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

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

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

have to

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

**be back tomorrow.**

A. I'd love to

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

**Go ahead.**

C. Not at all.

5、**—Good morning, Sunshine Community**

**Center ! May I help you?—（）**

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

kitchen.

6、**—Hello, is that service center? The elevator of**

**our apartment doesn't work.**

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

7、**—Hi , Helen , I'll have an interview tomorrow.**

**I'm afraid I can't make it.—（）**

A. Sure , you can. Take it easy.

8、**—How are you feeling now?**

A. Much better.

9、**—How did your talk with the community**

**resident go?**

I’m not sure.

10、**—How do you think of the theme of our**

**event?**

It’s pretty good.

11、**—How do you think of the theme of our**

**event?—（）.**

A. It’s pretty good.

12、**—How's your mother doing?一（）.**

A.She is very well.

13、**—I am sorry. Now what were we talking**

**about?—（）**

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

14、**—I was worried about my math, but Mr.**

**White gave me an A. —（）.**

B. Congratulations!

15、**—I’m terribly sorry that I’ve spilled some**

**coffee on the table.—（）.**

B. It doesn’t matter.

16、**—Let’s make plan first for our events, shall**

**we?.**

OK, let’s do it.

17、**—May I ask you why you left the former**

**company？**

Because I want to change my working environment

and seek new challenges.

18、**—Our company is doing a customer service**

**questionnaire. May I take you a moment?**

B. By all means.

19、**—Should I leave earlier tomorrow**

**morning?**

**—（）.**

A. Yes, it’s better to leave earlier to avoid the

morning traffic.

20

、**—Thank you very much for answering our**

**questions. It really helps our market research**

It’s my pleasure.

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

A birthday party for my brother.

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

**.**

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

23、**—What time does the train leave?**

C. At half past five.

24、**—What’s your view on our**

**questionnaire\_?\_—（）**

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

25、—Why do you look unhappy. What's the

matter?—( ).-->(C. I'm rather disappointed with the

poor quality of the radio I've just bought.)

26、**—Would you like to go to the concert with**

**us?**

I wish I could

27、—Would you like to go to the concert with

us?—( )， but I've promised to help Jim with his

Chinese. Thank you all the same.-->(C.I wish I

could)

28、**—Would you mind answering some**

**questions about your annual report?**

No, as long as it doesn’t take long

29、**—Would you mind filling the questionnaire**

**for me?**

A. No problem.

30、**—Would you mind filling the questionnaire**

**for me?—（）.**

A. No problem. Just give me your questionnaire.

31、**—Your plan is perfect and I believe that it**

**will be a great success .**

Thank you very much.

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

**Shakiraton Hotel.**

C. What is the address of your speech?

33、—（）.—It will take at least two

weeks .-->(A.How soon will you finish our annual

report?)

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

How much does the printing of the annual report

cost

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

How soon will you finish our annual report

36、**—（）?—Twice a week.**

How often do you use our company’s product

37、**—（）—Everything is going smoothly.**

How is everything going?

38、**—（）—In total, it should be about 15,000**

**RMB for the three-daytraining.**

How much have you budgeted for the training?

39、**—（）—It might be a good idea to read some**

**simplified books first.**

What books would you recommend?

40、**—（）—My name is Helen , and I was born in**

**1980. My major was electrical engineering.**

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

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

What is your working experience?

**词汇与语法(89)-** 1、**According to their feedback**

**sheets, the participants are all （）According to**

**their feedback sheets, the participants are all**

A. satisfied

2、**According to theirfeedback sheets, the**

**participants are all （）with the training.**

satisfied

3、**American young people would rather（）advice**

**from strangers.**

A. get

4、**Are you familiar （）the saying, "it's not what**

**you know, but who you know"? In event**

**planning, networking is key!**

A. with

5、**Are you familiar （）the saying, “it’s not what**

**you know, but who you know”?**

with

6、**At the end of the day , you want all attendees**

**（）your event to remember this key message**

**that you' ve spent a long time reinforcing.**

C. leaving

7、**Can you go skating with us this afternoon?**

**—Sorry， I can’t. I（）take care of my little sister**

**at home.**

C. have to

8、**Customers（）refuse to filling the questionnaire**

**are not permitted to buy the product .**

C. who

9、**Did the medicine make you feel**

**better—No.The more（），（）I feel.**

B.medicine I take;the worse

10、**Does his absence（）to your work?**

A. make a difference

11、He is （） this company.-->(A.in charge of)

12、**He says what he thinks and does what he**

**wants to do, （） other people’s feelings.**

regardless of

13、**He was always（）in sharing his enormous**

**knowledge.**

A. generous

14、**Her article is（）in her class.**

A.the best

15、**Hiring a good employ may cost much money**

**and time，（）it can win much more for the**

**company in future.**

C.however16、**Hiring the right employee （）you（）a**

**thousand times over in high employee morale.**

C. pays...back

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

C. consistent

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

A. consist of

19、**I didn't do（）last week.**

C. anythÌng

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

**minutes ago.**

A. what's going on

21、**I have coffee （）breakfast time.**

A. at

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

B. my

23、**I would rather （） two weeks earlier.**

C. you had come here

24、**I'd like to（）that the staff member who served**

**me didn't really seem to know what he was**

**doing.**

A. point out

25、**I'm writing to （） a position as a computer**

**engineer in your company.**

C. apply for

26、I' m writing to( )a position as a computer

engineer in your company.-->(C. apply for)

27、**If I （） you, I （） more attention to the**

**independent auditors’ report and financial**

**statements in the annual report.**

were; would pay

28、It is only by agreeing with their view point and

（）that you will resolve the situation and send the

customer away happy.-->(A.suggesting a possible

solution)

29、**I’d like to（） that the staff member who**

**served me didn’t really seem to know**

point out

30、**I’m confident in these as long as we（）the**

**needs of the community residents and improve**

**our service quality.**

A. keep an eye on

31、**I’m writing to（）a position as a computer**

**engineer in your company.**

C. apply for

32、**Let's （）our plan.**

A. start

33、**Look!（）**

B. Here comes the bus.

34、**More than 30 people （） the position.**

applied for

35、**My name is Helen, and I was born in 1980.**

**My major was electrical engineering.**

Tell me your name, please.

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

B. turn into

37、**Our company will（）the customers’**

**suggestions.**

C. respond to

38、Our workers have been checking the heating

system since you called us. I ( )you it will perform

well soon.-->(C. assure)

39、**Participants have（）the Productivity Analysis**

**Worksheet.**

C. completed

40、**People （） find useful information from the**

**annual report.**

could

41、**Questionnaires are easy to （）.**

analyze

42、Questionnaires are not suitable（）some

people.-->(B. for)

43、**The candidate should dress in a manner that**

**is appropriate to the position（）he is applying.**

A. for which

44、**The enemy has strengthened their （）**

**position.**

defensive

45、**The heating system of our apartment broke**

**down so I made a（） call to the community**

**service center.**

B. complaint

46、The investor should be aware of the limitations

of the financial statement analysis （）the annual

report.-->(A.based on)

47、**The Jiahe Community Service Center is**

**about to（）seance for residents.**

B.provide

48、**The more information you can get （） in**

**your field.**

C.the more competitive you will be

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

field.-->(C. the more competitive you will be)

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

B. sounds

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

C. sounds

52、The new year is just （）.-->(B. around the

corner)

53、**The quality of questionnaire will（）how much**

**information we know from our**

affect

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

A. related

55、**The training is （）positive results on the job**

**they are presently （）.**

bringing about, doing

56、**These tips may help you avoid（）bad**

**employees for your company.**

B. hiring

57、**They have disagreement （）the plan of**

**celebrating the founding of the community.**

on

58、**They（）since last night. They are about to**

**finish the work.**

B.have been cleaning the system

59、**This involves （） the high-level reasoning**

**behind your intentions for the event.**

identifying

60、**Under no circumstance （）to tell lies to the**

**public.**

B. are the companies allowed

61、**We feel （）with the inconvenience the service**

**center brought us.**

A. disappointed

62、**We have to（）our annual work report to the**

**manager next week.**

A. hand in

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

**system.**

evaluation

64、**We should keep in mind（） the feedback is**

**very helpful for planning future meetings and**

**events .**

B. that

65、**We should take the degree（）account when**

**we recruit a new secretary.**

B. into

66、**We think that Smith should be told about his**

**（）condition as soon as possible.**

C. physical

67、**We （）it very much that you' ve come to give**

**us a timely ride. Otherwise we would miss the**

**train.**

A. appreciate

68、**We（）very much that you’ve come to give us**

**a timely ride. Otherwise we would miss the train.**

B. expect

69、**When reading the annual report，we should**

**look out（）the areas where the company did not**

**comply with the regulations.**

B.for

70、**When stating problems，we can make a（）**

**with those from last year.**

C.comparison

71、**Where are you used to（）vegetables?**

C. buying

72、**Whose textbook is this?—It （）John' s. It has**

**his name on it.**

B. must be

73、**Write the telephone number down（）you**

**forget.**

B. in case

74、**You also should send a resume （） the**

**employer know more information about you.**

to let

75、**You can try these methods to keep your**

**interview anxiety（）control.**

A. under

76、You must( )the annual certification of

employment online within 15 days.-->(A.submit)

77、You need to( ) those questionnaire papers for

your company.-->(A.hand out)

78、**Your long-term success in event planning**

**will be based（）the experience you had.**

B. on

79、**You’d better have your hair（）before going**

**to your friend’s wedding.**

C. to cut

80、（） a company really wants is a candidate （）

has the right skills.-->(A.What. That)

81、**（） face-to-face interviews, questionnaires**

**are cheaper for collecting data from a large**

Compared to

82、**（） the feedback is very helpful for planning**

**future meetings and events.**

Getting

83、**（） the fog, we should have reached the**

**annual meeting site on time.**

But for

84、**（） you prepare cross training plans, you**

**need to consider both the company benefits**

As

85、**（）a company really wants is a candidate**

**（）has the right skills.**

A. What...that

86、**（）face-to-face interviews, questionnaires are**

**cheaper for collecting data from a large number**

**of respondents.**

B. Comparing

87、**（）the feedback is very helpful for planning**

**future meetings and events.**

C. To get88、

**（）**

**the fog, we should have reached the annual**

**meeting site on time.**

C. But for

89、**（）you prepare cross training plans, you need**

**to consider both the company benefits and the**

**employee benefits.**

C. As

**阅读理解（单选）**

1、**Angry customers tend to aim their dissat...**

2、**Angry customers tend to aim their dissat...**

3、**Angry customers tend to aim their dissat...**

4、**If you take the following steps, you can...**

5、**Mary began playing the violin when she w...**

6、**PPHC and Gooseneck are two organizations...**

7、**Questionnaires can be a simple way to ge...**

8、**Stress around interviews is often influe...**

9、**Successful and memorable events don’t j...**

10、**The houses we live in are very important...**

11、**There are more ants than any other kinds...**

1、**Angry customers tend to aim their**

**dissatisfaction and complaints at staff members.**

21.Angry customers tend to aim their dissatisfaction

and complaints at （）.-->A.staff members

22.When a customer shouts rudely at you , you

should （）.-->C.keep calm and listen carefully to

the customer

23.The underlined sentence in Paragraph 3 means

（）.-->B.you should listen more than you speak.

24.When dealing with an angry customer , which is

NOT the right attitude?-->C.Be amused.

25.Which of the following statements is true

according to the passage?-->C.You should relax

yourself and try to understand the angry customers.

2、**Angry customers tend to aim their**

**dissatisfaction and complaints at staff members.**

21.At whom do angry customers tend to aim their

dissatisfaction and complaints？-->A.Staff

members.

22.When a customer shouts rudely at you，you

should （）.-->C.keep calm and listen carefully to

the customer

23.The underlined sentence"Use your ears more

than your mouth"means（）.-->B.You should listen

more than you speak

24.When dealing with an angry customer，which is

NOT the right attitude？-->C.Be amused

25.Which of the following statements is true

according to the passage？-->C.You should relax

yourself and try to understand the angry customers.

3、**Angry customers tend to aim their**

**dissatisfaction and complaints at staff members.**

1. At whom do angry customers tend to aim their

dissatisfaction and complaints? -->A. staff members

2. When a customer shouts rudely at you, you

should -->.C. keep calm and listen carefully to the

customer

3. The underlined sentence “Use your ears more

than your mouth” means -->.B. You should listen

more than you speak.

4. When dealing with an angry customer, which is

NOT the right attitude?-->C. Be amused.

5. Which of the following statements is true

according to the passage?-->C. You should relax

yourself and try to understand the angry customers.

4、**If you take the following steps, you can make a**

**satisfactory annual report.**

1. Do you have to gather all the information since

you entered the company before writing the annual

report?-->B. No.

2. Is it reasonable to include everything of the

company in order to make the annual report

informative?-->B. No.

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

mean?-->A. Using fewer words, making fewer parts,

and so on, is simpler, and more efficient than the

opposite.

4. Which is NOT TURE for the functions of the

visuals and charts?-->C. They can make the report

harder to be understood.

5. How many steps should you take to make your

report impressive?-->C. Four

5、**Mary began playing the violin when she was**

**only six.**

1. Mary’s father -->.C. got the violin from his aunt

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

about -->.B. 11

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

-->.A. she had real talent

4. Mary（） when she was 16. -->B. set up her own

group

5. Eric Sound was the name of -->.B. Mary’s music

group

6、**PPHC and Gooseneck are two organizations**

**that do similar community work.**

1. What are PPHC and Gooseneck? -->C. They are

two organizations that do similar community work.

2. Which degree does Elaine have?-->A.

Psychology degree.

3. Which of the following statements is TRUE

according to the passage?-->B. Markhas a clear

idea of his job after the training.

4. How is Mark trained to be prepared for his

work?-->C. Both A and B.

5. What is the main idea of the passage?-->A. The

importance of training.

7、**Questionnaires can be a simple way to get to**

**know your audience’s opinions.**

1. The questionnaire contains following elements

except?-->C. Address

2. In order to keep your questionnaire visually

attractive, you should -->C. Leave enough space

between questions and sections.

3. You should start your questionnaire

with（）questions and then move to（）ones.-->A.

general, specific

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

Designing an Effective Questionnaire.

5. Which of the following statements is NOT

correct?-->B. Open-ended questions cannot provide

more detailed information, so you’d better not use

too many open-ended questions in one

questionnaire.

8、**Stress around interviews is often influenced by**

**our assumptions we make to ourselves about the**

**process.**

1. What often influences the stress around

interviews according to the passage?-->B.

Anxiety-provoking thoughts

2. Does one poor answer in an interview influence a

candidate to get a job?-->B. No.

3. Can imagining success help a candidate to lower

levels of anxiety?-->A. Yes.

4. How can we reduce our stress around

interviews?-->A. Breathe deeply

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

author?-->C. When we have too much stress around

interview.

9、**Successful and memorable events don’t just**

**happen.**

1. Which of the following statement is NOT true

according to the passage?-->C. Know the limitation

means you should know the audience’s limitation.

2. Which is not the factor of holding a successful

event?-->C. A invitation

3. According to the passage, what is the key factor

to make your event successful?-->B. Details.

4. What is the best title for this passage?-->C. How

to plan successful events.

5. What is the purpose of making list of

details?-->A. Make sure not overlook things

10、**The houses we live in are very important.**

The houses we live in are very important. They

keep us from being cold in the winter and hot in the

summer.

21. Which of the following is NOT mentioned in

the passage?-->B. Families and friends live in the

same house.

22. According to the passage, the house can keep

out （）.--> C. the wind and the snow

23. Houses are （）in sizes and many ways.-->C.

different

24. Which of the following is probably NOT the

thing used to build houses?-->B. cotton

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

A. in hot places like to live the lightly-built houses

to get heat

11、**There are more ants than any other kinds of**

**land animals in the world.**

1. Which kind of ants is not regarded as the main

types of ants in general?-->B. Soldier ants.

2. According to the passage, what do we learn about

the ants’ enemies?-->A. They are of many kinds.

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

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

4. According the passage, which of the following

statements is TRUE?-->C. Ants are useful to human

on some conditions.

5. The main purpose of the passage is to -->.A.

explain some information about ants

**阅读理解（判断）(11)** 1、**An annual report of a**

**company provides i...** 2、**Cross training is training**

**an employee t...**

3、**Cross training is training an employee t...**

4、**Feedback from your customers is very imp...**

5、**Feedback from your customers is very imp...**

6、**Good communication skills are the key to...**

7、**Hiring the right employee is a challengi...**

8、**If you take the following steps, you can...**

9、**QUESTIONNAIRES: ADVANTAGES &**

**DISADVA...**

10、**USE THESE 5 (OF 10) TIPS TO START**

**YOUR E...**

11、**Xiaoyan,I thought you’d like to know**

1、**An annual report of a company provides**

**information about its business performance for**

**certain people.**1. An annual report of a company provides some

information about its business performance for

certain people.-->T

2. People can know everything of the company

from the annual report.--> F

3. An annual report usually includes chairman’s

letter, financial statements and operation

analysis.-->T

4. A chairman’s letter should include the strategic

direction moving forward.-->T

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

annual report.-->T

2、**Cross training is training an employee to do a**

**different part of the organization' s work.**

26. Cross training is training an employee to do a

different job in a different company.（F）

27. Cross training is beneficial not only for

managers but also for employees.（T）

28. Cross training can apply to almost any position

and almost any industry.（T）

29. Not all employees are suitable to be cross

trained.（T）

30. Y ou can decide w hich employees to be cross

trained according to their age.（F）

3、**Cross training is training an employee to do a**

**different part of the organization's work.**

26.Cross training is training an employee to do a

different iob in a different company.-->F

27.Cross training is beneficial not only for

managers but also for employees.-->T

28.Cross training can apply to almost any position

and almost any industry.-->T

29.When you prepare cross training plans , the only

consideration 15 the company benefits.-->F

30.You can decide which employees to be cross

trained according to their age.-->F

4、**Feedback from your customers is very**

**important.**

1. Hotel customers and hotel staff think the same

about breakfast.-->F

2. A good or bad experience of a customer in a

wheelchair in your shop shows whether your

service is good or not.--> T

3. It’s not necessary to know about the customers’

needs and preferences. -->F

4. Questionnaires are useful in getting feedback

from customers.--> T

5. Front-line staff have nothing to do with

improving customer service.-->F

5、**Feedback from your customers is very**

**important. The more information you have from**

**them, the more competitive you will be in your**

**field.**

Feedback from your customers is very important.

The more information you have from them, the

more competitive you will be in your field.

26. Hotel customers and hotel staff think the same

about breakfast.-->F

27. A good or bad experience of a customer in a

wheelchair in your shop shows whether your

service is good or not.-->T

28. It's not necessary to know about the customers'

needs and preferences.-->F

29. Questionnaires are useful in getting feedback

from customers.-->T

30. Front-line staff have nothing to do with

improving customer service.-->F

6、**Good communication skills are the key to**

**success in life，work and relationships.**

26.A message must be understood，interpreted or

delivered correctly with communication.（F）

27.When you talk with others you can pay little

attention to your body language.（F）

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

better your ability to communicate.（F）

29.Before stating your opinions，you’d better let the

speaker finish his or her talking first.（T）

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

angry or displeased.（T）

7、**Hiring the right employee is a challenging**

**process for a company.**

1. Hiring the wrong employee is expensive, costly

to a company, and time consuming.--> T

2. A company has to spend a lot of money hiring a

right employee.-->F

3. An advertisement with a clear target will make

all candidates lose courage.-->F

4. Well designed interview questions can help you

know more about the candidates.--> T

5. Work experience is one of the primary things for

an employer to verify in background checking.--> T

8、**If you take the following steps, you can make a**

**satisfactory annual report.**

26. Before writing the report, you should gather all

the work you have done over the past year.-->T

27. The contents of the report should be

selective.-->T

28. The idiom "a picture is worth a thousand

words"is appropriate here.-->T

29. The application of visuals and charts can make

the report more boring-->F

30. Ending the report with a strong call to action

will offend he readers-->F

9、**QUESTIONNAIRES: ADVANTAGES &**

**DISADVANTAGES**

1. The advantages of questionnaire are more than

disadvantages.-->T

2. Questionnaire is the cheapest way for collecting

data from respondents.-->F

3. Questionnaires have the advantage of being

analyzed easily through the computer software.-->T

4. Questionnaire is suitable for everyone.-->F

5. The respondent is usually the same person you

sent the questionnaire to.-->T

10、**USE THESE 5 (OF 10) TIPS TO START**

**YOUR EVENT PLANNING CAREER**

1. You can plan a success event if you have

experience.-->F

2. You will move into a position with some

responsibility only through volunteering.-->F

3. Networking is the key to event planning.-->T

4. Create an event album means taking photos in

the event.-->F

5. You can become a certified event planner as well

when you gain valuable event planning

experience.-->T

11、**Xiaoyan,I thought you’d like to know**

1. David had a meeting with the designers

yesterday.-->F

2. David had made the icons larger.-->F

3. The speed of access has been made quicker.-->F

4. David is going to make a presentation in Paris.--

>T

5. David would like some help from Xiaoyan.-->T

**翻译题(39)**

1、**A few minutes later the doctor came out of his**

**room for the third time.**

A. 几分钟后，医生第三次从他的房间走出来。

2、 **I think what should be done is to create more**

**job opportunities for students**

A．我认为我们更需要为学生们创造更多的工作

机会。

3、 **In a word, taking the time to develop a**

**well-designed and participant-friendly**

**questionnaire will give you useful data that can**

**help you make the right decisions.**

A.总之，花时间去制作一份精心设计和参与者友

好的调查问卷将为你提供有用的数据来帮助你

做出正确的决定。

4、 **The more familiar interviewing feels to you,**

**the less anxiety you will feel with the process.**

A. 你对面试越熟悉，在面试过程中你的焦虑就

会越少。

5、 **They have disagreement on the plan of**

**celebrating the founding of the community.**

B. 他们对庆祝公司成立的方案有异议。

6、**A bad hire not just wastes your time and**

**money, but also impacts the team spirit and**

**company morale.**

B．招聘到不合格的员工即浪费时间和金钱，而

且还会影响整个团队精神和公司士气。

7、**A few minutes later the doctor came out of his**

**room for the third time.**

**A. 几分钟后，医生第三次从他的房间走出来。**

8、**A few minutes later the doctor came out of his**

**room for the third time.**

答案：B.几分钟后，医生第三次从他的房间走出

来。

9、**A man and his wife had a small restaurant**

**near a station.**

C. 一个男人和他的妻子在靠近车站的地方开了

家小饭馆。

10、**A new food market will be built in our**

**community next month.**

**C. 下个月我们社区将新建一个菜市场。**

11、**A true friend is someone who reaches for**

**your hand and touches your heart.**

C.真正的朋友是一个可以援手帮助并感动你心

扉的人。

12、**Angry customers tend to aim their**

**dissatisfaction and complaints at staff members.**

答案：A.愤怒的顾客往往会把员工当做他们发泄

不满和抱怨的目标。

13、**As a general rule, it is better to focus on the**

**content of a presentation as a means of**

**attracting your audience’s attention.**

C. 一般而言，最好把重点放在讲解的内容上，借

此来吸引观众的注意。

14、**By the following week, when he's on his own,**

**he feels he has a pretty good idea of what he**

**needs to do, and how to go about it.**

到第二个星期，当他独立工作的时候，他感到对

于自己需要做什么以及如何开始做非常清楚。

15、**Focus groups are representatives of**

**customers whose job is to provide you with**

**information on their needs and preferences.**

C. 焦点小组是顾客的代表，他们的工作是给你提

供他们的需求和喜好。16、**Having patience with your customers and**

**with yourself will go a long way in winning over**

**hostile customers.**

对顾客和对自己有耐心将在赢得生气的顾客对

你工作的支持方面大有帮助。

17、**I don't know why he is late, he might have**

**had an accident.**

答案：C.我不知道他为何迟到，可能遇上了事故。

18、**I think what should be done is to create more**

**job opportunities for students.**

A. 我认为我们更需要为学生们创造更多的工作

机会。

19、**In contrast to other countries，the US has no**

**national college entrance exam.**

B.与其他国家相比，美国没有大学人学考试。

20、**In general, we’ve made some progress this**

**year in improving community services.**

A. 总的说来，今年我们已经在改善社区服务方

面取得了一些进展。

21、**On the last day of the old year, there is a**

**family dinner.**

B.在即将过去的一年的最后一天，会有一次家庭

聚餐。

22、**Stress around interviews is often influenced**

**by our assumptions we make to ourselves about**

**the process.**

C.我们自己对面试过程的揣测往往会影响面试

压力。

23、**Thank you so much for your generous**

**hospitality**

C. 非常感谢您的盛情款待。

24、**The more familiar interviewing feels to you,**

**the less anxiety you will feel with the process.**

你对面试越熟悉，在面试过程中你的焦虑就会越

少。

25、**The old saying “practice makes**

**perfect“ applies to interviewing too.**

B. 古话"熟能生巧"对面试也是适用的。

26、**They are willing to understand their**

**partner’s position first before trying to get**

**understood.**

B. 在得到合作对方理解前，他们愿意先理解合作

伙伴的立场。

27、**They have disagreement on the plan of**

**celebrating the founding of the community.**

B. 他们对庆祝公司成立的方案有异议。

28、**This involves identifying the high-level**

**reasoning behind your intentions for the event.**

C.这就包括了弄明白你举办次活动目的背后的

高层次的推理。

29、**To communicate precisely what you want to**

**say, you have to frequently need to define key**

**words.**

C. 要准确表达你的本意，就必须不断定义关键词。

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

**in case.**

C.我想留一点预算空间，以防万一。

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

**October.**

答案：A.十月份前我们不可能做完这项工作。

32、**We should present data in tables or charts so**

**that the report may not be boring with facts**

**alone.**

A. 我们应该用表格或图表来呈现数据以便报告

不因为仅有事实而枯燥乏味。

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

一旦你开始了一件工作，你就得持之以恒。

34、**Whether it’s an anniversary, a sporting event**

**or a retirement party, and no matter how much**

**time you have, your event’s success is in the**

**detail.**

A．不论是周年庆典、体育赛事或者退休会，也

不论你有多少时间，你的活动的成功 在于细节。

35、**Will you be involved in opening the new**

**office?**

B.你会参与开设新办公室的工作吗？

36、**Will you be involved in opening the new**

**office?**

你会参与开设新办公室的工作吗？

37、**You can see many interesting things on your**

**way.**

B.一路上你能看见许多有趣的事情。

38、**You want all attendees leaving your event to**

**remember this key message that you’ve spent a**

**long time reinforcing.**

A．你希望所有的参加者离场后都会记得你曾经

花了很长时间来强调的这个关键的信息。

39、**You will do everything within your power to**

**try and resolve the situation.**

C. 你会在力量范围内尽一切努力解决问题。**阅**

**读填空题(8)** 1、**An annual report provides （）**

**information about an organization.**

1：A. useful;

2：A. prefer;

3：C. no;

4：B. both;

5：B. without

2、**Everyone wants to healthy and happy.**

1：B. affected;

2：C. but;

3：A. strain;

4：C. assumed;

5：A. consequently

3、**Imagine this situation: you have bought a**

**faulty item from a shop and you take**

1：B. it;

2：A. which;

3：C. favours;

4：A. as;

5：B. with

4、**Successful events don't just happen - they're**

**the result of**

1：B. planning;

2：A. bigge;

3：C. miss;

4：C. Whether;

5：B. appeal to

5、**The houses we live in are very（）.**

1：B. important;

2：C. where;

3：A. care for;

4：B. sizes;

5：C. built

6、**The old saying “practice makes perfect”**

**applies to interviewing too.**

1：A. so;

2：C. asked;

3：B. simply;

4：C. whether;

5：B. confidence

7、**The qualities of a good questionnaire**

1：A. writing;

2：A. Secondly;

3：C. In order to;

4：B. In a word;

5：A. help

8、**Want to keep your staff motivated about**

**learning new concepts?**

1：A. offer;

2：C. Whatever;

3：B. ultimately;

4：B. needed;

5：C. continuing

****题库一****

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

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

答案：Not at all

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

答案：Congratulations!

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

答案：have to

题目：He is \_\_\_\_\_\_\_\_ this company.

答案：in charge of

题目：He says what he thinks and does what he wants to do, \_\_\_\_\_\_\_\_ other people’s feelings.

答案：regardless of

题目：He was always \_\_\_\_\_\_ in sharing his enormous knowledge.

答案：generous

题目：His action is always \_\_\_\_\_\_ with his words．

答案：consistent

题目：－How’s your mother doing?—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

答案：She is very well

题目：—I’m terribly sorry that I’ve spilled some coffee on the table.— \_\_\_.

答案：It doesn’t matter

题目：More than 30 people \_\_\_\_\_\_ the position.

答案：applied for

题目：One day, our dreams will \_\_\_\_\_\_\_\_\_\_\_\_ reality.

答案：turn into

题目：The enemy has strengthened their \_\_\_\_\_\_ position.

答案：defensive

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

答案：physical

题目：―Whose textbook is this?  ―It \_\_\_\_\_\_\_ John’s. It has his name on it.

答案：must be

题目：—Would you like to go to the concert with us? — \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, but I’ve promised to help Jim with his Chinese. Thank you all the same.

答案：I wish I could

****二、翻译：从以下A、B、C三个选项中选出与英文最适合的中文翻译。****

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

****答案：1：C; 2：C; 3：A; 4：B; 5：A****

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

The houses we live in are very {A. expensive; B. important; C. huge}. They keep us from being cold in the winter and hot in the summer. In the winter they keep out of the snow. They also keep out the wind. Even if it is blowing outside, we are nice and warm inside. In the summer houses keep the hot sun from us. When it rains, they keep us from getting wet.

….. 后面试题题目省略

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

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

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

….. 后面试题题目省略

****答案：1：B; 2：A; 3：C; 4：C; 5：A****

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

GOOD COMMUNICATION SKILLS - KEY TO ANY SUCCESS

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

….. 后面试题题目省略

****答案：1：F; 2：F; 3：F; 4：T; 5：T****

题库二

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

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

答案：Tell me your name, please.

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

答案：What is your working experience?

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

答案：Sure, you can. Take it easy.

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

答案：What…that

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

答案：however

题目：Hiring the right employee \_\_you \_\_ a thousand times over in high employee morale.

答案：pays…back

题目：I’m writing to \_\_\_\_\_\_\_\_ a position as a computer engineer in your company.

答案：apply for

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

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

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

答案：for which

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

答案：hiring

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

答案：into

题目：—What starting salary do you expect?—\_\_\_\_\_\_

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

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

答案：to let

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

答案：under

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

答案：submit

****二、翻译：从以下A、B、C三个选项中选出与英文最适合的中文翻译。****

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

****答案：1：B; 2：B; 3：A; 4：C; 5：A****

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

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

****答案：1：B; 2：B; 3：A; 4：A; 5：C****

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

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

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

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

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

….. 后面试题题目省略

****答案：1：T; 2：F; 3：F; 4：T; 5：T****

题库三

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

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

答案：As

题目：—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_—Everything is going smoothly.

答案：How is everything going?

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

答案：How much have you budgeted for the training?

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

答案：What books would you recommend?

题目：According to their feedback sheets, the participants are all \_\_with the training.

答案：satisfied

题目：American young people would rather \_\_\_\_\_\_advice from strangers.

答案：get

题目：—Any suggestions for the project?—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

答案：eligible

题目：Does his absence  to your work?

答案：make a difference

题目：How many players does a baseball team？

答案：consist of

题目：Participants have \_\_\_\_\_the Productivity Analysis Worksheet.

答案：completed

题目：—Should I leave earlier tomorrow morning?—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

题目：The training is \_\_\_\_\_positive results on the job they are presently \_\_\_\_\_.

答案：bringing about, doing

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

答案：evaluation

题目：Write the telephone number down you forget.

答案：in case

****二、翻译：从以下A、B、C三个选项中选出与英文最适合的中文翻译。****

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

….. 后面试题题目省略

****答案：1：C; 2：A; 3：A; 4：B; 5：B****

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

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

….. 后面试题题目省略

****答案：1：C; 2：A; 3：B; 4：C; 5：A****

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

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

….. 后面试题题目省略

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

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

Cross training is training an employee to do a different part of the organization's work. Training worker A to do the task that worker B does and training B to do A’s task is cross training. Cross training is good for managers because it provides more

….. 后面试题题目省略

****答案：1：F; 2：T; 3：T; 4：T; 5：F****

题库四

****参考答案****

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

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

答案：What is the address of your speech

题目：— Let’s make plan first for our events, shall we?.  — \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

答案：OK, let’s do it.

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

答案：A birthday party for my brother.

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

答案：It’s pretty good.

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

答案：Thank you very much.

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

答案：Getting

题目：Are you familiar \_\_\_\_\_\_the saying, it’s not what you know, but who you know? In event planning, networking is key!

答案：with

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

答案：leaving

题目：He keeps on his focus on\_\_\_\_\_\_\_\_\_\_ money.

答案：making

题目：Let’s \_\_\_\_\_\_ our plan.

答案：start

题目：The success of our event is\_\_\_\_ to the sponsor.

答案：related

题目：They have disagreement\_\_\_the plan of celebrating the founding of the community.

答案：on

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

答案：identifying

题目：We should keep in mind\_\_\_\_\_\_\_\_\_\_the feed back is very helpful for planning future meetings and events.

答案：that

****二、翻译：从以下A、B、C三个选项中选出与英文最适合的中文翻译。****

1. Whether it’s an anniversary, a sporting event or a retirement party, andno matter how much time you have, your event’s success is in the detail. （）

….. 后面试题题目省略

****答案：1：A; 2：B; 3：A; 4：C; 5：A****

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

Successful and memorable events don’t just happen. Organizing and holding an event takes planning. Whether it’s an anniversary, a sporting event or a retirement party, and no matter how much time you have, your event’s success is in the details.

….. 后面试题题目省略

****答案：1：C; 2：C; 3：B; 4：C; 5：A****

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

Successful events don't just happen - they're the result of {A. plan; B. planning; C. planned}. The {A. bigge; B. big; C. large}the event, the bigger the plan. Just because Christian events are usually run byvolunteers doesn't mean you can get away with ….. 后面试题题目省略

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

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

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

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

….. 后面试题题目省略

****答案：1：F; 2：F; 3：T; 4：F; 5：T****

****题库五****

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

题目：—\_\_\_\_\_\_\_\_?—Twice a week.

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

题目：— What’s your view on our questionnaire\_?\_—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

答案：By all means

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

答案：It’s my pleasure.

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

答案：No problem. Just give me your questionnaire.

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

答案：Compared to

题目：Customers\_\_\_refuse to filling the questionnaire are not permitted to buy the product.

答案：Who

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

答案：point out

题目：Our company will \_\_\_\_\_the customers’ suggestions.

答案：respond to

题目：Questionnaires are easy to \_\_\_\_.

答案：analyze

题目：Questionnaires are not suitable\_\_\_\_\_some people.

答案：for

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

答案：provide

题目：The quality of questionnaire will\_\_\_\_\_how much information we know from our customers.

答案：affect

题目：Where are you used to\_\_\_\_ vegetables?

答案：buying

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

答案：hand out

****二、翻译：从以下A、B、C三个选项中选出与英文最适合的中文翻译。****

1. In a word, taking the time to develop a well-designed and participant-friendly questionnaire will give you useful data that can help you make the right decisions. …..****答案：1：A; 2：C; 3：A; 4：B; 5：B****

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

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

KEEP YOUR QUESTIONNAIRE SIMPLE ANDVISUALLY ATTRACTIVE

….. 后面试题题目省略

****答案：1：C; 2：C; 3：A; 4：A; 5：B****

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

The qualities of a good questionnaire

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

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

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

QUESTIONNAIRES: ADVANTAGES &DISADVANTAGES

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

ADVANTAGES OF QUESTIONNAIRES

….. 后面试题题目省略

****答案：1：T; 2：F; 3：T; 4：F; 5：T****

题库六  
****参考答案****

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

题目：— Did the medicine make you feel better?  — No. The more\_\_\_\_\_\_\_ I feel.

答案：medicine I take; the worse

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

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

题目：— This jacket is so good. \_\_\_\_\_\_\_?— It’s200 yuan. I can give you special 20% discount on it.

答案：How much is it

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

答案：I’d love to

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

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

题目：— What do you think of your mother’s advice?—\_\_\_\_\_\_\_.

答案：It doesn’t fit us, actually

题目：Her article is \_\_\_\_ in her class.

答案：the best

题目：I didn’t do \_\_\_\_\_\_ last week.

答案：anything

题目：I have coffee \_\_\_\_\_\_\_breakfast time.

答案：at

题目：I like cooking for my friends in \_\_\_\_\_\_\_free time.

答案：my

题目：I would rather \_\_\_\_\_\_ two weeks earlier.

答案：you had come here

题目：Look! \_\_\_\_\_\_\_\_\_\_.

答案：Here comes the bus

题目：The music\_\_\_\_\_\_\_like the singing of a bird.

答案：sounds

题目：They have learned about \_\_\_\_\_\_ in recent years.

答案：hundreds of English words

题目：You’d better have your hair \_\_\_\_\_ before going to your friend’s wedding.

答案：cut

****二、翻译：从以下A、B、C三个选项中选出与英文最适合的中文翻译。****

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

….. 后面试题题目省略

****答案：1：C; 2：B; 3：A; 4：B; 5：B****

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

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

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

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

Xiaoyan,

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

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

….. 后面试题题目省略

****答案：1：F; 2：F; 3：F; 4：T; 5：T****

****题库七****

****参考答案****

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

题目：—Why do you look unhappy. What’s the matter?— \_\_\_\_\_\_\_\_\_\_.

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

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

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

题目：—\_\_\_\_\_\_\_\_\_\_?—That’s great!

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

题目：—Customer

答案：I’m really sorry about that.

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

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

题目：I don’t know \_\_\_\_\_\_\_\_\_\_. I just arrived here two minutes ago.

答案：what’s going on

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

答案：suggesting a possible solution

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

答案：assure

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

答案：complaint

题目：The more information you can get, \_\_\_\_\_\_\_\_\_\_inyour field.

答案：the more competitive you will be

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

答案：have been cleaning the system

题目：They promised\_\_\_\_\_\_\_\_\_\_the car for us.

答案：to repaired

题目：We\_\_\_\_\_\_\_\_\_\_it very much that you’ve come to give us a timely ride. Otherwise we would miss the train.

答案：appreciate

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

答案：pressure

题目：We feel\_\_\_\_\_\_\_\_\_\_with the inconvenience the service center brought us.

答案：disappointed

题目：—Why do you look unhappy. What’s the matter?—\_\_\_\_\_\_\_\_\_\_.

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

****二、翻译：从以下A、B、C三个选项中选出与英文最适合的中文翻译。****

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

….. 后面试题题目省略

****答案：1：C; 2：A; 3：A; 4：B; 5：C****

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

Angry customers tend to aim their dissatisfaction and complaints at staff members. If this happens to you, you should remember that they are actually expressing their ….. 后面试题题目省略

****答案：1：A; 2：C; 3：B; 4：C; 5：C****

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

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

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

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

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

….. 后面试题题目省略

****答案：1：F; 2：T; 3：F; 4：T; 5：F****

题库八  
****参考答案****

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

题目：— \_\_\_\_\_\_\_\_?— It costs us ten thousand dollars.

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

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

答案：How soon will you finish our annual report

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

答案：But for

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

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

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

答案：I’m not sure.

题目：I’m confident in these as long as we \_\_\_\_\_\_\_\_the needs of the community residents and improve our service quality.

答案：keep an eye on

题目：If I \_\_\_\_\_ you, I \_\_\_\_\_ more attention to the independent auditors’ report and financial statements in the annual report.

答案：were; would pay

题目：People \_\_\_\_\_\_ find useful information from the annual report.

答案：could

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

答案：based on

题目：The new year is just \_\_\_\_\_\_\_\_\_.

答案：around the corner

题目：Under no circumstance \_\_\_\_\_ to tell lies to the public.

答案：are the companies allowed

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

答案：hand in

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

答案：for

题目：When stating problems, we can make a \_\_\_\_\_with those from last year.

答案：comparison

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

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

****二、翻译：从以下A、B、C三个选项中选出与英文最适合的中文翻译。****

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

….****答案：1：A; 2：C; 3：A; 4：C; 5：C****

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

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

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

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

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

….. 后面试题题目省略

****答案：1：B; 2：B; 3：A; 4：C; 5：C****

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

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

….. 后面试题题目省略

****答案：1：T; 2：F; 3：T; 4：T; 5：T****