

国开电大本科 《商务英语 4》

第一大题 交际用语

A01 — **Amy**, do you shop online often?

— _____.

A. No, I don't think so

B. That's a good idea

C. Yes. It's very convenient and the price is often lower than in store

[答案]C

A02 — **Are the** Project Managers *linking up OK*?

— They seem to be, yes. _____.

A. One of them hopes to quit now

B. There's been a good atmosphere at the first management meetings

C. They don't seem to know each other

[答案]B

A03 — **Are the** Project Managers *sharing information and contacts and so on*?

— _____.

A. Yes, there's really nothing to worry about

B. Yes, they hesitate to do it

C. No, they are doing very well

[答案]A

A04 — **Are there** any disadvantages to shopping online?

— _____. But I think this problem will be solved soon.

A. It makes life easy

B. It takes some time for the stuff you buy online to arrive

C. The stuff you buy online arrives quickly.

[答案]B

A05 — **Aunt** Cindy, do you shop online often?

— _____.

A. No, I don't think so.

B. That's a good idea.

C. Yes. It's very convenient and the price is often lower than in store.

[答案]C

A05 — **Aunt** Cindy, do you shop online often?

— _____.

A. No, I don't think so.

B. That's a good idea.

C. Yes. It's very convenient.

[答案]C

B01 — _____, **but I** still have the feeling that it's not safe enough.

— I couldn't agree more. That's why I only do street shopping.

A. Paying online is much unsafe than before

B. Paying online is less safer than before

C. Paying online is much safer than before

[答案]C

B02 —**Betty**,we'll have a buffet party next Saturday.Will you join us?

—_____,Susan.Thank you!

- A.I'd love to
- B.I'm afraid not
- C.By no means

[答案]A

B03 —**But then** we'll have to accept a Board of Directors chosen by our stockholders.Wouldn't that limit us in many ways?

—Certainly.But if you consider the massive capital investment that we'll receive,you'll understand that this could take our company_____.

- A.from being a big firm to being one of the medium-tier players
- B.from being a medium-tier firm to being one of the big players
- C.from being a medium-tier firm to being one of the small players

[答案]B

C01 —**Can** you tell us why you think this makes good business sense to you?

—We've been doing quite well on our own and we could probably survive like this for quite a few more years to come,but if we really want to take it to the next level,_____.

- A.the board of directors needn't take the present economic situation into consideration
- B.it's not necessary for us to develop the company any more
- C.we are going to have to consider finding more investors

[答案]C

C02 —**Could** you be so kind as to turn down that rock n roll?I'm preparing for tomorrow's meeting report.

—_____.

- A.It's none of your business
- B.No,I don't think so
- C.Sure.Sorry to disturb you

[答案]C

D01 —**Did** you get your financial records into shape for your audit next month?

—_____.Keeping a strict account of all our incoming and outgoing is not an easy task.

- A.It seems our records are always a little incomplete
- B.It's a piece of cake
- C.I'm still working on ironing out a few problems

[答案]C

H01 —**Have** you ever tried shopping online?

—No,never._____,especially for clothes and shoes.

- A.I prefer to actually see and touch what I'm buying before I pay for it
- B.I prefer not to actually see and touch what I'm buying before I pay for it
- C.I would rather surf online and I pay for it immediately

[答案]A

H02 —**Hello,is that** Sail Moving Company?—_____?

- A.Yes,this is Jack speaking.Thanks for calling.What can we do for you
- B.Yes,I'm Jack.Thanks for calling.What can we do for you
- C.Yes,speaking.What can I do for you

[答案]A

H03 —**Hello**,*Sir*._____

—I'd like to order a pizza.

A.What do you do?

B.How are you?

C.What can I help?

[答案]C

H04 —**Hello**,*this is* Lucas Bowen.I'd like to order some machines.

—_____.When do you need them?

A.Sorry,I am busy?

B.No problem

C.No,you can do it online

[答案]B

H05 —**Henry**,what do you think of the new team?

—_____,I think the team is starting to get along quite nicely.

A.Yes,you're right

B.Not so good

C.Very well on the whole

[答案]C

H06 —**Hey** Kyle,guess what! The boss is sending me to Europe for a marketing seminar next month.

—_____You've been itching to go on a business trip for months.

A.I am sorry to hear that.

B.Great! You must be happy.

C.So what

[答案]B

H07 —**How do** you calculate the fee if we ask you to move the office furniture?

—_____.

A.We can give you a 10% discount

B.Sorry,we are not available these days

C.The cost depends on the floor to move to,the distance between two places and the amount of the furniture to move

[答案]C

H08 —**How is** the weather in autumn?

—_____.

A.I like sunny days.

B.It is always sunny.

C.I hate it.

[答案]B

H09 —**How much** of a problem meeting the budget?

—_____.

A.The product should finance itself

B.Well,it seems that we underestimated the costs

C.You only need a budget increase for the first order

[答案]B

H10 —**How was** your trip to London,Jane?

—_____.

- A.Oh,wonderful indeed
B.By plane and by bus
C.The guide showed me the way

[答案]A

H11 —How *would* you like to go?

—_____.

- A.I'll get in touch with the railroad
B.I'd like to fly to Frankfurt for a stay of two days
C.I expect to depart for Frankfurt on Sunday,September 1st

[答案]B

I01 —_____?

—I *expect* to depart for Frankfurt on Sunday,September 1st,any time after 13:00 pm.

- A.How would you like to go
B.Where shall I make hotel reservation
C.When do you plan to leave

[答案]C

I02 —I *am* going to ask for a pay rise.

—_____.

- A.I don't think you are worth
B.Let me pay for it
C.I think you may talk to your boss

[答案]C

I03 —I *had* a really good weekend at the seaside.

—_____.

- A.Oh,that's very nice of you
B.Oh,I'm glad to hear that
C.It's a pleasure

[答案]B

I04 —I *thought* that if I could get your support first,it might make getting approval easier.

—_____.

- A.We will need another four thousand dollars to cover the cost
B.Well,you've got my support on this
C.You only need a budget increase for the first order

[答案]B

I04 —I *thought* that if I could get your support first,it might make getting approval easier.

—_____.

- A.Well,you've got my support on this.
B.We will need another four thousand dollars to cover the cost.
C.You only need a budget increase for the first order.

[答案]A

I05 —I'd like to have some soft drink.

—_____.

- A.You are welcome.
B.Here you are.
C.No,you can't.

[答案]B

I06 —I'll *also* throw in the discount of 10% on your up front deposit.What do you think about this suggestion?

—_____.

A.OK,I think we've both have done our best for this

B.No,the suggestion is too bad

C.OK,you will benefit more than us

[答案]A

I07 —I'll *be* away on a business trip.Would you mind signing for my express delivery?

—_____.

A.have no time

B.I'd rather not

C.I'd be happy to

[答案]C

I08 —I'm really fed up with Larry!

—_____.

A.I'm sorry to hear that

B.Really

C.Hey,what's up

[答案]C

I09 —Is there a bank near here?

—_____.

A.No,I don't like it.

B.Yes.I saw him this morning.

C.Yes.There is one just down the road.

[答案]C

L01 —Larry is the biggest airhead I've ever met.He always makes careless mistakes,and he's a pain to work with.

—_____.You'll always have some co-workers that are harder to work with than others,you know.

A.I have the same feeling to you

B.You really have it

C.You shouldn't be so negative

[答案]C

L02 —Looking at this,if my calculations are correct,we are about five thousand dollars over budget.

—That's right._____.

A.It will cost about eight percent more than initially projected

B.We will need another four thousand dollars to cover the cost

C.It's going to cost about five thousand more to complete the first order

[答案]C

001 —Okay *then*,so to confirm:a 6% discount but you pay all the shipping and installation costs.

—_____.I'll call you tomorrow.

A.Sorry,it's not clear

B.That sounds all right

C.Sorry,we didn't discuss about that

[答案]B

002 —**Okay, what** is the decision?

- As you know, we have been a privately held, family-owned company for over 120 years, _____.
- A. and I think it definitely has a bright future
 - B. but it may be time to consider some major changes
 - C. but the company faces tough competition

[答案]B

S01 — _____

- Sure, no** problem. First, go see Cindy and tell her where you're going and when.
- A. Can you fill me in?
 - B. Will I use the card for everything?
 - C. Will the company reimburse everything?

[答案]A

S01 — _____?

- Sure, no** problem. First, go see Cindy and tell her where you're going and when.
- A. Will the company reimburse everything
 - B. Will I use the card for everything
 - C. Can you fill me in

[答案]C

S02 —**Some** friends say when they get the article, _____.

- That happens. So close quality control is needed to avoid e-shoppers' fraud.
- A. it's quite different from what they saw on the website advertisement
 - B. it's quite same to what they saw on the website advertisement
 - C. it's easy to lose personal information

[答案]A

T01 —**Thanks** for inviting me, John, but I've already made other plans.

- _____. Maybe another time.
- A. I hope you enjoy it
 - B. That's good
 - C. Oh! I'm sorry to hear that

[答案]C

T02 —**The** client said he had to send a monitor back three times before the problem was solved. Do you have a reason for this?

- _____.
- A. Well, I wonder whether the recent layoffs are affecting the quality of our customer service
 - B. What do you think? But I have no idea?
 - C. That's the client's own problem, I guess

[答案]A

T03 —**They** want to make sure you're paying taxes on the money you make.

- _____.
- A. We're paying alright
 - B. At least, our records for money in are very complete
 - C. That's something you can improve by talking to human resources

[答案]A

W01 — **We've** done very well so far but if we want to see serious growth,_____.

—Yeah...maybe.But I have my doubts

A.it might be time to stick to original business model

B.it might be time not to change company model

C.it might be time to ditch our old business model and go public

[答案]C

W02 — **What does** the customer's complaint say?

—_____.

A.He says he will write us a thank-you letter

B.He says he hasn't gotten back the monitor for repairs

C.He wants to know whether we could give him a discount

[答案]B

W03 — **What is** the distance between the new building and your office?

—_____.

A.It is near to the bus stop

B.It is about 15 kilometers

C.It is very close

[答案]B

Y01 —_____?

—**Yes,business** class.

A.Will you fly business class

B.When do you plan to leave

C.Where shall I make hotel reservation

[答案]A

Y02 —_____

—**Yes,I think** so.

A.Will you fly business class?

B.When do you plan to leave?

C.Where shall I make hotel reservation?

[答案]A

Y03 — **You** mean...like becoming a publicly-traded company?

—That's right._____.

A.It's something we should give serious consideration to

B.It will still be a privately held company

C.It will become a privately held company

[答案]A

第二大题 词汇与结构

A01 **Although** he has sought to find a peaceful_____,he is facing more pressure from his business rivals.

A.solving

B.solve

C.solution

[答案]C

A01 **Although**he has sought to find a peaceful_____,he is facing more pressure from his business rivals.

- A.solute
- B.solve
- C.solution

[答案]C

A01 **Although** he has sought to find a peaceful_____,he is facing more pressure from his business rivals.

- A.solution
- B.solute
- C.solve

[答案]A

A02 **Among** the critiques were allegations_____some franchise uses its political influence to increase its profits.

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

[答案]C

A03 **An** on-line virtual supermarket_____the real supermarket,which makes it feel so real.

- A.stimulates
- B.simulates
- C.similar

[答案]B

A03 **An** on-line virtual supermarket_____the real supermarket,which makes it feel so real.

- A.stimulates
- B.simulates
- C.simulators

[答案]B

A04 **At** the same time,the negotiator keeps things secret_____would limit his/her ability to negotiate.

- A.who
- B.that
- C.what

[答案]B

A04 **At** the same time,the negotiator keeps things secret_____would limit his/her ability to negotiate.

- A.who
- B.what
- C.that

[答案]C

B01 _____**behalf** of Vancouver C&S Int'l Trade Corp.,I am pleased to invite you and your colleagues to visit us.

- A.For
- B.On
- C.In

[答案]B

B01 _____**behalf** of Vancouver C&S Int'l Trade Corp..I am pleased to invite you and your colleagues to visit us.

- A.For
- B.In

C.On

[答案]C

B02 Better understanding of teamwork can make you a more effective employee and give you an extra _____ in your corporate office.

A.edge

B.badge

C.age

[答案]A

B02 But Jerry, have you really thought this _____? You would essentially be giving up the company that your great-grandfather built.

A.through

B.of

C.about

[答案]A

C01 Can you fill me _____? I need some detailed information.

A.in

B.up

C.out

[答案]A

C01 Can you fill me _____? I need some detailed information.

A.out

B.up

C.in

[答案]C

C02 Can you tell us why you think this makes good business _____ to you?

A.deal

B.program

C.sense

[答案]C

C02 Can you tell us why you think this makes good business _____ to you?

A.deal

B.sense

C.program

[答案]B

C03 Chinese shoppers spent billions online yesterday as they took advantage _____ discounts offered on Singles Day (November 11).

A.in

B.of

C.with

[答案]B

C04 Cooperating is simply working together _____ teammates _____ the good of the team.

A.as...for

B.with...at

C.for...on

[答案]A

C05 Current_____are those debts that must be paid within the year.

- A.assets
- B.equities
- C.liabilities

[答案]C

C06 Customers *often* remain_____to a business that has excellent service even if their prices are high.

- A.loyal
- B.loyally
- C.loyalty

[答案]A

C07 Customers *won't* find store clerks sitting around_____.

- A.to watch TV or play cards
- B.watching TV or playing cards
- C.watching TV or to play cards

[答案]B

C07 Customers *won't* find store clerks sitting around_____.

- A.watching TV or playing cards
- B.to watch TV or play cards
- C.watching TV or to play cards

[答案]A

D01 Did you get the financial records_____shape for your audit next month?

- A.into
- B.in
- C.from

[答案]A

D01 Did you get the financial records_____shape for your audit next month?

- A.into
- B.to
- C.from

[答案]A

E01 Even though he's_____out of college and still a bit green,he is a great co-worker.

- A.flesh
- B.fresh
- C.flash

[答案]B

F01 _____**friends** and colleagues greeted each other with that day was Bought anything today?

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

[答案]C

F02 For a limited company,this will include the money_____ *by issuing* shares,and is known as the share capital.

- A.raise
- B.raised
- C.raising

[答案]B

F03 **For** a limited company,this will include the money_____ *issuing* shares,and is known as the share capital.

- A.raise for
- B.raised by
- C.raising at

[答案]B

H01 _____ **has** good reputation will sooner or later be successful in his business.

- A.Whatever
- B.Whoever
- C.Whichever

[答案]B

H02 **He** made a promise that _____ I passed the examination he would buy me a gift.

- A.whether
- B.if
- C.even if

[答案]B

H03 **His** *ideas* are linked to the theory_____ markets are efficient,which means market actors taking all available information to create the correct price for things at any given time.

- A.which
- B.who
- C.that

[答案]C

H04 **His** *method* supports Mr Shiller's findings and has _____ efforts to predict prices in the financial industry.

- A.influenced
- B.influentially
- C.influence

[答案]A

I01 **I** *couldn't* agree more.That's _____ I only do street shopping.

- A.whether
- B.because
- C.why

[答案]C

I02 **I** *have* to make _____ clear that it works well.

- A.what
- B.it
- C.one

[答案]B

I03 **I** *really* _____ the effort you have made for the project.

- A.thank
- B.am grateful
- C.appreciate

[答案]C

I04 I *really* _____ the effort you have put in on your team's current project.

- A.thank
- B.grateful
- C.appreciate

[答案]C

I05 If *any* of the articles are damaged during move,you may make a _____ for compensation with our company.

- A.request
- B.demand
- C.claim

[答案]C

I06 If *people* _____ we're very valuable they won't buy our stock.

- A.do think
- B.think
- C.don't think

[答案]C

I07 If *things* have _____,the person you're talking to will want to know the reasons.

- A.got up
- B.gone wrong
- C.turn down

[答案]B

I08 If *you* are intending _____ just one Schengen country,you will need to apply for the Schengen visa directly with the embassy or consulate of that particular country.

- A.to visit
- B.visiting
- C.visited

[答案]A

I09 I'm *still* working on ironing _____ a few problems.

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

[答案]C

I10 I'm *still* working on _____ a few problems.

- A.iron in
- B.ironing out
- C.to iron at

[答案]B

I10 I'm *still* working on _____ a few problems.

- A.iron in
- B.to iron at
- C.ironing out

[答案]C

I11 **In** business,whatever you do,do not _____ illegal benefit.

- A.chase
- B.choose
- C.challenge

[答案]A

I12 **It should** _____ that franchising is one of the means available for getting investment money without giving up control of the chain operation and building a distribution system for servicing it.

- A.recognize
- B.be recognizing
- C.be recognized

[答案]C

I13 **It will** _____ about eight percent more than initially projected.

- A.spend
- B.pay
- C.cost

[答案]C

I14 **It's** said that some measures have been taken _____ this problem.

- A.dealing with
- B.to deal with
- C.dealt with

[答案]B

L01 **Large** organizations will find _____ impossible to manage all these data if manual accounting were used.

- A.what
- B.that
- C.it

[答案]C

L02 **Looking** your customers in the eye shows that we are listening to them and hearing_____.

- A.why are they saying
- B.how are they saying
- C.what they are saying

[答案]C

M01 **Many** of the banks and travel services in the western countries provide convenience for the travelers by issuing traveller' s_____.

- A.checks
- B.cash
- C.credit cards

[答案]A

001 **Okay**,let's say we make a decision _____;what kind of price are we thinking about charging for our stock?

- A.to go public
- B.going public
- C.go public

[答案]A

002 **One** kind of partnership is called a limited _____ partnership.

- A.obligation
- B.responsibility
- C.liability

[答案]C

P01 **Please** _____ an open return flight from Barcelona to Frankfurt.

- A.paper
- B.text
- C.book

[答案]C

R01 **Respecting** fellow teammates keeps everyone in a good _____ and encourages overall team spirit.

- A.mood
- B.state
- C.situation

[答案]A

S01 **She** heard a terrible noise, _____ brought her heart into her mouth.

- A.which
- B.what
- C.who

[答案]A

S02 **Some in the** market now want government _____ in order to reduce costs.

- A.regulate
- B.regulation
- C.regular

[答案]B

S02 **Some in the** market now want government _____ in order to reduce costs.

- A.regulation
- B.regulate
- C.regular

[答案]A

S03 **Some of the customers'** complaints seem _____.

- A.in acceptable
- B.unacceptable
- C.unaccepted

[答案]B

S04 **Some of the** _____ **solutions** will support these requirements better at the moment.

- A.property
- B.prosperity
- C.proprietary

[答案]C

S05 **Some stores** even offer _____ lanes for customers with 10 items or less to checkout quickly.

- A.expire
- B.express

C.exact

[答案]B

S05 **Some** stores even offer _____ lanes for customers with 10 items or less to checkout quickly.

A.express

B.expire

C.exact

[答案]A

S06 **Sometimes** I surf online shops to check some related information,and then go to a physical store to do the _____ shopping.

A.actual

B.simulated

C.virtual

[答案]A

S06 **Sometimes** I surf online shops to check some related information,and then go to a physical store to do the _____ shopping.

A.virtual

B.simulated

C.actual

[答案]C

T01 _____ **the** situation maybe,make sure that you don't leave your customer with an unanswered question.

A.However

B.Whenever

C.Whatever

[答案]C

T01 _____ **the** situation may be,make sure that you don't leave your customer with an unanswered question.

A.Whatever

B.Whenever

C.However

[答案]A

T02 **Teammates** who have team spirit are more satisfied _____ their team activities.

A.to

B.with

C.at

[答案]B

T03 **That** might be acceptable _____ you handle the insurance fees.

A.if

B.whether

C.even if

[答案]A

T04 **That's** something you can improve by talking to human _____.

A.courses

B.resources

C.sources

[答案]B

T05 **The** *American* idea of customer service is _____ each customer the center of attention.

- A.made
- B.to make
- C.make

[答案]B

T06 **The** *bottom* half shows _____ this money came from.

- A.where
- B.what
- C.why

[答案]A

T07 **The** *customer* service representative will often allow customers to exchange the product they bought or return it for a full _____.

- A.compensation
- B.repay
- C.refund

[答案]C

T08 **The** *executive* team have to hold an urgent meeting _____ they see the bad market feedback.

- A.because
- B.before
- C.whether

[答案]A

T08 **The** *executive* team have to hold an urgent meeting _____ they see the bad market feedback.

- A.before
- B.because
- C.whether

[答案]B

T09 **The** *franchisor* _____ the franchisee should observe the regulations to make the business go well.

- A.or
- B.as well as
- C.either

[答案]B

T10 **The** *instruction* describes completely the _____ and its safety basis.

- A.faculty
- B.family
- C.facility

[答案]C

T11 **The** *instruction* describes completely the _____ and its safety basis.

- A.faculty
- B.facilitate
- C.facility

[答案]C

T12 **The** *long-term* assets are known as _____ assets.

- A.fixed

B.current

C.net

[答案]A

T13 **The** *people* in your department seem so _____ and nice to be around.

A.capacity

B.capable

C.capably

[答案]B

T13 **The** *people* in your department seem so _____ and nice to be around.

A.capacity

B.capably

C.capable

[答案]C

T14 **The** *processing* time _____ per embassy.

A.various

B.variety

C.varies

[答案]C

T15 **The** *proprietor* owns all of the property of the business and is responsible _____ everything.

A.to

B.for

C.at

[答案]B

T16 **The** *same* is true of individual proprietor ships.

A.of

B.to

C.at

[答案]A

T17 **The** *team* members are _____ and helping each other out.

A.going on

B.getting along

C.setting up

[答案]B

T18 **Their** skill and _____ has got them on the sales team.

A.laziness

B.discourage

C.enthusiasm

[答案]C

T19 **Then** your _____ will be sold by auction.

A.stiff

B.staff

C.stuff

[答案]C

T20 There are more and more _____ of software for accounting, this has made the different types of software more accessible in terms of costs and variety.

- A.manufacturers
- B.manufacturing
- C.manufactures

[答案]A

T21 They *exchanged* tales of _____ or disappointing news of popular items sold out minutes after the spree began at midnight.

- A.bargains
- B.deals
- C.goods

[答案]A

T22 They *wanted* to _____ discussion on economics.

- A.initiative
- B.initiate
- C.initial

[答案]B

T23 To attract investors, the government has _____ its tax and labor laws.

- A.adapted
- B.applied
- C.adjusted

[答案]C

T24 Trademarks, proprietary service marks and regulations need _____ carefully.

- A.to be observed
- B.be observed
- C.being observed

[答案]A

T25 Traveler's checks are generally _____ small face value.

- A.at
- B.on
- C.of

[答案]C

T26 Travelers, when _____ the checks, have to sign the checks in the presence of the bank or service clerks.

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

[答案]B

W01 We *can't* manage that _____ you pay for the installation.

- A.if
- B.until
- C.unless

[答案]C

W01 **We** *can't* manage that _____ you pay for the installation.

- A.if
- B.when
- C.unless

[答案]C

W02 **We** *didn't* understand how difficult it was to _____ such a breakfast.

- A.district
- B.distribute
- C.distract

[答案]B

W03 **We** *used to* _____ cash advances.

- A.had
- B.having
- C.have

[答案]C

W04 **Well**,the day we offer stock for sale is the day we will see how much _____ there is in our company.

- A.fact
- B.fate
- C.faith

[答案]C

W05 **What's** more,it's not always so _____ for us to pay online as hackers might steal our user name and password.

- A.safety
- B.safe
- C.safely

[答案]B

W06 **When** the rest of the room _____ emotional,stay cool and use logic to negotiate and close.

- A.get
- B.gets
- C.got

[答案]B

W07 **While** the other people _____ and discussed the problem together,Ted ignored them.

- A.interacted
- B.intensive
- C.interviewed

[答案]A

W08 **Without** close quality control,we may _____ fraud,and the e-shop may suddenly go offline,so you can't get a refund.

- A.account
- B.discount
- C.encounter

[答案]C

Y01 _____ **you** have a job,you may be in the market for another one.

- A. Even if
- B. When
- C. Since

[答案]A

Y02 **You can download** and print off the _____ online.

- A. from
- B. form
- C. formal

[答案]B

Y03 **You can show** respect to your teammates _____ everyone fairly and equally.

- A. to treat
- B. treated
- C. by treating

[答案]C

第三大题 阅读理解选择题

说明：资料整理于 2023 年 2 月，适用于 2023 年 2 月底 3 月初期末机考考试。

B01 **Businesses are** structured in different ways to meet different needs. The simplest form of business is called an individual or sole proprietorship. The proprietor owns all of the property of the business and is responsible for everything.

Another kind of business is a partnership. Two or more people go into business together. An agreement is usually needed to decide how much of the partnership each person controls. One kind of partnership is called a limited liability partnership. There are full partners and limited partners. Limited partners may not share as much in the profits, but they also have less responsibility for the business. Doctors, lawyers and accountants often form partnerships to share their risks and profits. A husband and wife can form a business partnership together. Partnerships exist only for as long as the owners remain alive. The same is true of individual proprietorships.

But corporations are designed to have an unlimited lifetime. A corporation is the most complex kind of business organization. Corporations can sell stock as a way to raise money. Stocks represent shares of ownership in a company. Investors who buy stock can trade their shares or keep them as long as the company is in business.

A corporation is recognized as an entity—its own legal being, separate from its owners. A board of directors controls corporate policies. The directors appoint top company officers. The directors might or might not hold shares in the corporation. Corporations can have a few major shareholders, or ownership can be spread among the general public. But not all corporations are traditional businesses that sell stock. Some non-profit groups are also organized as corporations.

21. This passage is mainly about
- A. why different forms of business run
 - B. when different forms of business raise money
 - C. how different forms of business are organized

[答案]C

22. What is usually needed to decide the portion of the partnership each person controls?

- A. A rule.
- B. An agreement.
- C. A regulation.

[答案]B

23. Who are not included in limited liability partnerships?

- A.Full partners.
- B.Limited partners.
- C.Unlimited partners.

[答案]C

24.How can corporations raise money?

- A.By selling stock.
- B.By buying stock.
- C.By holding corporation shares.

[答案]A

25.Who controls corporate policies in a corporation?

- A.Chairman of the board.
- B.Aboard of directors.
- C.The owner of the corporation.

[答案]B

C01 China has the most franchises in the world but the scale of their operations is relatively small.Each system in China has an average of 43 outlets,compared to more than 540 in the United States.Together,there are 2,600 brands in some 200,000 retail markets.KFC was the most significant foreign entry in 1987 and is widespread.Many franchises are in fact joint-ventures,as at their forming the franchise law was not explicit.For example,McDonald's is a joint venture.Pizza Hut,TGIF,Wall-mart,Starbucks followed a little later.But total franchising is only 3% of retail trade,which seeks foreign franchise growth.The year 2005 saw the birth of an updated franchise law,Measures for the Administration of Commercial Franchise.Previous legislation (1997) made no specific inclusion of foreign investors.Today the franchise law is much clearer by virtue of the 2007 law,a revision of the 2005 law.The laws are applicable if there are transactions involving a trademark combined with payments with many obligations on the franchisor.The law comprises 42 articles and eight chapters.

1.According to the passage,the passage mainly talks about_____.

- A.the scale of franchising in China
- B.the franchise law in China
- C.an outline of franchising in China

[答案]C

2.KFC was the_____foreign franchise to China in 1987 and is widespread.

- A.most profound
- B.first
- C.wealthiest

[答案]A

3.Many franchises are in fact joint-ventures,because_____.

- A.at the beginning stage,franchise law was not so clear
- B.at the beginning stage,many franchises could not find the right partners
- C.many foreigners were not familiar with Chinese culture

[答案]A

4.Foreign franchise grows in China because of_____.

- A.the open policy
- B.the small amount of retail trade
- C.the Chinese culture

[答案]B

5.The writer has the_____attitude to franchising in China

- A.negative
- B.positive
- C.neutral

[答案]B

C02 Cyber Monday

rocked while mobile sales roared.

The day widely regarded as the Super Bowl of online sales created a record day for retailers, including Walmart, and marked a shift in shopping preferences as smart phones and tablets drove nearly a third of traffic—and for some retailers, more than half.

Walmart.com expects to register its biggest Cyber Monday yet, coming off a record Black Friday weekend online. Heading into the afternoon Monday, the website had already sold out of PlayStation 4 and Xbox One consoles, which weren't even discounted. Significant savings on TVs and tablets also encouraged shopping, says Joel Anderson, CEO of Walmart.com.

Retailers from Target to Sears are fast evolving Cyber Monday into something more akin to Cyber Week, as online deals stretch well beyond Monday.

As of 6 p.m. ET, sales on Amazon were up 44.3% over last year, while sales at eBay were up 32.1%, according to Channel Advisor, which tracks third-party sellers on eBay and Amazon. The online marketplaces are doing well in part because shoppers are heading to those sites to find popular products that are selling out at regular retailers, says Scot Wingo, CEO of Channel Advisor.

Flash-sale site Rue La La started Cyber Monday deals on Sunday with a “Cyber thon” that drew more than 350,000 people to the site. The sale promoted as much as 80% off on more than 150 brands. On Monday, sales of Cole Haan and Pandora Jewelry merchandise were strongest, CEO Steve Davis says.

21. Retailers used mobile devices and drove nearly a third of traffic, or even more than half to online shopping. As we know that _____ doesn't belong to the mobile device.

- A. tablets
- B. smart phones
- C. personal computer

[答案]C

22. PlayStation 4 and Xbox One consoles were sold out on _____ the afternoon Monday although they weren't even discounted.

- A. eBay.com
- B. Walmart.com
- C. Amazon.com

[答案]B

23. According to _____ sales on Amazon were up 44.3% over last year, while sales at eBay were up 32.1%.

- A. Walmart
- B. Rue LaLa
- C. Channel Advisor

[答案]C

24. Cyber Monday deals on Sunday with a “Cyber thon” that drew more than _____ people to the site.

- A. 350,000
- B. 35,000
- C. 3,500,000

[答案]A

25. We can infer from the passage _____ isn't an online retailer.

- A. Sears
- B. Channel Advisor
- C. Walmart

[答案]B

E01 Emotions play an important part in the negotiation process, although it is only in recent years that their effect is being studied. Emotions have the potential to play either a positive or negative role in negotiation. During negotiations, the decision as to whether or not to settle rests in part on emotional factors. Negative emotions can cause intense and even irrational behavior, and can cause conflicts and negotiations to breakdown, but maybe instrumental in attaining concessions. On the other hand, positive emotions often facilitate reaching an agreement and help to maximize joint gains, but can also be instrumental in attaining concessions. Positive and negative discrete emotions can be strategically displayed to influence task and relational outcomes and may play out differently across cultural boundaries.

21. Emotions play an important role during the negotiation, although their effect is being studied just _____.

- A. at the beginning of negotiation practice
- B. during the negotiation process
- C. not long before

[答案]C

22. Negative emotions may _____ make concessions.

- A. be helpful to
- B. be harmful to
- C. be nothing to

[答案]A

23. During negotiations, the decision as to whether or not to settle depends _____ on emotional factors.

- A. totally
- B. to some extent
- C. completely not

[答案]B

24. Attaining concessions can be done _____.

- A. only by negative emotions
- B. only by positive emotions
- C. by both negative and positive emotions

[答案]C

25. In different cultures, negotiators should use _____ strategies to show positive and negative emotions.

- A. the same
- B. different
- C. no

[答案]B

I01 ① Identify the country or countries you will be travelling to. It is particularly important to know which countries you are travelling to because it determines where and how you are going to send your application.

- If you are intending to visit just one Schengen country, you will need to apply for the Schengen visa directly with the embassy or consulate of that particular country.
- If you are intending to visit two or more Schengen countries, your application must be sent to the embassy or consulate of the country that shall be your main destination,
- If you are intending to visit several Schengen countries, but do not have a main destination, you should apply for the visa at the embassy or consulate of the first Schengen country on your travel itinerary.

② Fill out an application form beforehand to obtain a Schengen visa. You can download and print off the form online,

③ Prepare all the requirements for your Schengen visa application. Depending on the consulate or embassy, you are required to show the following documents:

- A valid national passport
- Evidence showing the purpose of your trip (e.g. hotel reservations)

- Proof of medical insurance
- Around-trip travel ticket
- Proof of funds

④Check the processing time to ensure you get your Schengen visa on time.The processing time varies per embassy,so it is important to take the processing time into account when planning your trip.

21.This passage is mainly about _____.

- A.what a Schengen visa is
- B.who can apply for a Schengen visa
- C.how to apply for a Schengen visa

[答案]C

22.If you are intending to visit two or more Schengen countries,you will need to send your application_____.

- A.to the embassy or consulate of the country that shall be your main destination
- B.directly with the embassy or consulate of that particular country
- C.to the embassy or consulate of the first Schengen country on your travel itinerary

[答案]A

23.You can download and print off the form_____.

- A.via your phone
- B.on the Internet
- C.by your friends

[答案]B

24.You are required to show the following documents EXCEPT_____.

- A.around-trip travel ticket
- B.a valid national passport
- C.a birth certificate

[答案]C

25.The processing time is _____per embassy.

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

[答案]A

001 ORGANIZING A BUSINESS IN DIFFERENT WAYS

Businesses are structured in different ways to meet different needs.The simplest form of business is called an individual or sole proprietorship.The proprietor owns all of the property of the business and is responsible for everything.

Another kind of business is a partnership.Two or more people go into business together.An agreement is usually needed to decide how much of the partnership each person controls.One kind of partnership is called a limited liability partnership.These have full partners and limited partners.Limited partners may not share as much in the profits,but they also have less responsibility for the business.Doctors,lawyers and accountants often form partnerships to share their risks and profits.A husband and wife can form a business partnership together.Partnerships exist only for as long as the owners remain alive.The same is true of individual proprietor ships.

But corporations are designed to have an unlimited lifetime.A corporation is the most complex kind of business organization.Corporations can sell stock as a way to raise money.Stocks represent shares of ownership in a company.Investors who buy stock can trade their shares or keep them as long as the company is in business.

A corporation is recognized as an entity-its own legal being,separate from its owners.A board of directors

controls corporate policies. The directors appoint top company officers. The directors might or might not hold shares in the corporation. Corporations can have a few major shareholders, or ownership can be spread among the general public. But not all corporations are traditional businesses that sell stock. Some non-profit groups are also organized as corporations.

1. This passage is mainly about _____.

- A. why different forms of business run
- B. when different forms of business raise money
- C. how different forms of business are organized

[答案]C

2. What is usually needed to decide the portion of the partnership each person controls?

- A. A rule.
- B. An agreement.
- C. A regulation.

[答案]B

3. Who are not included in limited liability partnerships?

- A. Full partners.
- B. Limited partners.
- C. Unlimited partners.

[答案]C

4. How can corporations raise money?

- A. By selling stock.
- B. By buying stock.
- C. By holding corporation shares.

[答案]A

5. Who controls corporate policies in a corporation?

- A. Chairman of the board.
- B. A board of directors.
- C. The owner of the corporation.

[答案]B

S01 SCHENGEN VISA APPLICATION STEPS

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- A valid national passport
- Evidence showing the purpose of your trip (e.g. hotel reservations)

- Proof of medical insurance
- A round-trip travel ticket
- Proof of funds

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1.This passage is mainly about _____.

- A.what is a Schengen visa
- B.who can apply for a Schengen visa
- C.how to apply for a Schengen visa

[答案]C

2.If you are intending to visit two or more Schengen countries,you will need to send your application_____.

- A.to the embassy or consulate of the country that shall be your main destination
- B.directly with the embassy or consulate of that particular country
- C.to the embassy or consulate of the first Schengen country on your travel itinerary

[答案]A

3.You can download and print off the form_____.

- A.via your phone
- B.on the Internet
- C.by your friends

[答案]B

4.You are required to show the following documents EXCEPT_____.

- A.a round-trip travel ticket
- B.a valid national passport
- C.a birth certificate

[答案]C

5.The processing time is _____per embassy.

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

[答案]A

T01 Cyber Monday rocked while mobile sales roared.

The day widely regarded as the Super Bowl of online sales created a record day for retailers,including Walmart,and marked a shift in shopping preferences as smart phones and tablets drove nearly a third of traffic-and for some retailers,more than half.

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21.Retailers used moble devices and drove nearly a third of traffic,or even more than half to online shopping.As we know that_____doesn't belong to the mobile device.

- A.tablets
- B.smart phones
- C.personal computer

[答案]C

22.PlayStation 4 and Xbox One consoles were sold out on_____the afternoon Monday although they weren't even discounted.

- A.eBay.com
- B.Walmart.com
- C.Amazon.com

[答案]B

23.According to_____sales on Amazon were up 44.3%over last year,while sales at eBay were up 32.1%.

- A.Walmart
- B.Rue LaLa
- C.Channel Advisor

[答案]C

24.Cyber Monday deals on Sunday with a“Cyber thon”that drew more than_____people to the site.

- A.350,000
- B.35,000
- C.3,500,000

[答案]A

25.We can infer from the passage_____isn't an online retailer.

- A.Sears
- B.Channel Advisor
- C.Walmart

[答案]B

T02 Team spirit can make or break a team.Teammates who have team spirit are better able to work together and achieve team goals.They are also more satisfied with their team activities.John Wooden,a former basketball coach at UCLA,said,“Team spirit means you are willing to sacrifice personal considerations for the welfare of all.That defines a team player.”There are certain skills team members develop that serve as good examples of team spirit.

Cooperation

Cooperating is simply working together as teammates for the good of the team.Cooperation is a skill that team members can sharpen during practice.For example,basketball players must practice passing the ball in different plays and situations.Team efficiency is directly related to the cooperation of its members.Acting cooperatively is a good way to show team spirit because doing so contributes to the overall success of the team.

Motivation

Team members must fulfil their duties with their full efforts.Staying motivated shows team spirit because it shows that you want the team to do well.This includes being motivated to give your best in practice and in competition,as well as outside of team activities.For example,a baseball player can show team spirit by being motivated to practice his swing outside of practice.

Respect

Respect for your fellow team members is a must.You can show respect to your teammates by treating everyone fairly and equally.Teammates also respect each other by allowing everyone to participate.Respecting fellow teammates keeps everyone in a good mood and encourages overall team spirit.For example,people can show

team spirit through respect by encouraging other team members who might be struggling.

21. Teammates who have team spirit _____.

- A. can break a team
- B. are better able to work together and achieve team goals
- C. are less satisfied with their team activities

[答案]B

22. According to the article, team spirit means _____.

- A. cooperation and motivation
- B. motivation and respect
- C. cooperation, motivation and respect

[答案]C

23. Cooperation is a skill that _____.

- A. can be sharpened during practice
- B. is born with
- C. everyone should have

[答案]A

24. Being motivated means _____.

- A. you should compete with others
- B. you should practice swing outside of practice
- C. you should give your best in any circumstances

[答案]C

25. Respecting your teammates _____.

- A. can treat everyone fairly and equally
- B. can keep everyone in a good mood
- C. can discourage overall team spirit

[答案]B

T03 TEAM SPIRIT

Team spirit can make or break a team. Teammates who have team spirit are better able to work together and achieve team goals. They are also more satisfied with their team activities. John Wooden, a former basketball coach at UCLA, said, Team spirit means you are willing to sacrifice personal considerations for the welfare of all. That defines a team player. There are certain skills team members develop that serve as good examples of team spirit.

COOPERATION

Cooperating is simply working together as teammates for the good of the team. Cooperation is a skill that team members can sharpen during practice. For example, basketball players must practice passing the ball in different plays and situations. Team efficiency is directly related to the cooperation of its members. Acting cooperatively is a good way to show team spirit because doing so contributes to the overall success of the team.

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Respect for your fellow team members is a must. You can show respect to your teammates by treating everyone fairly and equally. Teammates also respect each other by allowing everyone to participate. Respecting fellow teammates keeps everyone in a good mood and encourages overall team spirit. For example, people can show team spirit through respect by encouraging other team members who might be struggling.

1. Teammates who have team spirit _____.

- A. can break a team

- B.are better able to work together and achieve team goals
- C.are less satisfied with their team activities

[答案]B

2.According to the article,team spirit means_____.

- A.cooperation and motivation
- B.motivation and respect
- C.cooperation,motivation and respect

[答案]C

3.Cooperation is a skill that_____.

- A.can be sharpened during practice
- B.is born with
- C.everyone should have

[答案]A

4.Being motivated means_____.

- A.you should compete with others
- B.you should practice swing outside of practice
- C.you should give your best in any circumstances

[答案]C

5.Respecting your teammates_____.

- A.can treat everyone fairly and equally
- B.can keep everyone in a good mood
- C.can discourage overall team spirit

[答案]B

T04 There are many ways to find a job.It can be as easy as walking into a neighborhood store to look at its announcement board.Local stores often have areas where people can put small signs telling what kind of service they need or can provide.Such services include caring for children or cleaning houses.

Or,job searchers can look in the newspaper.Local newspapers have employment announcements placed by companies seeking workers.

Another popular tool for finding jobs is the Internet.For example,people in four hundred and fifty cities around the world can use the Craigslist Web site to buy objects,meet people or find a job.Craigslist says that it receives two million new job listings each month.

Another useful way to find a job is through a college or university.For example,students at the University of Texas in Austin can go to the Career Exploration Center to get help in finding a job.Of course,looking for a job requires knowing what kind of work you want to do.For example,there is a book called ***What Color is Your Parachute***(降落伞) ?by Richard Bolles.This book has been helping people choose a career(职业) since it was first published in nineteen seventy.

Some experts also help people find jobs.Susan W.Miller owns a company called California Career Services in Los Angeles.She says her company helps people find jobs by first helping them understand their strengths, goals and interests.Then she provides them with methods and resources to help them find the right job.

21.What is the passage mainly about?

- A.The way of finding a job.
- B.College students' part-time jobs.
- C.Craigslist Web site.

[答案]A

22.By logging on the Craigslist Web site,you can_____.

- A.study for your master degree

- B.do some shopping online
- C.play computer games

[答案]B

23.*What Color is Your Parachute* is a book which gives tips to those who want to_____.

- A.work on the airplane
- B.buy a parachute
- C.find a suitable job

[答案]C

24.It can be learned from the passage that_____.

- A.companies often put job information in local shops
- B.the Internet is the most popular tool for job hunters in the USA
- C.Susan W.Miller's company is helping people choose careers

[答案]C

25.How many ways of finding a job are mentioned in the passage?

- A.Three.
- B.Four.
- C.Five.

[答案]C

第四大题 阅读理解判断题

A01 A challenge in working in customer service is to ensure that you have focused your attention on the right key areas,measured by the right Key Performance Indicator(KPI) .One of the most important aspects of a customer service KPI is what is often referred to as the“Feel Good Factor”.Basically the goal is not only to help the customer have a good experience,but to offer an experience that exceeds expectations.Several key points are listed as follows:

Know what products/service you are offering from back to front.In other words,bean information expert.It is okay to say“I don't know”,but it should always be followed up by “but let me find out”or possibly“but this person will be able to assist you”.Whatever the situation maybe,make sure that you don't leave your customer with an unanswered question.

Most of the communication that you relay to others is done through body language.If you have negative body language when you communicate with others,it shows that you don't care.Two of the most important aspects of positive body language are smiling and eye contact.Make sure to look your customers in the eye.It shows that we are listening to them and hearing what they are saying.And of course smiling is more inviting than a blank look or frown.

Nothing surprises your customers more than an employee going the extra mile to help them.Always look for ways to go above and beyond the expectations of your customers.In doing so,it helps them to know that you care and it will leave them with the“Feel Good Factor”that you are searching for.

26.The goal of customer service is to give customers an experience that meets their expectations.[答案]F

27.*Leaving* your customer with an unanswered question is unacceptable.[答案]T

Leave your customer with an unanswered question is unacceptable. [答案]T

28.Both positive body language and negative body language are necessary in customer service.[答案]F

29.Eye contact is one of the most important aspects of positive body language.[答案]T

30.*Your customers are satisfied if an employee goes the extra mile to help them.*[答案]T

The underlined going the extra mile to help them in the last paragraph means going a long way to help them. [答案]F

C01 ONLINE SHOPPING SPREE SETS RECORD

Chinese shoppers spent billions online yesterday as they took advantage of discounts offered on Singles Day (November 11). It is a festival for young single people to celebrate by eating together, sending gifts or going shopping, thus seized on by online retailers to increase sales.

It took only 13 hours for sales on just two online sites, Taobao and Tmall, to fly past last year's overall total of 19.1 billion yuan (US\$3.1 billion). The final figure of Singles Day reached an astonishing 35.02 billion yuan as hundreds of thousands of consumers rushed to buy clothes, furniture, and home decoration items at discount prices. What friends and colleagues greeted each other with that day was Bought anything today? as they exchanged tales of bargains or disappointing news of popular items sold out minutes after the spree began at midnight.

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We hope other e-commerce sites also did a good job as we want Singles Day to be a holiday for consumers and a good chance for retailers to discover the unmet needs of shoppers, Jack Ma, founder and chairman of Alibaba Group, told reporters.

It's not a difficult thing to bring our total transaction size to 100 billion yuan in a couple of years but we hope to do more to help vendors and manufacturers to upgrade their products and service to reach more clients, Ma said at a news briefing.

1. Online retailers took hold of the shopping spree to increase sales successfully. [答案]T
2. The final figure of Singles Day for this year reached 19.1 billion yuan. [答案]F
3. Cyber Monday is a similar event in the Great Britain. [答案]F
4. Other e-commerce sites did as well as Alibaba Group on Singles Day. [答案]F
5. Jack Ma's goal of transaction size is to reach 100 billion yuan in several years. [答案]T

F01 **FOUR TIPS** FOR BECOMING A FRANCHISEE

If you want to become a franchisee, the tips below can help you to find the perfect opportunity.

BE FOCUSED ON YOUR PREFERENCE.

On the stage of decision-making, the bottom line is: Don't rule out a business without learning or seeing what the day-to-day will look like. For instance, think about a mom returning to the work force who knows she wants to interact with children on a daily basis. Among the hundreds of options there, she needs to decide if she would like to be hands on as a teacher or if she would rather manage a facility that tutors children in math. Deciding between the two is easy if she considers which day-to-day position she would prefer and how that will impact her other goals.

BE PROACTIVE WITH YOUR RESEARCH.

After you've determined what role you want in a franchise, it's important to start researching different options. Physically visit many different franchise locations and browse the web and then determine what will be a fit in your community.

Make sure the franchisor has experience. Before signing on to a franchise, it is essential to ask the franchisor about the executive team and its past industry experience. Find out if the company leaders have had significant experience at another franchise and are now applying that knowledge successfully.

READ THE FRANCHISE DISCLOSURE DOCUMENT CAREFULLY.

The first thing to look at is how much a franchise would cost to purchase. Make sure you have a financial advisor who can look at that item with you and see the type of profit a franchisee can make on average. It's also important to take a look at the post-termination clause in the agreement to make sure that when you want to

leave the business,you know the terms well and your interests are properly protected.

- 1.Decide on a business with learning or seeing what the day-to-day will look like.[答案]T
- 2.Before you've determined what role you want in a franchise,it's time to start the business.[答案]F
- 3.Before signing on to a franchise,the essential job is to ask the franchisor about the executive team and its past industry experience.[答案]T
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M01 TRAVELLER' S CHECK

Many of the banks and travel services in western provide a convenience for traveller s by issuing traveller' s checks.Traveller s,when buying the checks,have to sign the checks in the presence of the bank or service clerks.During the trip,traveller s can cash the checks from the agencies of the bank or the travel service whenever they need after their counter-signatures are recognized.A lot of traveller s like to buy these checks as they don't have to take along much cash and worry about counterfeit signatures.The agencies will get back the money they have paid by sending the checks to the issuing offices.

Traveller' s checks are generally of small face value,such as ten or twenty dollars,or five or ten pounds,for miscellaneous payments.There is no time limit for their circulation period.It is very profitable for the issuing offices to finance the funds they collect by issuing traveller' s checks because they not only receive a service charge from the check buyers,but they also don't need to pay any interest no matter how long the checks remain in circulation before clearing.This is why banks and travel services are willing to provide this convenience.

- 1.It is convenient for the travellers to travel around the world as many banks and travel services issue travellers' checks.[答案]T
- 2.There are no signatures of traveller s who have bought the checks.[答案]F
- 3.Quite a few traveller s like to buy the checks.[答案]T
- 4.Traveller s do not worry about the circulation period of the checks as there is no time limit for it.[答案]T
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S01 SUCCESSFUL TEAM WORK AND TEAM BUILDING

Team building skills are critical for your effectiveness as a manager or entrepreneur.And even if you are not in a management or leadership role yet,better understanding of team work can make you a more effective employee and give you an extra edge in your corporate office.

Team building success is when your team can accomplish something much bigger and work more effectively than a group of the same individuals working on their own. There are two critical factors in building a high performance team.

The first factor in team effectiveness is the diversity of skills and personalities. It means people use their strengths in full, but can compensate for each other's weaknesses. Or, different personality types balance and complement each other.

The other critical element of team work success is that all the team efforts are directed towards the same clear goals, the team goals. This relies heavily on good communication in the team and harmony in member relationships.

In real life, team work success rarely happens by itself if there are no focused team building efforts or activities. There is simply too much room for problems. For example, different personalities may build up conflicts. Or even worse, some people with similar personalities may start fighting for authority and dominance in certain areas of expertise. Even if the team goals are clear and accepted by everyone, there may be no team commitment to the group goals, or no consensus on the means of achieving those goals. There may be a lack of trust and openness which may block the critical communication and lead to loss of coordination in the individual efforts. This is why every team needs a good leader who is able to deal with all team work issues.

1. Team building skills are not so critical if you are only an employee. [答案]F
2. To form a high performance team, you need many important factors. [答案]F
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T01 **THREE AMERICANS** WIN NOBEL ECONOMICS PRIZE

The Royal Swedish Academy of Sciences awarded the Nobel Prize in economics to three Americans, Eugene Fama, Lars Peter Hansen and Robert Shiller on Oct. 14, 2013. Eugene Fama and Lars Peter Hansen are both professors at the University of Chicago. Robert Shiller is a professor at Yale University. They will share the prize worth about 1.2 million dollars.

This year's prize in economic sciences is about predictions. All three of this year's prize winners are mainly known for their research and explanations of pricing forces in financial markets. They have had a big influence on the way people look at and talk about financial markets.

Eugene Fama's research on financial markets in the 1960s led market watchers to change their ideas about investing. His ideas are linked to the theory that markets are efficient, which means market actors taking all available information to create the correct price for things at any given time. This also means that over short periods of time, it is not possible to predict prices.

Robert Shiller found, however, that over long periods, the opposite is true. It is possible to predict the movement of prices and that price changes are linked to human behavior.

The findings of both economists have led to the growth of index funds, investing many different securities as a way to reduce risk. Mr Shiller also helped to create the Standard & Poor's Case-Shiller home prices index. That index follows home prices across the United States.

Lars Peter Hansen developed a method for studying historical pricing information. His method supports Mr Shiller's findings and has influenced efforts to predict prices in the financial industry.

The Nobel Prize in economics was not created by Alfred Nobel, but was established in his memory by Sweden's central bank in 1968.

1. The Royal Swedish Academy of Sciences awarded the Nobel Prize in economics to three Americans on Oct. 14, 2013. [答案]F
2. Eugene Fama, Lars Peter Hansen and Robert Shiller won the prize for their research and explanations of pricing forces in financial markets. [答案]T
3. Eugene Fama's research on financial markets in the 1960s resulted in some change in how market watchers look at investing. [答案]T
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5. The Nobel Prize in economics was established in memory of Alfred Nobel by Sweden's central bank in 1968. [答案]T

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T03 THE FEEL GOOD FACTOR IN CUSTOMER SERVICE

A challenge in working in customer service is to ensure that you have focused your attention on the right key areas, measured by the right Key Performance Indicator (KPI). One of the most important aspects of a customer service KPI is what is often referred to as the Feel Good Factor. Basically the goal is not only to help the customer have a good experience, but to offer an experience that exceeds expectations. Several key points are listed as follows:

Know what products/service you are offering from back to front. In other words, be an information expert. It is okay to say I don't know, but it should always be followed up by but let me find out or possibly but this person will be able to assist you. Whatever the situation may be, make sure that you don't leave your customer with an unanswered question.

Most of the communication that you relay to others is done through body language. If you have negative body language when you communicate with others, it shows that you don't care. Two of the most important aspects of

positive body language are smiling and eye contact. Make sure to look your customers in the eye. It shows that we are listening to them and hearing what they are saying. And of course smiling is more inviting than a blank look or frown.

Nothing surprises your customers more than an employee going the extra mile to help them. Always look for ways to go above and beyond the expectations of your customers. In doing so, it helps them to know that you care and it will leave them with the Feel Good Factor that you are searching for.

1. The goal of customer service is to give customers an experience that meets their expectations. [答案]F
2. Leave your customer with an unanswered question is unacceptable. [答案]T
3. Both positive body language and negative body language are necessary in customer service. [答案]F
4. Eye contact is one of the most important aspects of positive body language. [答案]T
5. The underlined going the extra mile to help them in the last paragraph means going a long way to help them. [答案]F

T04 THE GOLDEN RULES OF NEGOTIATING

The art of negotiating is a difficult skill for most of us, even good salespeople. Here are three golden rules for you to follow:

1. ALWAYS START THE NEGOTIATIONS.

You must initiate the process. This is because whoever controls the start of the negotiations tends to control where they end. If you let the other party start negotiations, you will be constantly giving up control, often without even realizing it. For instance, when you ask someone what his project budget is, you are allowing him to start the negotiations. You will then spend your time chasing his number rather than finding the best solution. So, never let the other party control the negotiations.

2. ALWAYS NEGOTIATE IN WRITING.

The purpose of negotiations is to arrive at a formal written agreement, not tell a story or spend time talking. From the first moment you begin a proposal, you should create a document and take it to the client. It will include all the points of agreement and become real to the prospective customer. Negotiating first and then having to create a document adds unnecessary time to a transaction. But if you build your written agreement as you negotiate, you are prepared to ask for a signature the moment the decision to buy is made.

3. ALWAYS STAY COOL.

The negotiation table can be loaded with agendas, egos and emotions. Great negotiators know how to stay cool, providing leadership and solutions, while the rest of the room becomes insanely invested in personal agendas and useless emotions. Crying, getting angry and blowing off steam may make you feel good, but such behavior will not benefit you while negotiating. When the rest of the room gets emotional, stay cool and use logic to negotiate and close.

1. If you let the other party start negotiations, you will be completely grasp the control, often without even realizing it. [答案]F
2. So, never let both parties control the negotiations. [答案]F
3. Negotiating first and then having to create a document doesn't need necessary time to a transaction. [答案]T
4. Great negotiators know how to stay cool, providing leadership and solutions, while the rest of the room becomes wild or helpless during the negotiation. [答案]T
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T05 SUCCESSFUL TEAM WORK AND TEAM BUILDING

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第五大题 翻译题

A01 Acting cooperatively is a good way to show team spirit because doing so contributes to the overall success of the team.

- A. 合作是表现团队精神的好方法, 因为这样做有助于整个团队的成功。
- B. 合作行动是展示团队精神的好方法, 因为这样做能构成整个团队的成功。
- C. 互助合作是好路子, 能展示团队精神, 也能帮助整个团队成功。

[答案]A

A02 Always look for ways to go above and beyond the expectations of your customers.

- A. 一定要想方设法, 超越顾客的期望。
- B. 一定要寻求在顾客期待之外的想法。
- C. 总是要寻找达到顾客期望的方法。

[答案]A

B01 But don't forget, some of those companies made a killing.

- A. 但是不要忘记, 一些公司垮掉了。
- B. 但是不要忘记, 一些公司进行了谋杀。
- C. 但是不要忘记, 一些公司赚了大钱。

[答案]C

B02 But franchisor rules are usually very strict in the US as well as in most other countries.

- A. 但是授权特许经营者非常严格, 在美国与其他大多数国家一样。
- B. 但是在美国授权特许经营者的规则与其他大多数国家的一样, 非常严格。

C.但是授权特许经营者的规则在美国与其他大多数国家一样好,非常严格。

[答案]B

B03 **By** understanding how non-verbal communication works,a negotiator must be able to understand the information the other participants are giving out non-verbally.

A.通过理解非语言性交际如何起作用,谈判者一定能够理解其他参与者透露的非语言性信息。

B.要理解非语言性交际如何运行,谈判者必须理解其他参与者给出的非语言性信息。

C.通过理解非语言性交际是如何工作的,谈判者必需能够理解其他参与者非语言性地给出的信息。

[答案]A

C01 **Can** you fill me in?

A.你能替代我一下吗?

B.你能为我填写吗?

C.你能向我详细介绍一下

[答案]C

C02 **Click** the button buy or add to my shopping cart to continue shopping other items or check out.

A.点击按钮“购买”或“加入购物车”,继续购买其他商品或检查商品。

B.点击“购买”按钮或“加入购物车”,继续购买其他商品或结账离开。

C.点击“购买”或“加入购物车”按钮,继续购买其他商品或办理退货手续。

[答案]B

D01 **Don't** rule out a business without learning or seeing what the day-to-day will look like.

A.如果没有学习和看到公司的日期,就不要规定一个公司。

B.不了解或看到公司的日期表,就不要控制一个公司。

C.如果不了解或看到公司的日常情况,就不要排除一个公司。

[答案]C

I01 **I don't** think there's a lot of appetite for adventure in the market right now.

A.我不认为如今在市场中有很多冒险的欲望。

B.我认为如今在市场中没有很多冒险的欲望。

C.我认为如今在市场中有很多冒险的好奇心。

[答案]B

I02 **I see** our company as entering a transitory period.

A.我认为我们公司正进入一个过渡期。

B.我明白我们公司正进入一个过渡期。

C.我看着我们公司正进入一个过渡期。

[答案]A

I03 **If** possible,it may be helpful for negotiation partners to spend time together in a comfortable atmosphere outside of the negotiation room.

A.如果有可能,可以帮助谈判双方花时间一起在谈判室以外的舒适氛围中。

B.如果有可能,让谈判双方花时间一起处于谈判室以外的舒适氛围,可能会有帮助的。

C.如果有可能,谈判双方花时间一起在谈判室以外的舒适的环境中,肯定会有帮助的。

[答案]B

I04 In real life, team work success rarely happens by itself if there are no focused team building efforts or activities.

- A. 实际生活中, 如果没在团队建设上付出过专注的努力或活动的话, 团队工作是很难独自成功的。
- B. 实际生活中, 如果没有关注的团队建设努力或活动的话, 团队工作本身是不会成功的。
- C. 实际生活中, 如果没有聚焦的团队建设努力或活动的话, 团队工作自己也是会成功的。

[答案]A

I05 It is said about 4% of all businesses in the United States are franchisee-worked.

- A. 据说美国所有的贸易中, 4%都是特许经营工作的。
- B. 它说美国所有的商业中, 4%都是特许经营的。
- C. 据说美国所有的商家中, 4%都是特许经营的。

[答案]C

I06 It is very profitable for the issuing offices to finance the funds they collect by issuing traveller's checks.

- A. 对发行机构来说, 发行旅行支票提供融资便利是有利可图的。
- B. 对发行机构来说, 融资有利可图, 他们征集资金, 发行旅行支票。
- C. 对发行机构来说, 征集资金, 发行旅行支票, 融资等, 都是有利可图的。

[答案]A

L01 Let me know how you like living out of a suitcase.

- A. 到时候告诉我没有旅行包你是怎么活下来的。
- B. 到时候告诉我你是怎么带着旅行包生活的。
- C. 到时候告诉我你怎么那么喜欢带着旅行包生活。

[答案]B

L02 Look the person in the eye with honesty and respect.

- A. 用诚实和尊敬看待这个人。
- B. 诚实而尊敬地注视这个人。
- C. 诚实并尊敬地用眼看这个人。

[答案]B

M01 Make sure to look your customers in the eye.

- A. 确保要把顾客像眼睛一样珍视。
- B. 确保把顾客看在眼里。
- C. 确保要直视顾客的眼睛。

[答案]C

M02 Many products come with a money-back guarantee.

- A. 许多产品都要先付款得以保障。
- B. 许多产品都有退款承诺。
- C. 许多产品都要退款。

[答案]B

N01 Not all corporations are traditional businesses that sell stock.

- A. 所有的公司都不是出售股票的传统企业。
- B. 并非所有的公司都是出售股票的传统企业。
- C. 并非所有的公司都是非出售股票的传统企业。

[答案]B

N02 **Not** *all restaurants accept* the card.

- A.所有酒店都不接受此卡。
- B.并非所有酒店都接受此卡。
- C.所有酒店接受的不是此卡。

[答案]B

R01 **Retailers** from Target to Sears are fast evolving Cyber Monday into something more akin to Cyber Week,as online deals stretch well beyond Monday.

- A.从塔吉特到西尔斯的零售商们正迅速把网购一星期改为像网购星期一的促销,因为在线交易在星期一之后也很好。
- B.从塔吉特到西尔斯的零售商们正迅速把网购星期一演变为网购一星期的促销,因为在线交易除了星期一之外都很好。
- C.从塔吉特到西尔斯的零售商们正迅速把网购星期一发展成为更似网购一星期的促销,因为在线交易在星期一之后也很好。

[答案]C

S01 **Shopping** online is getting more and more popular.

- A.网上购物越来越流行。
- B.网上购物越多,就越受欢迎。
- C.越多的网上购物,就越多地得到流行。

[答案]A

T01 **Team building** skills are critical for your effectiveness as a manager or entrepreneur.

- A.为了经理或企业家的有效性,团队建设技能很关键。
- B.作为一名经理或企业家,团队建设技能对提升有效性至关重要。
- C.团队建设技能对经理或企业家的有效性持批判态度。

[答案]B

T02 **Team members** must fulfil their duties with their full efforts.

- A.团队成员必须用全部的努力来实现自己的义务。
- B.团队成员必须凭借全部的努力来满足自己的义务。
- C.团队成员必须尽全力履行自己的义务。

[答案]C

T03 **Teammates** who have team spirit are better able to work together and achieve team goals.

- A.团队中,谁有团队精神,谁就能一起合作并实现团队目标。
- B.有团队精神的队友能更好地协同工作,实现团队目标。
- C.有团队精神的队友比较好,能一起合作并实现团队目标。

[答案]B

T04 **The American** idea of custom service is to make each customer the center of attention.

- A.美式服务理念认为每位客户都是关注的焦点。
- B.美国的客户都有以自己为中心的想法。
- C.美国的客户服务人员都有以客户为中心的想法。

[答案]A

T05 The franchisee can get more money than a direct employee because he or she has a vital interest in the business.

- A. 因为特许经营者在公司中有切身利益,他/她能够比直属雇员赚更多的钱。
- B. 特许经营人能够比直属雇员赚更多的钱,因为他/她在公司中有重要的兴趣。
- C. 特许经营人能够比雇员直接赚更多的钱,因为他/她在公司中有关键的利益。

[答案]A

T06 The negotiation table can be loaded with agendas,egos and emotions.

- A. 谈判桌承载着议事日程,自我意识和各种情绪。
- B. 谈判桌负荷着议事日程,自尊心和不同情绪。
- C. 谈判桌充满了议事日程,自我意识和情感。

[答案]A

T07 The online marketplaces are doing well in part because shoppers are heading to those sites to find popular products that are selling out at regular retailers.

- A. 在线市场部分销售状况良好,原因是消费者去这些网站购买普通零售商店在售的畅销产品。
- B. 在线市场销售状况良好,部分原因是,消费者去这些网站购买普通零售商店在售的畅销产品。
- C. 在线市场销售状况良好,原因是部分消费者去这些网站购买普通零售商店在售的畅销产品。

[答案]B

T08 The worst thing is that you discovered at the last moment there were missing parts in the order before shipment.

- A. 最糟糕的事情是,在装船之前的最后时刻,你发现订单货物有遗漏。
- B. 最糟糕的事情是到了最后一刻还没有装船。
- C. 最糟糕的事情是在装船前的最后一刻,你有所发现。

[答案]A

T09 This is because whoever controls the start of the negotiations tends to control where they end.

- A. 这是因为无论哪一方掌控了谈判的开始,往往都会将谈判导致结束。
- B. 这是因为无论谁曾经掌握了谈判的开始,趋势都会主导谈判的地点。
- C. 这是因为无论谁控制了谈判的开始,谁往往就能掌控谈判的结果。

[答案]C

T10 To be honest,after many years of hard work,tears and disagreements,I have made it through.

- A. 说实话,经过多年的艰苦工作、泪水和意见分歧,我还是渡过了难关。
- B. 经过多年的艰苦工作、泪水、意见分歧和讲诚信,我还是将它通过了。
- C. 要讲诚信,经过多年的艰苦工作、泪水和意见分歧,我还是穿越了它。

[答案]A

W01 Walmart.com expects to register its biggest Cyber Monday yet,coming off a record Black Friday weekend online.

- A. 沃尔玛公司期待注册其最大的网购星期一,然而却实现了黑色星期五周末在线记录。
- B. 沃尔玛公司预测其注册的最大的在线星期一,又突破了黑色星期五周末在线记录。
- C. 沃尔玛公司要求星期一网络技术注册,再次刷新了黑色星期五周末在线记录。

[答案]A

W02 We simply don't have the funds to make any serious investments towards obtaining a bigger market share.

- A. 我们根本没有资金进行严肃的投资买到更大的市场股份。

- B.我们根本没有资金进行严重的投资达到更大的市场分享。
C.我们根本没有资金进行大量的投资获取更大的市场份额。

[答案]C

W03 We *used to* have cash advances.

- A.我们以前是预支现金。
B.我们使用已有的现金。
C.我们习惯了预支现金。

[答案]A

第六大题 写作题

说明：目前尚不确定是否有此题型。

根据要求写作文---/写一封加薪申请书/

[试题一]

According to the following information, please write an application letter for salary raise within 100 words.

- (1) You are *Albert*, and your boss is *Mr. Green*.
(2) Your reasons for the letter.
(3) Your expectation for the salary raise.

备注翻译：

根据以下资料,请在 100 字以内写一封加薪申请书。

- (1)你是艾伯特,你的老板是格林先生。
(2)你写这封信的理由。
(3)你对加薪的期望。

参考答案：

Dear *Mr. Green*,

As I approach my third year in the job, I find myself more dedicated, devoted and motivated than I ever was. I am thrilled to the fact that my efforts have been sensed and this will only result in enhanced performance. The performance review demonstrate show hard I have worked and how much commitment I am willing to put.

I hope you agree with me that better performance and hard work should be rewarded. I hereby kindly ask you to consider a salary adjustment commensurate with my performance. I am willing to give more and would be grateful if my efforts can be acknowledged and consequently reflected with an appropriate change in my pay.

Thank you.

Sincerely,
Albert

[试题二]

According to the following information, please write an application letter for salary raise.

- (1) You are *George*, and your boss is *Mr. Smith*.
(2) Your reasons for the letter
(3) Your expectation for the salary raise

备注翻译：

请根据以下信息,写一封加薪申请信。

- (1)你是乔治,你的老板是史密斯先生。

- (2)你来信的理由。
(3)你对加薪的期望。

参考答案:

Dear **Mr.Smith**,

As I approach my third year in the job,I find myself more dedicated,devoted and motivated than I ever was.I am thrilled to the fact that my efforts have been sensed and this will only result in enhanced performance.The performance review demonstrate show hard I have worked and how much commitment I am willing to put.

I hope you agree with me that better performance and hard work should be rewarded.I hereby kindly ask you to consider a salary adjustment commensurate with my performance.I am willing to give more and would be grateful if my efforts can be acknowledged and consequently reflected with an appropriate change in my pay.

Thank you.

Sincerely,
George

根据要求写作文---【写一封邀请函】

[试题一]

According to the sample letter above and based on the following information,you are required to write an invitation letter to your business partners and invite them to China.

- (1) Your name and position:Simon Zhang,President of Tianjin Trust Int'l TradeCo.,Ltd.
- (2) Your business partners;Mr.James Laird and Mr.Luke Smith.
- (3) Time of visit:between Jan. 28 and Feb. 4.
- (4) Purpose of visit:potential financing.
- (5) Expenses to be borne by:your business partners.

备注翻译:

根据以上的样本信,并根据以下信息,您需要给您的商业合作伙伴写一封邀请函,并邀请他们到中国来。

- (1)您的姓名和职位:张志信,天津信托国际贸易有限公司总裁。
- (2)你的商业伙伴;詹姆斯·莱尔德先生和卢克·史密斯先生。
- (3)参观时间:1月28日至2月4日。
- (4)访问目的:潜在融资情况。
- (5)费用应由:您的业务合作伙伴承担。

参考答案:

Dec.22,2016

Dear Mr.James Laird,

On behalf of Tianjin Trust Int'l TradeCo.,Ltd.,I would like to invite you and your colleague Mr.Luke Smith,to visit us between Jan. 28 and Feb.4 for the purpose of potential financing in the near future.

We both understand that your company will be responsible for all the expenses for your visit to and within China.Although we expect your visit and wish fruitful outcomes between us,Tianjin Trust Int'l TradeCo.,Ltd.is not responsible for any financial aspects of your trip to and within China.

I look forward to welcoming you both in Tianjin and pray that you have a wonderful trip.

Yours sincerely,
Simon Zhang

[试题二]

Write an invitation letter to your business partners and invite them to China according to the following information.

Your name and position: Simon Zhang, President of Tianjin Trust Int'l Trade Co., Ltd.; Your business partners: Mr. James Laird, and Mr. Luke Smith;

Time of visit: between Jan. 28 and Feb. 4, 2017;

Purpose of visit: potential financing;

Expenses to be borne by: your business partners.

备注翻译:

给您的商业合作伙伴写一封邀请函，并根据以下信息邀请他们到中国来。

您的姓名和职位：张西蒙，天津信托国际贸易有限公司总裁；

您的商业伙伴：詹姆斯·莱尔德先生和卢克·史密斯先生；

参观时间：2017年1月28日至2月4日；

访问目的：潜在的资金来源；

费用应由：您的业务合作伙伴承担。

参考答案：

Dec. 22, 2016

Dear Mr. James Laird,

On behalf of Tianjin Trust Int'l Trade Co., Ltd., I would like to invite you and your colleague Mr. Luke Smith, to visit us between Jan. 28 and Feb. 4, 2017 for the purpose of potential financing in the near future.

We both understand that your company will be responsible for all the expenses for your visit to and within China. Although we expect your visit and wish fruitful outcomes between us, Tianjin Trust Int'l Trade Co., Ltd. is not responsible for any financial aspects of your trip to and within China.

I look forward to welcoming you both in Tianjin and pray that you have a wonderful trip.

Yours sincerely,
Simon Zhang

根据要求写作文---【写一封辞职信】

[试题一]

Write a resignation letter according to the information below. (根据以下信息写一封英文辞职信)

Suppose you are Jason Law, CEO of Starwood's. Write a resignation letter to the Board of Directors based on the following information.

(1) Resign due to personal health problem;

(2) Participate in the search for a successor;

(3) Continue as CEO until a new CEO is selected;

(4) Wish a bright future for Starwood's; and thank Starwood's for the days spent together.

备注翻译:

根据以下信息写一封辞职信。(根据以下信息写一封英文辞职信)

假设你是喜达屋百货公司的首席执行官杰森·劳。根据以下信息向董事会写一封辞职信。

(1) 因个人健康问题而辞职的；

(2) 参与寻找接班人的工作；

- (3)继续担任首席执行官,直到选定新的首席执行官;
(4)祝喜达屋有一个美好的未来;感谢喜达屋在一起度过的日子。

参考答案:

To the Starwood's Board of Directors and the Starwood's Community,

I'd like to share with you some difficult news about my future plans.Later today,I will announce that I have resigned from Starwood's due to my health problems.

I will be participating in the search for my successor,and I will continue as CEO until the board selects a new one.

Together,we have accomplished what some might have thought could not be done.believe Starwood's brightest and most innovative days are ahead of it.

I have made some of the best friends of my life at Starwood's,and I thankyou all for the many years of being able to work alongside you.

Jason Law

根据要求写作文---【写一封投诉信】

[试题一]

假定你是马淑云,两周前你从网上订购了一套英语书虫系列读物(Bookworm Series),昨天才到货,且包装破损、数量不足。请就此向网店客服写封投诉信。要点如下:

- (1)介绍购物情况;
- (2)反映存在问题;
- (3)提出解决方案。

参考答案:

To whom it may concern,

I am one of your customers(顾客).I ordered(订购) a set of(一套) Bookworm Series on your website two weeks ago,but I didn't receive them until yesterday.And much to my dis appointment,the books were so poorly packed up that the cover of one book was torn.To make matters worse,it is not a complete set,as I found one book missing.

I am sorry to have received such poor service,and I believe I have every right to ask you to deal with this problem.I hope that you either return my money or deliver a new set of books to me.Besides,I'd like to be informed of the process of your dealing with my complaint.

Looking forward to your reply.

Sincerely.
MaShuYun

根据要求写作文---【写一封索赔接受书】

[试题一]

You are Bill Wang,and is about to write a letter of acceptance of claim.Base your letter on the following notes:

- acknowledging receipt of the claim letter on products' paper bag breakage during transit;
- apologizing for the error and accept the claim;
- explaining the cause of error: fail to use the strong paper bags due to the negligence on the part of the

warehouse manager;

●offering a solution: make a payment of \$500.00 into your customer's bank account.

备注翻译:

你是 **Bill Wang**, 正准备写一封索赔接受书。此信函应基于以下说明:

- 确认收到了关于产品在运输过程中纸袋破损的索赔信;
- 为错误道歉并接受索赔;
- 解释错误原因: 由于仓库经理的疏忽, 未能使用强纸袋;
- 提供了一个解决方案: 向您的客户的银行账户支付**\$500.00**。

参考答案:

Dear Sirs,

We have just received your letter of Jan. 12 with regarding of the paper bag breakage and have given our prompt attention. We wish to express our deepest regret over the unfortunate incident.

After check-up by our staff at the warehouse, it was found that some paper bags were not strong paper bags as stipulated in the contract, thus resulting in the breakage during transit. This was due entirely to negligence on the part of the warehouse managers, for which we tender our apologies.

In view of our recent friendly cooperation, we will make a payment of \$500.00 into your account with the Bank of China, upon receipt of your agreement,

We hope that the arrangement we have made will satisfy you and look forward to having your further orders.

Yours faithfully,

Bill Wang