM123456@gmail.com.

标准答案:

Vacancy: Human Resources Department Manager

Due to expanding business, We KM are willing to employ one manager in charge of human resources department with the following terms.

Responsibility: responsible for recruitment and development of the staff. Above 40 years of age and in good health. Bachelor degree and good spoken English. More than 5 years of working experience in human resources at high-profile companies. Teamwork-oriented.

Should any potential candidate be interested, please send your CV to KM123456@gmail.com prior to Mar. 1st.

[试题] 请根据以下信息对投诉信进行回复(90-100 词)

投诉者 : Peter Smith

回复者 : Xiao Feng, Manager

投诉原因: 2022 年 2 月 10 日在线上商城(online shop)购买的无线耳机(Bluetooth headset)----

调查结果: 确有质量问题, 新供应商(supplier)提供的产品不合标准

解决方案: 更换或全额退款(full refund), 并提供一张打折卡

标准答案:

Dear Peter Smith,

Thank you for your letter of Feb.10, 2022 concerning the Bluetooth headset you purchased from us from online shop.

First of all, we are extremely sorry for that unfortunate incident. Upon receiving your complaint, we immediately did careful investigation. After checking with technical staff and our supplier, we got to know, sadly, that the supplier is a new one. We were informed that the Bluetooth headset is not what you asked for in terms of such functions as taking pictures and messages. As we found out, it is mainly due to a small part which was incorrectly installed. However, it is not a major defect but an inappropriate assembling.

So we hereby promise to offer two options of solutions. You can either have a brand-new one with perfect function or have a full refund. What is more, on either case, we will provide you with a discounting card.

Again, we are really sorry for what had happened and the inconvenience you may have experienced and will, upon confirmation of your final choice, do what we can to solve the problem as soon as possible.

Yours Sincerely,

Xiao Feng

[试题] 根据要求写一篇 80 词左右的作文。

Write a letter on a suggestion regarding opening a new theme park in the city to the board of directors, based on the following reasons:

- (1) Doing market research since August (online questionnaires and more than 200 respondents);
- (2) The city has a good location with a large population;
- (3) Our competitors plan to expand their business;
- (4) Needing to find out enough funds available.

Dear Board of Directors,

Yours Faithfully
James Wang

参考范文:

Dear Board of Directors,

I would like to make a suggestion regarding opening a new theme park in our city next year.

Since August, 2018, I have been conducting marketing research based on online questionnaires with more than 200 respondents participating. There is a large demand for a new theme park as our city has a good location with a large population.

Besides, I have heard that our competitors plan to expand their business here. If we don't grasp this opportunity, they will.

The most important thing for us to do now is to find out whether we have enough funds available. Therefore, we need a budget report from the Financial Department.

I am looking forward to your further consideration.

Yours Faithfully
James Wang

[试题] Write a reply to a complaint letter according to the information given below.

投诉者: George Smith

回复者: Peter Bruce, Manager

投诉原因: 2018 10 日在网上购买的 Note 10 手机(Note 10 mobile phone)有质量问题,不能拍照(take pictures),不能收发信息(receive or send messages)

调查结果: 确实有质量问题

解决方案: 退货(refund)或换部新手机(exchange)

参考范文:

Dear George Smith,

Thank you for your letter of May 10, 2018 concerning about the problem that occurred with the mobile phone.

We wish to express our deepest regret over the unfortunate incident. I appreciate your sincerity and agree that Note 10 mobile phone is imperfect in terms of taking pictures or sending messages. Please accept my sincere apologies.

After checking with our assembly staff in the workshop, it is clear that a small part of the mobile phone was not installed correctly. I can assure you that this oversight will never happen again. We have shipped the replacement of the new Note 10 mobile phone and we believe this will be up to the standards you have come to expect from our company.

[试题] 以李明的身份,根据下表内容,写一篇英文作文介绍自己的日程表。

Write a short passage according to the information of the following timetable.

Li Ming's Timetable from Monday to Friday
(No.3 Middle School)

| Time | Activity |
|-----------------|--|
| 6 : 30 | get up |
| 7 : 00 | have breakfast |
| 7 : 30 | go to school |
| 8 : 30~12: 05 | have 4 classes |
| 12 : 05 | have lunch at school |
| 14: 00~15 : 40 | have 2 classes |
| 15: 40~16 : 40 | play basketball / football |
| 16 : 40 | go home |
| 18: 00 | have supper |
| 18 : 30~22 : 00 | do homework, watch TV, do some reading |

参考范文:

This is my timetable.I study at No.3 Middle School from Monday to Friday.I get up at 6: 30 a.m.I have breakfast at 7: 00 and then I go to school.I don't like to be late.Our classes begin at 8: 30 a.m.We have four classes in the morning.I often have lunch at school with my classmates.

In the afternoon, we have two classes.Classes are over at 3: 40, and I get home at 4: 00.But sometimes I don't leave school so early because I play basketball in the playground.Then I go home at 5: 00.I have supper at about 6: 00.After supper I do my homework.I often watch TV, but sometimes I like to do some reading and the story books are very interesting.I usually go to bed at about 10: 00 p.m.

[**试题**]以秘书李芳的名义,给 *John Smith* 写一份电话留言。

来电时间: 7月3日上午10: 00

出访时间: 7月8日,星期三

航班号: **CZ3890**

起飞/到达时间: 8: 55/11: 25

访问意图: **Mr Patrick** 将于下周到 *John Smith* 的办公室洽谈一项新的技术开发项目并询问对方时间是否合适, 如果时间不合适, 请 *John Smith* 回电话。

参考范文

A Telephone Message

To: John Smith

Time: 10: 00 a.m., July 3

Message: **Mr Patrick** of AAA Company is scheduled to visit your office on **July 8, Wednesday**.His Flight **CZ3890** takes off from Shanghai at **8: 55 a.m.**and arrives in Shenzhen at **11: 25**.He is expecting to discuss with you about the technical cooperation on a new project.Ring back to check whether the time is suitable.

From: Li fang

[**试题**]以秘书张强的名义,给 *Sam Smith* 写一份电话留言。

来电时间: 4月6日下午3: 00

出访时间: 4月11日,星期二

航班号: **CZ3590**

起飞 / 到达时间: 7:55/10:25

访问意图: **Mr James** 将于下周到 *Sam Smith* 的办公室洽谈一项新的技术开发项目并询问对方时间是否合适,如果时间不合适,请 *Sam Smith* 回电话。

参考范文:

A Telephone Message

To: Sam Smith

Time: 3: 00 p.m., April 6

Message: **Mr James** of AAA Company is scheduled to visit your office on **April 11, Tuesday**.His Flight **CZ3590** takes off from Shanghai at **7: 55 a.m.**and arrives in Shenzhen at **10: 25**.He is expecting to discuss with you about the technical cooperation on a new project.Ring back to check whether the time is suitable.

From: Li Qiang

[**试题**]以秘书张强的名义,给 *Sam Ford* 写一份电话留言。

来电时间: 1月6日下午3: 00

出访时间: 1月11日,星期二

航班号: **CZ7390**

起飞 / 到达时间: **9:55/11:25**

访问意图: **Mr James** 将于下周到 **Sam Ford** 的办公室洽谈一项新的技术开发项目并询问对方时间是否合适,如果时间不合适,请 **Sam Ford** 回电话。

参考范文

A Telephone Message

To: Sam Ford

Time: 3: 00 p.m., January 6

Message: Mr James of AAA Company is scheduled to visit your office on **January 11, Tuesday**. His Flight **CZ7390** takes off from Shanghai at **9: 55 a.m.** and arrives in Shenzhen at **11: 25**. He is expecting to discuss with you about the technical cooperation on a new project. Ring back to check whether the time is suitable.

From: Zhang Qiang

备注: 考试备用

| | | | |
|----------------|---------------|----------------|----------------|
| 1 月: January | 2 月: February | 3 月: March | 4 月: April |
| 5 月: May | 6 月: June | 7 月: July | 8 月: August |
| 9 月: September | 10 月: October | 11 月: November | 12 月: December |

| | | |
|---------------|--------------|----------------|
| 星期一: Monday | 星期二: Tuesday | 星期三: Wednesday |
| 星期四: Thursday | 星期五: Friday | 星期六: Saturday |
| 星期日: Sunday | | |

上午简写: a.m.

下午简写: p.m.