

2011年普通高等学校招生全国统一考试（浙江卷）

第一部分 英语知识运用（共两节，满分80分）

1. -I'm sorry I didn't make it to your party last night.
-- _____, I know you're busy these days.
A. Of course B. No kidding C. That's all right D. Don't mention it
2. Experts think that _____ recently discovered painting may be _____ Picasso.
A. the ;不填 B. a ;the C. a; 不填 D. the; a
3. Bats are surprisingly long lived creatures some _____ a life span of around 20 years.
A. having B. had C. have D. to have
4. One Friday, we were packing to leave for a weekend away _____ my daughter heard cries for help.
A. after B. while C. since D. when
5. I always wanted to do the job which I'd been trained _____.
A. on B. for C. by D. of
6. The school isn't the one I really wanted to go to, but I suppose I'll just have to _____ it,
A. make the best of B. get away from C. keep an eye on D. catch up with
7. Since people are fond of humor, it is as well in conversation as _____ else.
A. anything B. something C. anywhere D. somewhere
8. English is a language shared by several diverse cultures, each of _____ uses it somewhat differently.
A. which B. what C. them D. those
9. The professor could tell by the _____ look in Maria's eyes that she didn't understand a single word of his lecture.
A. cold B. blank C. innocent D. fresh
10. A bank is the place _____ they lend you an umbrella in fair weather and ask for it back when it begins to rain.
A. when B. that C. where D. there
11. --- How's your new babysitter?
--- We _____ ask for a better one. All our kids love her so much.
A. should B. might C. mustn't D. couldn't
12. He decided that he would drive all the way home instead of _____ at a hotel for the night.
A. putting down B. putting off C. putting on D. putting up
13. I've been writing this report _____ for the last two weeks, but it has to be handed in tomorrow.
A. finally B. immediately C. occasionally D. certainly
14. Even the best writers sometimes find themselves _____ for words.
A. lose B. lost C. to lose D. having lost
15. The manager was worried about the press conference his assistant _____ in his place but, luckily, everything was going on smoothly.
A. gave B. gives C. was giving D. had given

16. My schedule is very _____ right now, but I'll try to fit you in.
 A. tight B. short C. regular D. flexible
17. --- Can I come and have a look at your new house? --- Yes, _____!
 A. with pleasure B. I like it C. I quite agree D. by all means
18. Anyway, I can't cheat him --- it's against all my _____.
 A. emotions B. principles C. regulations D. opinions
19. If they win the final tonight, the team are going to tour around the city _____ by their enthusiastic supporters.
 A. being cheered B. be cheered C. to be cheered D. were cheered
20. -- I don't think I'll be able to go mountain-climbing tomorrow.
 -- _____?
 A. And how B. How come C. How's it going D. How about it

第二节：完形填空（共20小题；每小题1分，满分20分）

Although I love my life, it hasn't been a lot of fun as I've been ill for 28 years.

Music has always been a great love of mine and, in my 20s, when my 21 was more manageable, I 22 ten years as a professional singer in restaurants, playing and singing folk songs. 23 that was years ago and times have changed. 24 I live with mother on a country farm.

Two years ago, I decided that I would need to have some kind of extra work to 25 my disability pension (残疾抚恤金). 26 I needed to sleep in the afternoons, I was limited in my 27. I decided that I would consider 28 to singing in restaurants.

My family are all musicians, so I was 29 when I went into our local music store. I explained that I wanted to sing again but using recorded karaoke music. I knew that discs were very expensive and I really didn't have a lot of 30 to get started. And 31 you find only three to four songs out of ten on a disc that you can 32 use.

When I told the owner of the shop about my 33; he gave me a long thoughtful 34. "This means a lot to you, doesn't it?" he said. "Come with me."

He led me 35 the crowded shop and to a bench with a large professional karaoke box on it. He placed his large hand 36 on his treasure and said, "I have 800 karaoke songs in here. You can take your 37 and I'll record them for you. That should get you started."

I 38. Thanking him, I made a time with him to listen to all the songs and choose 39 that I could sing. I have come full circle with his help.

His 40 still warms my heart and makes me do just that bit extra, when I have the chance.

21. A. loneliness B. sadness C. tiredness D. sickness
22. A. set B. enjoyed C. kept D. shared
23. A. Gladly B. Eventually C. Unfortunately D. Surprisingly
24. A. Now B. Then C. Sometime D. Meanwhile
25. A. add up to B. make up for C. get rid of D. take advantage of
26. A. If B. As C. Though D. Before
27. A. movement B. condition C. choices D. positions
28. A. reaching out B. living up C. getting on D. going back
29. A. recognized B. interviewed C. found D. invited
30. A. money B. time C. energy D. knowledge
31. A. thus B. once C. seldom D. often

- | | | | |
|-------------------|-----------------|----------------------|---------------------|
| 32. A. actually | B. hardly | C. nearly | D. formerly |
| 33. A. job | B. family | C. idea | D. offer |
| 34. A. face | B. view | C. look | D. sight |
| 35. A. over | B. along | C. towards | D. through |
| 36. A. unhappily | B. lovingly | C. pitifully | D. gratefully |
| 37. A. pick | B. turn | C. role | D. step |
| 38. A. had to cry | B. ought to cry | C. should have cried | D. could have cried |
| 39. A. more | B. the ones | C. few | D. the rest |
| 40. A. courage | B. devotion | C. kindness | D. trust |

第二部分：阅读理解（第一节20小题，第二节5小题；每小题2分，满分50分）

A

One evening in February 2007, a student named Paula Ceely brought her car to a stop on a remote road in Wales. She got out to open a metal gate that blocked her path. That's when she heard the whistle sounded by the driver of a train. Her Renault Clio was parked across a railway line. Seconds later, she watched the train drag her car almost a kilometre down the railway tracks.

Ceely's **near miss** made the news because she blamed it on the GPS (导航仪). She had never driven the route before. It was dark and raining heavily. Ceely was relying on her GPS, but it made no mention of the crossing. "I put my complete trust in the device and it led me right into the path of a speeding train," she told the BBC.

Who is to blame here? Rick Stevenson, who tells Ceely's story in his book *When Machines Fail Us*, points the finger at the limitations of technology. We put our faith in digital devices, he says, but our digital helpers are too often not up to the job. They are filled with small problems. And it's not just GPS devices: Stevenson takes us on a tour of digital disasters involving everything from mobile phones to wireless keyboards.

The problem with his argument in the book is that it's not clear why he only focuses on digital technology, while there may be a number of other possible causes. A map-maker might have left the crossing off a paper map. Maybe we should blame Ceely for not paying attention. Perhaps the railway authorities are at fault for poor signalling system. Or maybe someone has studied the relative dangers and worked out that there really is something specific wrong with the GPS equipment. But Stevenson doesn't say.

It's a problem that runs through the book. In a section on cars, Stevenson gives an account of the advanced techniques that criminals use to defeat computer-based locking systems for cars. He offers two independent sets of figures on car theft; both show a small rise in some parts of the country. He says that once again not all new locks have proved reliable. Perhaps, but maybe it's also due to the shortage of policemen on the streets. Or changing social circumstances. Or some combination of these factors.

The game between humans and their smart devices is amusing and complex. It is shaped by economics and psychology and the cultures we live in. Somewhere in the mix of those forces there may be a way for a wiser use of technology.

If there is such a way, it should involve more than just an awareness of the shortcomings of our machines. After all, we have lived with them for thousands of years. They have probably been fooling us for just as long.

41. What did Paula Ceely think was the cause of her accident?

- A. She was not familiar with the road. B. It was dark and raining heavily then.

- C. The railway workers failed to give the signal.
D. Her GPS device didn't tell her about the crossing.
42. The phrase "near miss" (Paragraph 2) can best be replaced by _____.
A. close hit B. heavy loss C. narrow escape D. big mistake
43. Which of the following would Rick Stevenson most probably agree with?
A. Modern technology is what we can't live without.
B. Digital technology often falls short of our expectation.
C. Digital devices are more reliable than they used to be.
D. GPS error is not the only cause for Ceely's accident.
44. In the writer's opinion, Stevenson's argument is _____.
A. one-sided B. reasonable C. puzzling D. well-based
45. What is the real concern of the writer of this article?
A. The major causes of traffic accidents and car thefts.
B. The relationship between human and technology.
C. The shortcomings of digital devices we use.
D. The human unawareness of technical problems.

B

pump /pʌmp/

- **noun** [C] **DEVICE** ❶ a piece of equipment which is used to cause liquid, air or gas to move from one place to another; a *water/bicycle/fuel pump* ○ a *UK petrol/US gas pump* **SHOE** ❷ [USUALLY PLURAL] *US* (UK *court shoe*) a type of plain shoe with a raised HEEL and no way of fastening it to the foot which is worn by women ❸ [USUALLY PLURAL] a type of flat shoe, like a *BALLET dancer's shoe*, which is worn by women ❹ [USUALLY PLURAL] UK a flat shoe made of heavy cloth, which is worn by children for doing sports
- **verb** **LIQUID/GAS** ❶ [T USUALLY + ADV/PREP] to force liquid or gas to move somewhere; *Our latest machine can pump a hundred gallons a minute.* ○ *The new wine is pumped into storage tanks.* ○ *The heart pumps blood through the arteries/round the body.* **INFORMATION** ❷ [T] **INFORMAL** to keep asking someone for information, especially in a way that is not direct; *She was pumping me for details of the new project.*
- **idioms** **pump sb's hand** to SHAKE someone's hand (=hold their hand and move it up and down, especially in order to greet them) • **pump iron** **INFORMAL** to lift heavy weights for exercise; *These days both men and women pump iron for fitness.*
- **phrasal verbs** **pump sth into sth** to spend a lot of money trying to make something operate successfully; *They had been pumping money into the business for some years without seeing any results.*
- pump sth out** [M] **REMOVE** ❶ to remove water or other liquid from something using a pump; *We took turns pumping out the boat.* **PRODUCE** ❷ **INFORMAL DISAPPROVING** to produce words or loud music in a way that is repeated, forceful and continuous; *The government keeps pumping out the same old propaganda.* ○ *The car radio was pumping out music with a heavy beat.*
- pump out sth** If someone's stomach is pumped out, a poisonous substance is removed from it by being sucked through a tube; *She had to go to hospital to have her stomach pumped out.*
- pump sb up** [M] **INFORMAL** to make someone feel more confident or excited; *He was offering them advice and trying to pump them up.* ○ [R] *The players were pumping themselves up by singing the national anthem before the game.*
- pump sth up** [M] ❶ to fill something with air using a pump; *Have you pumped up the balloons yet?* ○ *I must pump the tyres up on my bike.* ❷ **INFORMAL** to increase

something by a large amount; *The US was able to pump up exports.* ○ *Let's pump up the volume a bit!*

pump-action /ˈpʌmp.æk.ʃən/ **adjective** [BEFORE NOUN] describes a device which operates by forcing something, especially air, in or out of a closed space or container; a *pump-action shotgun* ○ a *pump-action toilet*

'pump, priming **noun** [U] **SPECIALIZED** the activity of helping a business, programme, economy, etc. to develop by giving it money; *The government is awarding small, pump-priming grants to single mothers who are starting their own businesses.*

pun /pʌn/

- **noun** [C] a humorous use of a word or phrase which has several meanings or which sounds like another word; *She made a couple of dreadful puns.* ○ *This is a well-known joke based on a pun: "What's black and white and red (=read) all over?" "A newspaper."*
- **verb** [I] (-nn-) to make a pun

punch /pʌntʃ/

- **noun** **HIT** ❶ ❷ [C] a forceful hit with a FIST (=closed hand); *She gave him a punch UK on/US in the nose.* **EFFECT** ❷ [U] the power to be interesting and have a strong effect on people; *I felt the performance/speech/presentation lacked punch.* **DRINK** ❸ [C OR U] a cold or hot drink made by mixing fruit juices, pieces of fruit and often wine or other alcoholic drinks **TOOL** ❹ [C] a piece of equipment which cuts holes in a material by pushing a piece of metal through it; a *ticket punch* ○ *Have you seen the hole punch anywhere?*
- **verb** [T] **HIT** ❶ ❷ ❸ [C] to hit someone or something with your FIST (=closed hand); *He punched him in the stomach.* ❷ **MAINLY US** to hit with your fingers the buttons on a telephone or the keys on a keyboard **USE TOOL** ❸ to make a hole in something with a special piece of equipment; *I was just punching holes in some sheets of paper.* ○ *This belt's too big - I'll have to punch an extra hole in it.*
- **idioms** **punch sb's lights out** **INFORMAL** to hit someone repeatedly very hard • **punch the clock** **US** to put a card into a special machine to record the times you arrive at and leave work; *After 17 years of punching the clock, he just disappeared one morning and was never heard from again.*

B

46. What does the word "pump" mean in "He ran in every five minutes to pump me about the case"?

A. Talk with. B. Ask for information. C. Listen to. D. Provide with evidence.

47. When Sally says "The TV program kept pumping out commercials", she may be _____.

A. excited B. interested C. annoyed D. worried

48. What will the government most probably provide if it is engaged in a pump-priming program?

A. Sums of money. B. Raw materials. C. Human resources. D. Media support.

49. When Sylvia says “His speech was OK but it had no real punch”, she thinks it was not _____.

- A. fluent and impressive B. logical and moving
C. informative and significant D. interesting and powerful

C

In the more and more competitive service industry, it is no longer enough to promise customer satisfaction. Today, customer “delight” is what companies are trying to achieve in order to keep and increase market share.

It is accepted in the marketing industry, and confirmed by a number of researchers, that customers receiving good service will promote business by telling up to 12 other people; those treated badly tell tales of woe to up to 20 people. Interestingly, 80 percent of people who feel their complaints are handled fairly will stay loyal.

New challenges for customer care have come when people can obtain goods and services through telephone call centers and the Internet. For example, many companies now have to invest (投资) a lot of money in information technology and staff training in order to cope with the “**phone rage**”---- caused by delays in answering calls, being cut off in mid-conversation or left waiting for long periods.

“Many people do not like talking to machines,” says Dr. Storey, Senior Lecturer in Marketing at City University Business School. “Banks, for example, encourage staff at call centers to use customer data to establish instant and good relationship with them. The aim is to make the customer feel they know you and that you can trust them – the sort of comfortable feelings people have during face-to-face chats with their local branch manager.”

Recommended ways of creating customer delight include: under-promising and over-delivering (saying that a repair will be carried out within five hours, but getting it done within two) replacing a faulty product immediately; throwing in a gift voucher (购物礼券) as an unexpected “thank you” to regular customers; and always returning calls, even when they are complaints.

Aiming for customer delight is all very well, but if services do not reach the high level promised, disappointment or worse will be the result. This can be eased by offering an apology and an explanation of why the service did not meet usual standards with **empathy** (for example, “I know how you must feel”), and possible solutions (replacement, compensation or whatever fairness suggests best meets the case).

Airlines face some of the toughest challenges over customer care. Fierce competition has convinced them that delighting passengers is an important marketing tool, while there is great potential for customer anger over delays caused by weather, unclaimed luggage and technical problems.

For British Airways staff, a winning telephone style is considered vital in handling the large volume of calls about bookings and flight times. They are trained to answer quickly, with their names, job title and a “we are here to help” attitude. The company has invested heavily in information technology to make sure that information is available instantly on screen.

British Airways also says its customer care policies are applied within the company and staff are taught to regard each other as customers requiring the highest standards of service.

Customer care is obviously here to stay and it would be a foolish company that used slogans

such as “we do as we please”. On the other hand, the more customers are promised, the greater the risk of disappointment.

50. We can learn from Paragraph 2 that _____.

- A. complaining customers are hard to satisfy B. unsatisfied customers receive better service
C. satisfied customers catch more attention D. well-treated customers promote business

51. The writer mentions “phone rage”(Paragraph 3)to show that _____.

- A. customers often use phones to express their anger
B. people still prefer to buy goods online
C. customer care becomes more demanding
D. customers rely on their phones to obtain services

52. What does the writer recommend to to create customer delight?

- A. Calling customers regular. B. Giving a “thank you “note..
C. Delivering a quicker service. D. Promising more gifts.

53. If a manager should show his empathy (Paragraph 6), what would he probably say?

- A. “I know how upset you must be.” B. “I appreciate your understanding.”
C. “I’m sorry for the delay.” D. “I know it’s our fault.”

54. Customer delight is important for airlines because _____.

- A. their telephone style remains unchanged
B. they are more likely to meet with complaints
C. the services cost them a lot of money
D. the policies can be applied to their staff

55. Which of the following is conveyed in this article?

- A. Face-to –face service creates comfortable feelings among customers.
B. Companies that promise more will naturally attract more customers.
C. A company should promise less but do more in a competitive market.
D. Customer delight is more important for air lines than for banks.

D

It was Saturday. As always, it was a busy one, for “Six days shall you labor and all your work” was taken seriously back then. Outside, Father and Mr. Patrick next door were busy chopping firewood. Inside their own houses, Mother and Mrs. Patrick were engaged in spring cleaning.

Somehow the boys had slipped away to the back lot with their kites. Now, even at the risk of having Brother caught to beat carpets, they had sent him to the kitchen for more string(线). It seemed there was no limit to the heights to which kites would fly today.

My mother looked at the sitting room, its furniture disordered for a thorough sweeping. Again she cast a look toward the window. “Come on, girls! Let’s take string to the boys and watch them fly the kites a minute.”

On the way we met Mrs. Patric, laughing guiltily as if she were doing something wrong, together with her girls.

There never was such a day for flying kites! We played all our fresh string into the boys’ kites and they went up higher and higher. We could hardly distinguish the orange-colored spots of the kites. Now and then we slowly pulled one kite back, watching it dancing up and down in the wind, and finally bringing it down to earth, just for the joy of sending it up again.

Even our fathers dropped their tools and joined us. Our mothers took their turn, laughing like schoolgirls. I think we were all beside ourselves. Parents forgot their duty and their dignity; children forgot their everyday fights and little jealousies. “Perhaps it’s like this in the kingdom of heaven,” I thought confusedly.

It was growing dark before we all walked sleepily back to the house. I suppose we had some sort of supper. I suppose there must have been surface tidying-up, for the house on Sunday looked clean and orderly enough. The strange thing was, we didn’t mention that day afterward. I felt a little embarrassed. Surely none of the others had been as excited as I. I locked the memory up in that deepest part of me where we keep “the things that cannot be and yet they are.”

The years went on, then one day I was hurrying about my kitchen in a city apartment, trying to get some work out of the way while my three-year-old insistently cried her desire to “go park, see duck.”

“I can’t go!” I said. “I have this and this to do, and when I’m through I’ll be too tired to walk that far.”

My mother, who was visiting us, looked up from the peas she was shelling. “It’s a wonderful day,” she offered, “really warm, yet there’s a fine breeze. Do you remember that day we flew kites?”

I stopped in my dash between stove and sink. The locked door flew open and with it a rush of memories. “Come on,” I told my little girl. “You’re right, it’s too good a day to miss.”

Another decade passed. We were in the aftermath(余波) of a great war. All evening we had been asking our returned soldier, the youngest Patrick Boy, about his experiences as a prisoner of war. He had talked freely, but now for a long time he had been silent. What was he thinking of --- what dark and horrible things?

“Say!” A smile sipped out from his lips. “Do you remember --- no, of course you wouldn’t. It probably didn’t make the impression on you as it did on me.”

I hardly dared speak. “Remember what?”

“I used to think of that day a lot in POW camp (战俘营), when things weren’t too good. Do you remember the day we flew the kites?”

56. Mrs. Patrick was laughing guiltily because she thought_____.

- A. she was too old to fly kites
- B. her husband would make fun of her
- C. she should have been doing her how
- D. supposed to the don’t game

57. By “we were all beside ourselves writer means that they all _____.

- A. felt confused
- B. went wild with joy
- C. looked on
- D. forgot their fights

58. What did the think after the kite-flying?

- A. The boys must have had more fun than the girls.
- B. They should have finished their work before playing.
- C. Her parents should spend more time with them.
- D. All the others must have forgotten that day.

59. Why did the writer finally agree to take her little girl for an outing?

- A. She suddenly remembered her duty as a mother.
- B. She was reminded of the day they flew kites.
- C. She had finished her work in the kitchen.
- D. She thought it was a great day to play outside.

60. The youngest Patrick boy is mentioned to show that _____.

- A. the writer was not alone in treasuring her fond memories
- B. his experience in POW camp threw a shadow over his life
- C. childhood friendship means so much to the writer
- D. people like him really changed a lot after the war

第二节：下面文章中有5处（第61~65题）需要添加小标题。请从以下选项（A、B、C、D、E和F）中选出符合各段意思的小标题，并在答题纸上将相应选项的标号涂黑。选项中有一项是多余选项。

- A. Leadership
- B. Conflict Solving
- C. Open Communication
- D. Respect to All Team Members
- E. Measuring Progress against Goals
- F. Common Goals with Challenging Target

Team Building Means More Than Throwing a Few People Together

“**Teamworking**” is found every where within just about every organization. You can’t get away from “teams” that are supposed to be able to create something that is greater than the sum of its parts. Or so the theory goes.

There are five measures that need to be taken before you can get the most out of a team:

61. _____

There must be a clear reason for the team to exist. And all the members should realize the value and significance of what they are going to do. What they are hoping to achieve should be something achievable but at the same time tough and inspiring enough to attract the members and keep their motivation alive. What is more, they should also be well prepared for the possible difficulties they may come across in the process.

62. _____

Team members must be able to express their opinions freely without fear of being criticized, and they must have the feeling that their suggestions will be taken seriously. This is an important point because the team may need to resolve some complex or thorny issues. For example, it may discuss a sensitive topic. Should they keep their conclusion within the team or share it with other employees? This is an issue in itself that all the members should agree on and frank discussion is required.

63. _____

It is easy to think that a junior team member may have less to contribute than more experienced ones. This is not only demoralizing or discouraging, it also makes no sense ---- people that have nothing to contribute. Should not have been selected for the team in the first place. Since they have become members of your team, you need to make sure that each of them has an opportunity to add his or her thoughts to discussions.

64. _____

Disagreements are natural and, in fact, debate and discussion should be encouraged. A team made up only of “yes men” can make disastrous decisions that few people honestly agreed with in the first place. Consequently, there should be rules on how lengthy disagreements should be handled. For example, team meetings may not be the most appropriate place for a discussion that involves only two people, so “under-the-table” method may be effective.

Most high-performing teams are well organized, A good organizer should be able to play to individuals' strengths and help them overcome their weaknesses. It should be someone who can act as a promoter and a constant reminder of what the team needs to achieve. He must, above all, be skilled in sharing responsibility and setting tasks to others, coaching them to achieve tasks, and providing constructive feedback on how the tasks went.

Team building isn't as simple as just throwing a few people together. It requires much more, but motivating people is most essential. Successful teamworking is not marked by how much progress the team makes toward its goals, but by how confidently each of its members completes his or her assigned tasks with a sense of achievement and pride.

非选择题部分（共40分）

注意事项：

用黑色字迹的签字笔或钢笔将答案写在答题纸上，不能答在试卷上。

第三部分：写作（共两节，满分40分）

第一节：短文改错（共10小题；每小题1分，满分10分）

下面短文中有10处语言错误。请在有错误的地方增加、删除或修改某个单词。

增加：在缺词处加一个漏字符号（^），并在其下面写上该加的词。

删除：把多余的词用斜线（\）划掉。

修改：在错的词下划一横线，并在该词下面写上修改后的词。

注意：1.每处错误及其修改均仅限一词。

2.只允许修改10处，多者（从第11处起）不计分。

例如：

It was very nice to get your invitation to spend ^weekend with you. Luckily I was
The \ am
completely free then, so I'll to say "yes", I'll arrive in Bristol at around 8:00 p.m in Friday
on
evening.

I was playing at my cousin house. Since his family was rich than mine, he had more toys than I did. There was one on particular I'd always wanted. I put into my pocket when he wasn't looking. I guessed, even at that age, I would never be able to enjoy to playing with the toy or faced my cousin again; I would always know I'd done something wrong. Late on, my aunt drove me home. When she dropped me off, I pulled out the toy slow and gave it back. She knows what had happened, but she thanked me and ever mentioned it again.

第二节、书面表达（满分30分）

假设你是高中生李越，有感于校园中存在的随意涂写（to scribble）和乱丢垃圾（to litter）的行为，请用英语给校长写一封100-120个词的信。信中应包括以下内容：

1.说明写信目的；

2.对这些行为进行批评；

3.提出建议

注意：信的抬头、落款及信的第一句已给出（不计词数）。

June 8, 2011
Dear Headmaster,
I'm Li Yue, a student from Class 1, Senior II.

Your faithfully,
Li Yue

英语试题解析

第一部分 英语知识运用（共两节，满分80分）

从A B C D

四个选项中，选出可以填入空白处地最佳选项，并在答题卡上将该项涂黑。

1. -I'm sorry I didn't make it to your party last night.

-- _____, I know you're busy these days.

A. Of course B. No kidding C. That's all right D. Don't mention it

【答案】C

【解析】情景交际今年首次出现在第一题，说明了高考重视应用的趋势。完整的问句和答句的后半句都是提示信息：根据问句中的I'm sorry...可以排除选项A、B；根据后半句“我知道你最近几天很忙”可以排除选项D。

2. Experts think that _____ recently discovered painting may be _____ Picasso.

A. the ;不填 B. a ;the C. a; 不填 D. the; a

【答案】D

【解析】本题考点为冠词，每年必考一题，常为区分某名词是特指还是泛指。根据句意“专家们认为这幅最近发现的画作可能是一幅毕加索的作品。”可知前一空应该是表示特指的定冠词the；后一空用不定冠词a加上毕加索的名字（该单词学生在不认识的情况下，可以观察到其开头字母大写，应该是人名或地名类的专有名词，再由全句判断得出词义），表示其众多作品之一，泛指。

3. Bats are surprisingly long lived creatures some _____ a life span of around 20 years.

A. having B. had C. have D. to have

【答案】A

【解析】本题的考点为独立主格结构，判断依据是逗号前后主语不同，前者是所有蝙蝠，而后者是某些蝙蝠（主语前后不一致又没有用连词引导的从句结构，这是少见的“独立主格”标志）。题干主句意为“蝙蝠是一种长寿得令人吃惊的造物”，主谓宾成分俱全，可以确定后面的部分为修饰性的“补充说明型”独立主格，相当于一个并列句，通常放在句末，主动关系，形式为：逻辑主语+现在分词=somehaving。

4. One Friday, we were packing to leave for a weekend away _____ my daughter heard cries for help.

A. after B. while C. since D. when

【答案】D

【解析】本题考点为状语从句的连词，在初中阶段就是重点。题干里的前面一个成分俱全的句子为主句，时态为进行时，故排除选项A、C；连词后面的句子一定是从句，时态为一般时，故排除B。意思是“.....当我女儿听到呼救声时，我们正在打包准备外出一周。”

5. I always wanted to do the job which I'd been trained _____.

- A. on B. for C. by D. of

【答案】B

【解析】本题考点为动词搭配，需要考生注意平时积累，或也可以从所跟的介词辨析大胆推测短语意思。train做动词意为“训练”，主句意思是“我总想从事.....的工作”，后面的定语从句说明是什么样的工作，应该是“我一直以来（完成时）为此（for）被训练（被动式）的”，介词for表目的。其余选项trainon锻炼得有所改善；trainby和trainof并无习惯语义。

6. The school isn't the one I really wanted to go to, but I suppose I'll just have to _____ it,
A. make the best of B. get away from C. keep an eye on D. catch up with

【答案】A

【解析】本题考题为习语辨析，没有生词，注重平时积累和语境分析。选项A意为“充分利用；尽力而为；妥善处理”；选项B意为“避免，摆脱；逃离”；选项C意为“照看；密切注视”；选项D意为“赶上，追上；逮捕”。题干是转折句（逗号后有but），前半句完整表达“这所学校不是我真正想去的”，后面“但是我将不得不.....”应该选表示肯定的、积极的意思“尽力而为或者善用它”。

7. Since people are fond of humor, it is as well in conversation as _____ else.
A. anything B. something C. anywhere D. somewhere

【答案】A

【解析】考查省略句和句子成分。当句中出现as...as...“像.....一样”时，考生应该确定前后两个部分是可比较的，也就是是词性或者结构必须相同。这里还原整句itisaswelcommeinconversationasitisin...else.这里的...必须跟前面的conversation词性统一，再结合句意应该选A.anything（名词，任何事情）。

8. English is a language shared by several diverse cultures, each of _____ uses it somewhat differently.
A. which B. what C. them D. those

【答案】A

【解析】考点为高一重点非限制性定语从句，其实考生看到那标志性的逗号就应该有所觉悟。前面主句完成不缺成分，故后面部分一定为状语或定语从句，根据句意可以判断出后面是对前面cultures的解释，则确定是定语从句cultures即先行词，排除B（并非名词性从句）、C（代词，引导从句不当）、D（副词，词不达意）。

9. The professor could tell by the _____ look in Maria's eyes that she didn't understand a single word of his lecture.
A. cold B. blank C. innocent D. fresh

【答案】C

【解析】本题考查词汇，根据后半句提供的信息选择答案。That后面的从句完整表达了“她一点都不懂他的讲座”可得知前面空格处应该填“无知的”，选项C.innocent（无知的；无辜的）符合题意。

10. A bank is the place _____ they lend you an umbrella in fair weather and ask for it back when it begins to rain.
A. when B. that C. where D. there

【答案】C

【解析】主句主系表结构俱全，后面一定是起修饰作用的定语或状语从句，看意思从句是在解释前面的place是一个怎么样的地方，确定是定语从句且先行词即place。而从句主谓宾结构俱全也不缺成分，因此用连接副词where在从句中代替place充当状语。句子的中文直译：银行，是在天晴之时借伞给你、到了下起雨来时就催你还回去的地方。

11. --- How's your new babysitter?
--- We _____ ask for a better one. All our kids love her so much.
A. should B. might C. mustn't D. couldn't

【答案】D

【解析】本题考点为情态动词结合语境的用法，高一的重点。首句问对方的保姆怎么样，答句的后面句完整表达了“我们孩子都非常喜欢她。”，那么答句的前半句“我们……要求一个更好的。”一定是否定才符合语境，排除A、B，选项C.musn't表示“禁止做……”辞不达意，故而在D，“我们不能找到更好的了”。

12. He decided that he would drive all the way home instead of _____ at a hotel for the night.
A. putting down B. putting off C. putting on D. putting up

【答案】D

【解析】本题考查惯用词组的引申义，注意平时积累。根据句意我们可以知道这里应该是填一个有“住下”含义的词组，肯定不是这些put系列词组的基本义，其中putup除了“举起”之意外，还有“留宿”的意思，符合题意。

13. I've been writing this report _____ for the last two weeks, but it has to be handed in tomorrow.
A. finally B. immediately C. occasionally D. certainly

【答案】C

【解析】考查词汇结合语境的用法。前半句说话人“写报道”用了进行时，再加上后半句是“明天必须上交”，说明没有写完因此不能是时间点标志的副词finally（最后）、immediately（立刻），而occasionally（偶尔，间或）符合句意。D选项certainly（当然）是干扰选项不贴切句意。

14. Even the best writers sometimes find themselves _____ for words.
A. lose B. lost C. to lose D. having lost

【答案】B

【解析】此题考查仍是非谓语动词，或也可以从Lostforwords.（欲言又止；迷失语言）这一习语来理解。此题易误选C，考生可能会将findsb.todo跟findoneself（tobe）done混淆。根据句意可知谓语动词是find“发现”，“即使最好的作家有时也会发现自己……”，四个选项围绕lose变化。动词lose的基本义是“使……迷路”，引申义是“使……沉溺于”（使动用法容易被考生忽略），跟逻辑主语themselves的关系是被动，只有选项B满足。

15. The manager was worried about the press conference his assistant _____ in his place but, luckily, everything was going on smoothly.
A. gave B. gives C. was giving D. had given

【答案】D

【解析】本题考点为动词时态，四个选项围绕动词give变化且没有被动式或者不定式（不是考非谓语动词了）。主句时态为过去时，从句动作发生在“过去的过去”，因此用过去完成时hadgiven。

16. My schedule is very _____ right now, but I'll try to fit you in.
A. tight B. short C. regular D. flexible

【答案】A

【解析】考查词汇辨析，理解句意考生需要读懂词干。schedule是时间表的意思，but转折后的句意是“但我会试着找时间给你（做某事）”因此转折前肯定是时间表本身很满或者很紧张，因此选A。

17. --- Can I come and have a look at your new house?
--- Yes, _____!
A. with pleasure B. I like it C. I quite agree D. by all means

【答案】D

【解析】本题考查情景交际用语，结合语境理解。根据语境问句是典型的CanI...提出祈求而非建议，故不能选A（withpleasure是对建议的回答，“乐意地”），选项B和C不恰当，选项D.byallmeans（一定，务必）表示肯定回答，符合句意。

18. Anyway, I can't cheat him --- it's against all my _____.
A. emotions B. principles C. regulations D. opinions

【答案】B

【解析】本题考查词汇，名词辨析。题干意为“无论如和，我不能骗他——这违背我的……”选项emotions情绪；regulations规程；opinions意见，因此选principles原则最合句意。这里考生不要钻牛角尖觉得某个选项也“说得通”，词义辨析一定要选四个里面最贴切文意的。

19. If they win the final tonight, the team are going to tour around the city _____ by their enthusiastic supporters.

- A. being cheered B. be cheered C. to be cheered D. were cheered

【答案】C

【解析】考查知识点为非谓语动词，因此首先排除B和D（前面已经有aregoingtotour，又没有连词，不可能出现两个独立谓语。）A和C都表示被动，区别在于动名词beingdone表示抽象、经常性、已发生的，而动词不定式tobedone表示具体、一次性、将发生的。根据整个句子（条件状语从句，而且还是虚拟语气），这里有tobedone表目的。

20. – I don't think I'll be able to go mountain-climbing tomorrow.

-- _____?

- A. And how B. How come C. How's it going D. How about it

【答案】B

【解析】本题仍然考查情景交际，也要用到语法知识。问句为陈述事实“我觉得自己明天不能爬山了。”，按照语境答句应该是询问对方不能爬山的原因。选项A表达不全因此语义不明；选项C是询问别人情况怎么样D.Howaboutit? 是问别人认为某事物怎么样，都没有询问原因的意味。Howcome?在英语口语中有“怎么会？为什么？”的意思，符合语境。

【点评】

该试卷对考生语用能力的要求较以往有较大提高。如单项选择题中，纯语法知识的考查题量大幅度减少，取而代之的是大量“完形填空式”的试题，要求考生在理解题干的基础上做出恰当的选择。这些都对考生的修辞知识、语境知识、对语法（词法和句法）知识的灵活运用等综合语言运用能力提出了更高的要求。除了第1、17、20小题是交际题，第3、4、5、8、10等少数几题直接考查语法知识题外，绝大多数试题是根据上下文的语境、语义、修辞等进行解答，对语用能力的要求有所提高。如第9题的blank (look)，第16题中的tight (schedule)等。

第二节：完形填空（共20小题；每小题1分，满分20分）

阅读下面短文，掌握其大意，然后从21~40各题所给的四个选项（A、B、C、D）中，选出最佳选项，并在答题纸上将选项标号涂黑。

Although I love my life, it hasn't been a lot of fun as I've been ill for 28 years.

Music has always been a great love of mine and, in my 20s, when my 21 was more manageable, I 22 ten years as a professional singer in restaurants, playing and singing folk songs. 23 that was years ago and times have changed. 24 I live with mother on a country farm.

Two years ago, I decided that I would need to have some kind of extra work to 25 my disability pension (残疾抚恤金). 26 I needed to sleep in the afternoons, I was limited in my 27. I decided that I would consider 28 to singing in restaurants.

My family are all musicians, so I was 29 when I went into our local music store. I explained that I wanted to sing again but using recorded karaoke music. I knew that discs were very expensive and I really didn't have a lot of 30 to get started. And 31 you find only three to four songs out of ten on a disc that you can 32 use.

When I told the owner of the shop about my 33; he gave me a long thoughtful 34. "This means a lot to you, doesn't it?" he said. "Come with me."

He led me 35 the crowded shop and to a bench with a large professional karaoke box on it. He placed his large hand 36 on his treasure and said, "I have 800 karaoke songs in here. You can take your 37 and I'll record them for you. That should get you started."

I 38. Thanking him, I made a time with him to listen to all the songs and choose 39 that I could sing. I have come full circle with his help.

His 40 still warms my heart and makes me do just that bit extra, when I have the chance.

- | | | | |
|---------------------|-----------------|----------------------|----------------------|
| 21. A. loneliness | B. sadness | C. tiredness | D. sickness |
| 22. A. set | B. enjoyed | C. kept | D. shared |
| 23. A. Gladly | B. Eventually | C. Unfortunately | D. Surprisingly |
| 24. A. Now | B. Then | C. Sometime | D. Meanwhile |
| 25. A. add up to | B. make up for | C. get rid of | D. take advantage of |
| 26. A. If | B. As | C. Though | D. Before |
| 27. A. movement | B. condition | C. choices | D. positions |
| 28. A. reaching out | B. living up | C. getting on | D. going back |
| 29. A. recognized | B. interviewed | C. found | D. invited |
| 30. A. money | B. time | C. energy | D. knowledge |
| 31. A. thus | B. once | C. seldom | D. often |
| 32. A. actually | B. hardly | C. nearly | D. formerly |
| 33. A. job | B. family | C. idea | D. offer |
| 34. A. face | B. view | C. look | D. sight |
| 35. A. over | B. along | C. towards | D. through |
| 36. A. unhappily | B. lovingly | C. pitifully | D. gratefully |
| 37. A. pick | B. turn | C. role | D. step |
| 38. A. had to cry | B. ought to cry | C. should have cried | D. could have cried |
| 39. A. more | B. the ones | C. few | D. the rest |
| 40. A. courage | B. devotion | C. kindness | D. trust |

【点评】

2011年高考英语浙江卷完形填空部分原文节选自读者文摘 (Reader's Digest) 澳大利亚版, 考题略有删节, 并替换掉原文中超过高考范围的词汇, 采取同义词替换的手段使原文表述通畅。所选文章延续历年出题模式, 以记叙文为题材, 选取作者在生命中不平凡的阶段受到陌生人帮助的事实, 歌颂和赞扬人间真情和助人的美德。

【解析】

21题，属于上文提示法，首句中出现ill，此选项应是ill的同义表达，故选D.sickness。

22题，属于上文提示法，上句出现病情可以manageable，所以作者应该是享受那段过去的美好时光，故选B.enjoyed。此选项在2009年全国一卷完形填空部分第41题出现过，且也为正确选项。

23题，属于下文解释法，下文出现发生改变，结合首句作者生病，可推出作者表达的是不幸的情绪，故选C.unfortunately。此选项为高考完形填空中的高频选项。

24题，属于转折对比法，上文出现yearsago和changed，因此推出此题应回归现实，故选A.now。此选项在2009年浙江卷完形填空部分第37题出现过，且也为正确选项。

25题，属于固定搭配法，addupto总计，makeupfor弥补，补偿，getridof处理，摆脱，takeadvantageof利用，此题应选B.makeupfor。此选项考生不应陌生，2009年浙江卷完形填空部分第21题D选项曾出现过此词，可见背历年考题中的选项部分的重要性。

26题，属于逻辑关系法，此法多用于句子与句子之间，解决连词的问题。此题因为作者下午需要睡觉，所以受到限制。故选B.As。

27题，属于上文解释法，第三段首句提到作者打算做某事，但由于病情，下午需要睡觉，所以选择受限，故选C.choices。

28题，属于前后照应法，上文提到过几年之前唱歌的事实，此处再次出现要去唱歌，故选D.goingback。

29题，属于中文代入法，全家都是音乐家，所以走进音像店会被认出，故选A.recognized。

30题，属于AandB法，这是并列结构，要求前后词性与词义要相似，几乎在每年的高考完形中都会考查这个知识点。本题and之前说东西很贵，之后理应推出没有足够的钱，故选A.money。

31题，属于反义多一对，即四个选项中有一组反义词，答案多在这组反义词中出现。此题C和D构成反义结构，根据文章信息，故选D.often。

32题，属于中文代入法，实际上一张光盘里的十首歌也只有三/四首可以用，故选A.actually。

33题，属于上文提示法，上文中作者有提到过想再次唱歌的这个想法，故选C.idea。

34题，属于同义辨析法，此考查点多在四级考试完形填空部分中出现，在2008年高考英语浙江卷第26题也曾考查过，当年的难度系数约为0.32。此题中的B.view强调的是眺望风景，C.look强调看的眼神，D.sight强调视力，本文店主深深地看了作者，属于眼神之间的交流，故选C.look。

35题，属于固定搭配法，店主带领作者穿过拥挤的店铺，从空间穿过，故选D.through。

36题，属于感情色彩法，此法多用于解决形容词或副词。下文出现treasure，因此可以推出店主对自己的宝物爱不释手，心爱地触摸，故选B.lovingly。

37题，属于固定搭配法，takeyourpick，美国俚语，随你挑选的意思，故选A.pick。

38题，属于语法识别法，近几年高考完形填空部分逐步淡化语法点考查，一般只会涉及一道。C.shouldhavecried,本应该做的事情而没有做，放在原文中过于牵强，而本题是作者受到店主的感激，非常感动，本可以哭但没有哭，故选D.couldhavecried。

39题，属于寻找重复法，31题与32题之前曾出现onlythreetofoursongs...canuse，对应...couldsing,故选B.theones。

40题，属于主旨概况法，即所选选项要与原文中心相一致。本文详细描述店主对作者的帮助，店主的善举感动作者，故选C.kindness。

第二部分：阅读理解（第一节20小题，第二节5小题；每小题2分，满分50分）

第一节：阅读下列材料，从每题所给的四个选项（A、B、C和D）中，选出最佳选项，并在答题纸上将该选项标号涂黑。

A

One evening in February 2007, a student named Paula Ceely brought her car to a stop on a remote road in Wales. She got out to open a metal gate that blocked her path. That's when she heard the whistle sounded by the driver of a train. Her Renault Clio was parked across a railway line. Seconds later, she watched the train drag her car almost a kilometre down the railway tracks.

Ceely's **near miss** made the news because she blamed it on the GPS (导航仪). She had never driven the route before. It was dark and raining heavily. Ceely was relying on her GPS, but it made no mention of the crossing. "I put my complete trust in the device and it led me right into

the path of a speeding train,” she told the BBC.

Who is to blame here? Rick Stevenson, who tells Ceely’s story in his book *When Machines Fail Us*, points the finger at the limitations of technology. We put our faith in digital devices, he says, but our digital helpers are too often not up to the job. They are filled with small problems. And it’s not just GPS devices: Stevenson takes us on a tour of digital disasters involving everything from mobile phones to wireless keyboards.

The problem with his argument in the book is that it’s not clear why he only focuses on digital technology, while there may be a number of other possible causes. A map-maker might have left the crossing off a paper map. Maybe we should blame Ceely for not paying attention. Perhaps the railway authorities are at fault for poor signalling system. Or maybe someone has studied the relative dangers and worked out that there really is something specific wrong with the GPS equipment. But Stevenson doesn’t say.

It’s a problem that runs through the book. In a section on cars, Stevenson gives an account of the advanced techniques that criminals use to defeat computer-based locking systems for cars. He offers two independent sets of figures on car theft; both show a small rise in some parts of the country. He says that once again not all new locks have proved reliable. Perhaps, but maybe it’s also due to the shortage of policemen on the streets. Or changing social circumstances. Or some combination of these factors.

The game between humans and their smart devices is amusing and complex. It is shaped by economics and psychology and the cultures we live in. Somewhere in the mix of those forces there may be a way for a wiser use of technology.

If there is such a way, it should involve more than just an awareness of the shortcomings of our machines. After all, we have lived with them for thousands of years. They have probably been fooling us for just as long.

41. What did Paula Ceely think was the cause of her accident?

- A. She was not familiar with the road.
- B. It was dark and raining heavily then.
- C. The railway workers failed to give the signal.
- D. Her GPS device didn’t tell her about the crossing.

42. The phrase “near miss” (Paragraph 2) can best be replaced by _____.

- A. close hit B. heavy loss C. narrow escape D. big mistake

43. Which of the following would Rick Stevenson most probably agree with?

- A. Modern technology is what we can’t live without.
- B. Digital technology often falls short of our expectation.
- C. Digital devices are more reliable than they used to be.
- D. GPS error is not the only cause for Ceely’s accident.

44. In the writer’s opinion, Stevenson’s argument is _____.

- A. one-sided B. reasonable C. puzzling D. well-based

45. What is the real concern of the writer of this article?

- A. The major causes of traffic accidents and car thefts.
- B. The relationship between human and technology.
- C. The shortcomings of digital devices we use.
- D. The human unawareness of technical problems.

【解析】

41. 答案D。主人翁对这件事情发表的原因，我们因为着重关注第二段。她完全依靠GPS帮她引路，但是这个高科技居然把她带到了火车铁轨上，害得她险些送命。根据第二段最后一个话得出。C答案，主人翁没有提到，B

选项是天气影响因素，并不是造成此次事件的主要原因。A

很有迷惑性，但是我们仔细想一下，既然使用GPS，说明她本来就对路线不熟，才会借助高科技。

42.

答案C。GPS把她带到了飞速运行的火车线路上，这是一次非常危险的经历，但是她并没有发生意外，算是死里逃生，near miss, narrow

escape表达的就是这层含义。其实根据第一段最后一句the train drag her car almost a kilometer down the railway

tracks，火车拖着她的车差点就进入铁轨了，所以是死里逃生啊。

43. 答案B。出现Stevenson观点就3、5，所以我们要着重把这三段看仔细了。“We put our faith in digital device, he says, but our digital helpers are too often not up to the job.”我们把信仰关注在数码设备上，但是往往，他们却不合我们的心意，所以数码技术常常没有达到我们的期望。词眼“expectation”和“faith”相关，值得关注。

44.

答案A。选项四个褒贬都有，说明文章中肯定存在着与他看法相悖的理论。我们看第四段

，“while there may be a number of other possible causes. A map makes might have left the....

Maybe we should blame Ceely for not paying attention, Perhaps the railway authorities are at fault for poor signaling system..... work out that there really is something specific wrong with the GPS

equipment.”造成此次事故或者其他高科技失灵事件，可能还有其他很多原因，比如主观人为的，或者是火车信号系统不好等等， But Stevenson doesn't say. 所以他的观点是片面的。

45.

一般性最后一句都会问到主旨大意，作者的观点等等，要做好这一题，我们要继续往后看，6、7两段点出了文章的主题思想。The game between humans and their smart devices is

amusing and complex .

是人与科技之间的游戏是复杂的，所以文章讲的是人类与科技之间的关系。

B

pump /pʌmp/

► **noun** [C] **DEVICE** ① a piece of equipment which is used to cause liquid, air or gas to move from one place to another: a water/bicycle/fuel pump ○ a UK petrol/US gas pump shoe ② [USUALLY PLURAL] US (UK court shoe) a type of plain shoe with a raised HEEL and no way of fastening it to the foot which is worn by women ③ [USUALLY PLURAL] a type of flat shoe, like a BALLET dancer's shoe, which is worn by women ④ [USUALLY PLURAL] UK a flat shoe made of heavy cloth, which is worn by children for doing sports

► **verb** **LIQUID/GAS** ① [T USUALLY + ADV/PREP] to force liquid or gas to move somewhere: Our latest machine can pump a hundred gallons a minute. ○ The new wine is pumped into storage tanks. ○ The heart pumps blood through the arteries/round the body. **INFORMATION** ② [T] **INFORMAL** to keep asking someone for information, especially in a way that is not direct: She was pumping me for details of the new project.

► **idioms** pump sb's hand to SHAKE someone's hand (=hold their hand and move it up and down, especially in order to greet them) • pump iron **INFORMAL** to lift heavy weights for exercise: These days both men and women pump iron for fitness.

► **phrasal verbs** pump sth into sth to spend a lot of money trying to make something operate successfully: They had been pumping money into the business for some years without seeing any results.

pump sth out [M] **REMOVE** ① to remove water or other liquid from something using a pump: We took turns pumping out the boat. **PRODUCE** ② **INFORMAL DISAPPROVING** to produce words or loud music in a way that is repeated, forceful and continuous: The government keeps pumping out the same old propaganda. ○ The car radio was pumping out music with a heavy beat.

pump out sth If someone's stomach is pumped out, a poisonous substance is removed from it by being sucked through a tube: She had to go to hospital to have her stomach pumped out.

pump sb up [M] **INFORMAL** to make someone feel more confident or excited: He was offering them advice and trying to pump them up. ○ [R] The players were pumping themselves up by singing the national anthem before the game.

pump sth up [M] ① to fill something with air using a pump: Have you pumped up the balloons yet? ○ I must pump the tyres up on my bike. ② **INFORMAL** to increase

something by a large amount: The US was able to pump up exports. ○ Let's pump up the volume a bit!

pump-action /ˈpʌmp.æk.ʃən/ **adjective** [BEFORE NOUN] describes a device which operates by forcing something, especially air, in or out of a closed space or container: a pump-action shotgun ○ a pump-action toilet

pump, priming **noun** [U] **SPECIALIZED** the activity of helping a business, programme, economy, etc. to develop by giving it money: The government is awarding small, pump-priming grants to single mothers who are starting their own businesses.

pun /pʌn/

► **noun** [C] a humorous use of a word or phrase which has several meanings or which sounds like another word: She made a couple of dreadful puns. ○ This is a well-known joke based on a pun: "What's black and white and red (=read) all over?" "A newspaper."

► **verb** [I] (-nn-) to make a pun

punch /pʌntʃ/

► **noun** **HIT** ① [C] a forceful hit with a FIST (=closed hand): She gave him a punch on/US in the nose. **EFFECT** ② [U] the power to be interesting and have a strong effect on people: I felt the performance/speech/presentation lacked punch. **DRINK** ③ [C OR U] a cold or hot drink made by mixing fruit juices, pieces of fruit and often wine or other alcoholic drinks **TOOL** ④ [C] a piece of equipment which cuts holes in a material by pushing a piece of metal through it: a ticket punch ○ Have you seen the hole punch anywhere?

► **verb** [T] **HIT** ① [A] to hit someone or something with your FIST (=closed hand): He punched him in the stomach. ② **MAINLY US** to hit with your fingers the buttons on a telephone or the keys on a keyboard **USE TOOL** ③ to make a hole in something with a special piece of equipment: I was just punching holes in some sheets of paper. ○ This belt's too big - I'll have to punch an extra hole in it.

► **idioms** punch sb's lights out **INFORMAL** to hit someone repeatedly very hard • punch the clock **US** to put a card into a special machine to record the times you arrive at and leave work: After 17 years of punching the clock, he just disappeared one morning and was never heard from again.

46. What does the word "pump" mean in "He ran in every five minutes to pump me about the case"?
- A. Talk with. B. Ask for information. C. Listen to. D. Provide with evidence.
47. When Sally says "The TV program kept pumping out commercials", she may be _____.
A. excited B. interested C. annoyed D. worried
48. What will the government most probably provide if it is engaged in a pump-priming program?
- A. Sums of money. B. Raw materials. C. Human resources. D. Media support.
49. When Sylvia says "His speech was OK but it had no real punch", she thinks it was not _____.
A. fluent and impressive B. logical and moving
C. informative and significant D. interesting and powerful

【解析】

46.

答案B。这道题是现学现卖型，考查的是学生的查阅资料能力。第二个三角形顺数第六行讲到，“to keep asking some for information: she was pumping me for details of the new project”跟问句中“pump me about the case”，跟这句话意思相符，这样，答案就很好得出了。

47. 答案C。第四个三角形，讲的是Pump的一些固定词组搭配，第一个pump sth out 第四行，to produce words or loud music in a way that is repeated, forceful and continuous, 也可从the government keeps pumping out the same old propaganda（政治宣传）得出。或者我们结合生活常识，当我们在看喜欢的电视剧时，忽然出现一次又一次的广告，我们的情绪是不是会很厌烦呢。所以选择C
48. 答案A。在文中找到pump-priming, the government is awarding small, pump-priming grants to single mothers who are starting their own business”，award是本题的词眼，与解题有关。说到奖励，当然跟钱少不了关系，所以选择A
49. 答案D。前面的一些题目是围绕pump，本段跳跃到punch，所以要毫无顾忌地跳过pun，直接寻找有punch的板块。顺数第三行，the power to be interesting and have a strong effect on people, 以及紧随其后的例子 I felt the performance /speech/presentation lacked punch.看出，尤其是词眼“speech”刚好有对应，所以选D

C

In the more and more competitive service industry, it is no longer enough to promise customer satisfaction. Today, customer “delight” is what companies are trying to achieve in order to keep and increase market share.

It is accepted in the marketing industry, and confirmed by a number of researchers, that customers receiving good service will promote business by telling up to 12 other people; those treated badly tell tales of woe to up to 20 people. Interestingly, 80 percent of people who feel their complaints are handled fairly will stay loyal.

New challenges for customer care have come when people can obtain goods and services through telephone call centers and the Internet. For example, many companies now have to invest (投资) a lot of money in information technology and staff training in order to cope with the “**phone rage**”---- caused by delays in answering calls, being cut off in mid-conversation or left waiting for long periods.

“Many people do not like talking to machines,” says Dr. Storey, Senior Lecturer in Marketing at City University Business School. “Banks, for example, encourage staff at call centers to use customer data to establish instant and good relationship with them. The aim is to make the customer feel they know you and that you can trust them – the sort of comfortable feelings people have during face-to-face chats with their local branch manager.”

Recommended ways of creating customer delight include: under-promising and over-delivering (saying that a repair will be carried out within five hours, but getting it done within two) replacing a faulty product immediately; throwing in a gift voucher (购物礼券) as an unexpected “thank you” to regular customers; and always returning calls, even when they are complaints.

Aiming for customer delight is all very well, but if services do not reach the high level promised, disappointment or worse will be the result. This can be eased by offering an apology and an explanation of why the service did not meet usual standards with **empathy** (for example, “I know how you must feel”), and possible solutions (replacement, compensation or whatever fairness suggests best meets the case).

Airlines face some of the toughest challenges over customer care. Fierce competition has convinced them that delighting passengers is an important marketing tool, while there is great potential for customer anger over delays caused by weather, unclaimed luggage and technical

problems.

For British Airways staff, a winning telephone style is considered vital in handling the large volume of calls about bookings and flight times. They are trained to answer quickly, with their names, job title and a “we are here to help” attitude. The company has invested heavily in information technology to make sure that information is available instantly on screen.

British Airways also says its customer care policies are applied within the company and staff are taught to regard each other as customers requiring the highest standards of service.

Customer care is obviously here to stay and it would be a foolish company that used slogans such as “we do as we please”. On the other hand, the more customers are promised, the greater the risk of disappointment.

50. We can learn from Paragraph 2 that _____.
A. complaining customers are hard to satisfy
B. unsatisfied customers receive better service
C. satisfied customers catch more attention
D. well-treated customers promote business
51. The writer mentions “phone rage”(Paragraph 3) to show that _____.
A. customers often use phones to express their anger
B. people still prefer to buy goods online
C. customer care becomes more demanding
D. customers rely on their phones to obtain services
52. What does the writer recommend to create customer delight?
A. Calling customers regular. B. Giving a “thank you” note.
C. Delivering a quicker service. D. Promising more gifts.
53. If a manager should show his empathy (Paragraph 6), what would he probably say?
A. “I know how upset you must be.” B. “I appreciate your understanding.”
C. “I’m sorry for the delay.” D. “I know it’s our fault.”
54. Customer delight is important for airlines because _____.
A. their telephone style remains unchanged
B. they are more likely to meet with complaints
C. the services cost them a lot of money
D. the policies can be applied to their staff
55. Which of the following is conveyed in this article?
A. Face-to-face service creates comfortable feelings among customers.
B. Companies that promise more will naturally attract more customers.
C. A company should promise less but do more in a competitive market.
D. Customer delight is more important for airlines than for banks.

【解析】

50.

答案D。本题要求我们在第二段中找答案，也就是说四个选项都是出现在此段，在看完第一段内容之后，其实对于文章整体的主题思想会有一个粗略的把握。第二段中出现了两类人，一类人受到好的服务会跟其他12人讲，而受到差的服务的人就会跟20个人说，所以受到好的服务的顾客会提升公司业绩。

51. 答案C。根据该词组的字面意思，手机的愤怒，很多学生会选择A，但是看后文说了很多关于手机服务受阻的情况，引起了顾客很多的抱怨，所以让商家明白，对顾客满意变得越来越急需。D B
选项是文中直接表达的意思，他是事件的表面情况，显然这儿要你挖掘深层次的含义。
52. 我们看到第五段，段首就是recommended ways of creating customer delight include:...。A 答案很有迷惑性，因为文本中出现always returning calls，但是这儿是回电话，而不是主动打电话；B 也有出现，但是商家送更多的购物券作为“thank you note”的代名词，也不对；D promising more, 而文中是under-promising，所以选择C，就是此段括号部分的解释。
53. 答案A。此题相对比较简单，是信息寻找题。马上过度到第六段，找到empathy，括号部分有句话“I know how you must feel”，我理解你的感受吗，与选项A “我知道你肯定很不开心”相符。
54. 答案B。第七段出现airlines, while there is great potential for customer anger over delays caused by weather, unclaimed luggage and technical problems. Potential是解题的词眼与likely对应。
55. 答案C。此题选用排除法。A D
选项此篇文章并没有提到。BC选项显然是两个截然不同的意思，到底是承诺多做到的少能吸引顾客呢还是答应的少却做得多更能吸引顾客呢，再看文章最后一句话on the other hand, the more customers are promised, the greater the risk of disappointment.。

D

It was Saturday. As always, it was a busy one, for “Six days shall you labor and all your work” was taken seriously back then. Outside, Father and Mr. Patrick next door were busy chopping firewood. Inside their own houses, Mother and Mrs. Patrick were engaged in spring cleaning.

Somehow the boys had slipped away to the back lot with their kites. Now, even at the risk of having Brother caught to beat carpets, they had sent him to the kitchen for more string(线). It seemed there was no limit to the heights to which kites would fly today.

My mother looked at the sitting room, its furniture disordered for a thorough sweeping. Again she cast a look toward the window. “Come on, girls! Let’s take string to the boys and watch them fly the kites a minute.”

On the way we met Mrs. Patric, laughing guiltily as if she were doing something wrong, together with her girls.

There never was such a day for flying kites! We played all our fresh string into the boys’ kites and they went up higher and higher. We could hardly distinguish the orange-colored spots of the kites. Now and then we slowly pulled one kite back, watching it dancing up and down in the wind, and finally bringing it down to earth, just for the joy of sending it up again.

Even our fathers dropped their tools and joined us. Our mothers took their turn, laughing like schoolgirls. I think **we were all beside ourselves**. Parents forgot their duty and their dignity; children forgot their everyday fights and little jealousies. “Perhaps it’s like this in the kingdom of heaven,” I thought confusedly.

It was growing dark before we all walked sleepily back to the houses. I suppose we had some sort of supper. I suppose there must have been surface tidying-up, for the house on Sunday looked clean and orderly enough. The strange thing was, we didn't mention that day afterward. I felt a little embarrassed. Surely none of the others had been as excited as I. I locked the memory up in that deepest part of me where we keep "the things that cannot be and yet they are."

The years went on, then one day I was hurrying about my kitchen in a city apartment, trying to get some work out of the way while my three-year-old insistently cried her desire to "go park, see duck."

"I can't go!" I said. "I have this and this to do, and when I'm through I'll be too tired to walk that far."

My mother, who was visiting us, looked up from the peas she was shelling. "It's a wonderful day," she offered, "really warm, yet there's a fine breeze. Do you remember that day we flew kites?"

I stopped in my dash between stove and sink. The locked door flew open and with it a rush of memories. "Come on," I told my little girl. "You're right, it's too good a day to miss."

Another decade passed. We were in the aftermath(余波) of a great war. All evening we had been asking our returned soldier, the youngest Patrick Boy, about his experiences as a prisoner of war. He had talked freely, but now for a long time he had been silent. What was he thinking of --- what dark and horrible things?

"Say!" A smile sipped out from his lips. "Do you remember --- no, of course you wouldn't. It probably didn't make the impression on you as it did on me."

I hardly dared speak. "Remember what?"

"I used to think of that day a lot in POW camp (战俘营), when things weren't too good. Do you remember the day we flew the kites?"

56. Mrs. Patrick was laughing guiltily because she thought_____.

- A. she was too old to fly kites
- B. her husband would make fun of her
- C. she should have been doing her how
- D. supposed to the don't game

57. By "we were all beside ourselves writer means that they all _____.

- A. felt confused
- B. went wild with joy
- C. looked on
- D. forgot their fights

58. What did the think after the kite-flying?

- A. The boys must have had more fun than the girls.
- B. They should have finished their work before playing.
- C. Her parents should spend more time with them.
- D. All the others must have forgotten that day.

59. Why did the writer finally agree to take her little girl for an outing?

- A. She suddenly remembered her duty as a mother.
- B. She was reminded of the day they flew kites.
- C. She had finished her work in the kitchen.
- D. She thought it was a great day to play outside.

60. The youngest Patrick boy is mentioned to show that _____.

- A. the writer was not alone in treasuring her fond memories
- B. his experience in POW camp threw a shadow over his life
- C. childhood friendship means so much to the writer
- D. people like him really changed a lot after the war

【解析】

56. 答案C。细节分析题。找到文中出现laughing guilty的上下文，原本大人们都在热火朝天地spring clean, Mrs Patrick, “Come on, girls! Let’s take sting to the boys and watch them fly the kites a minute.” On the way we met Mrs. Patrick, laughing guiltily as if she were doing something wrong, together with her girls.大人和小孩一起放风筝，把家务放在一边，所以感到很罪过。
57. 答案B。解答此题联系后文，parents forgot their duty and their dignity; children forgot their everyday fights and little jealousies,可以看出大人小孩放风筝的时候都很high, 几近疯狂。
58. 答案D。如果只看完第六段就做此题的话，很容易误选D，因为此段中大人小孩玩得很疯，很多学生很容易先入为主，想当然地表达“父母应该多陪孩子”的思想。但是我们看第七段，“The strange thing was, we didn’t mention that day afterward I felt a little embarrassed .Surely none of the of the others had been as excited as I.” 作者认为，只有他一个人还记得当初那个放风筝的美好时刻，而其他人都忘记了，所以选D。
59. 答案B。原本这位母亲用各种借口来推脱孩子想去外面玩的要求，但是当母亲的母亲回忆起当日那个放风筝的日子时，往日美好的场景开始充斥这位母亲的思绪，所以她欣然答应外出。
60. 答案A。第七段作者觉得只有自己还封存着那个美好的回忆，自己是孤单的，但是这个从战场回来的男孩，却也是靠着那个美好的回忆在战俘营中生存了下来，所以A，作者不是一个人在珍惜那段记忆。

【点评】

今年阅读理解虽然减少了一篇，但语篇平均长度明显增加，深度阅读理解的能力要求明显提高，因而阅读理解部分难度有所增。第一节中，所选语篇注重思想内涵和文化意识。A篇讨论了人与现代科技的关系。B篇是有关“查词典”的试题，旨在考查学生运用工具书获取信息和解决问题的能力。C篇阐述了顾客的满意度对企业发展的作用。D篇通过回顾儿时放风筝的经历，讲述了童年的美好回忆对成年生活的深刻影响。在设问方面，理解通篇文章和推测深层含义的综合性试题有所增加，如注重考查文章的主旨要义，重视语篇中所蕴含的作者意图、观点和态度，品味字里行间蕴含的深刻含义，对修辞的考查等，以考查学生对较长语篇的理解能力。

第二节：下面文章中有5处（第61~65题）需要添加小标题。请从以下选项（A、B、C、D、E和F）中选出符合各段意思的小标题，并在答题纸上将相应选项的标号涂黑。选项中有一项是多余选项。

- A. Leadership
- B. Conflict Solving
- C. Open Communication
- D. Respect to All Team Members
- E. Measuring Progress against Goals

F. Common Goals with Challenging Target

Team Building Means More Than Throwing a Few People Together

“**Teamworking**” is found every where within just about every organization. You can’t get away from “teams” that are supposed to be able to create something that is greater than the sum of its parts. Or so the theory goes.

There are five measures that need to be taken before you can get the most out of a team:

61. _____

There must be a clear reason for the team to exist. And all the members should realize the value and significance of what they are going to do. What they are hoping to achieve should be something achievable but at the same time tough and inspiring enough to attract the members and keep their motivation alive. What is more, they should also be well prepared for the possible difficulties they may come across in the process.

62. _____

Team members must be able to express their opinions freely without fear of being criticized, and they must have the feeling that their suggestions will be taken seriously. This is an important point because the team may need to resolve some complex or thorny issues. For example, it may discuss a sensitive topic. Should they keep their conclusion within the team or share it with other employees? This is an issue in itself that all the members should agree on and frank discussion is required.

63. _____

It is easy to think that a junior team member may have less to contribute than more experienced ones. This is not only demoralizing or discouraging, it also makes no sense ---- people that have nothing to contribute. Should not have been selected for the team in the first place. Since they have become members of your team, you need to make sure that each of them has an opportunity to add his or her thoughts to discussions.

64. _____

Disagreements are natural and, in fact, debate and discussion should be encouraged. A team made up only of “yes men” can make disastrous decisions that few people honestly agreed with in the first place. Consequently, there should be rules on how lengthy disagreements should be handled. For example, team meetings may not be the most appropriate place for a discussion that involves only two people, so “under-the-table” method may be effective.

65. _____

Most high-performing teams are well organized, A good organizer should be able to play to individuals’ strengths and help them overcome their weaknesses. It should be someone who can act as a promoter and a constant reminder of what the team needs to achieve. He must, above all, be skilled in sharing responsibility and setting tasks to others, coaching them to achieve tasks, and providing constructive feedback on how the tasks went.

Team building isn’t as simple as just throwing a few people together. It requires much more, but motivating people is most essential. Successful teamworking is not marked by how much progress the team makes toward its goals, but by how confidently each of its members completes his or her assigned tasks with a sense of achievement and pride.

【点评】

文章以“团队建设”为话题，提出了团队建设中的目标设置、沟通协作、相互尊重和领导艺术等要素。本节的考查一改过去“信息匹配”的命题思路，要求考生为一篇文章中的各个段落添加小标题，对考生的语篇归纳能力要求较高。

【解析】

61. 答案F。一个团队的成立必须有共同的目标。这样的目标是团队存在的理由。all the members should realize the value and significance of what they are going to do, 词句与“goal target”相关，“common goal, challenging target”“对应something achievable but at the same time tough”。
62. 答案C。团队成员应该可以公开自由地表达观点。一看到express their opinions freely without fear就能对应open communication, 所以此处答案选择起来比较简单。
63. 答案D。
每一位成员都有在讨论中提出想法的机会。应尊重每一位被选拔进团队的成员。此题的选择相对比较难一些，因为他没有任何字眼对应选项中总结的词汇。但是我们可以看出，一个队里面有些人贡献很大，有些人却不是，但并不能埋没他们，应该为他们提供能奉献自我的机会，也就是要尊重每个人存在的价值，所以选择respect to all team members。
64. 答案B。分歧一定会出现，可以通过辩论等方式解决。看到Disagreement is natural and, in fact, debate and discussion should be encouraged, 不难看出，队友之间可能会有意见分歧的，这个时候辩论和讨论不可少，这样可能会与62题冲突，但是下文有under-the-table” method may be effective, 说明这是关于冲突解决的。
65. 答案A。对一流团队的领袖的要求。此题也较简单，看到A good organizer就知道讲的是领导才能的。

非选择题部分（共40分）

注意事项：

用黑色字迹的签字笔或钢笔将答案写在答题纸上，不能答在试卷上。

第三部分：写作（共两节，满分40分）

第一节：短文改错（共10小题；每小题1分，满分10分）

下面短文中有10处语言错误。请在有错误的地方增加、删除或修改某个单词。

增加：在缺词处加一个漏字符号（^），并在其下面写上该加的词。

删除：把多余的词用斜线（\）划掉。

修改：在错的词下划一横线，并在该词下面写上修改后的词。

注意：1. 每处错误及其修改均仅限一词。

2. 只允许修改10处，多者（从第11处起）不计分。

例如：

It was very nice to get your invitation to spend ^weekend with you. Luckily I was

The \ am

completely free then, so I'll to say “yes”, I'll arrive in Bristol at around 8:00 p.m. in Friday

on

evening.

I did.

looking. I guessed, even at that age, I would never be able to enjoy playing with the toy or faced my cousin again; I would always know I'd done something wrong. Late on, my aunt drove me home. When she dropped me off, I pulled out the toy slow and gave it back. She knows what had happened, but she thanked me and ever mentioned it again.

【答案】

66. cousin – cousin's rich – richer on --- in put --- put it/that enjoy to --- enjoy
Faced --- face Late --- Later slow --- slowly knows --- knew ever --- never

【点评】

短文改错的语篇是一则关于孩时自我教育的小故事，试题难度适中，要求修改的10处错误均为学生写作中的常见错误，设题考查的内容是学生应该掌握的基础知识，以考查其发现问题和解决问题的能力。

【解析】

- 1.“在我堂兄弟的家”，考查名词所有格的用法，cousin后加's表示“……的”；
- 2.有比较级的出现标志词than却没有形容词比较级，一定是错了，rich的比较级为规则变化richer；
- 3.考查习语搭配in particular，意思为“尤其，特别”；
- 4.put...into...，考查动词用法和代词，这里漏填了指代那个玩具的单词it；
- 5.enjoy后面固定搭配是跟doing，所以去掉多余的to；
- 6.句中有连词or，表示后面省略的部分跟前面一致，为I would never be able to... or I would never be able to...接在be able to因此要用动词原形face；
- 7.Later on是固定习语意为“后来”，而late的词义当副词用时是“迟的；最近的”；
- 8.这里的“慢”应该是说明作者掏兜的动作，即修饰动词pull要用副词slowly；
- 9.动词时态考点，通篇文章因为是叙述过去发的一件事，所以时态基本都为过去时，这里不可能出现knows这样明显的表示习惯的一般现在时；
- 10.这是典型的语法没错但句意严重有误，ever表示肯定含义，而这句作者想表达的是自己的阿姨知道这件事（偷玩具）但再也没有提过，应该是否定含义，故讲ever换成否定副词never才对。

第二节、书面表达（满分30分）

假设你是高中生李越，有感于校园中存在的随意涂写（to scribble）和乱丢垃圾（to litter）的行为，请用英语给校长写一封100-120个词的信。信中应包括以下内容：

- 1.说明写信目的；
- 2.对这些行为进行批评；
- 3.提出建议

注意：信的抬头、落款及信的第一句已给出（不计词数）。

June 8, 2011

Headmaster,

I'm Li Yue, a student from Class 1, Senior II. _____

Your faithfully,

Li Yue

【答案】

One possible student version:

June 8, 2011

Mr. Headmaster,

I am Li Yue, a student from Class 1, Senior II. I am writing to draw your attention to some improper behaviour among us students: littering and scribbling. It makes our school dirty and unpleasant, and does hard to the image of our school. I always feel ashamed whenever I see this. It is clearly not appropriate for a student to litter and scribble about. I wonder if the school could place more dustbins around and set up specific rules against such behaviour. At the same time, students should be encouraged to develop good habits and better behave themselves. I believe that, with the joint efforts of both teachers and students, our school will become a more enjoyable place in the near future.

Thank you for your consideration.

Yours faithfully,

Li Yue

【点评】

浙江省高考英语作文命题继09年和10年连续两年的新闻报道形式作文后，今年高考写作回归了书信的形式。体裁虽然发生一定的变化，但题材上仍然是贴近高中生日常生活。本文仍属于提纲式半开放性体裁的作文，选材贴近学生实际，有利于考生的正常发挥，考生只要按照所给要点的思路来写即可。

高考写作命题趋势探究：

纵观09年高考以来的全国各地高考作文命题，提纲式作文一直为高考英语作文命题的主流。而浙江卷也一直跟随这一主流命题趋势。今年的高考作文又是给出了三个提纲挈领的短语，帮助学生组织文章结构。学生需要做的是提纲的基础上对内容进行相应的扩充。提纲式作文对于学生来说，容易的地方在于：有了提纲，文章基本不会出现偏题的问题。但同时

由于仅仅只有提纲，导致学生在对提纲进行扩充的时候产生问题，不知道该说些具体的什么内容。

浙江卷英语写作的另外一个特点是：考试的内容上都十分贴近高中生的生活。《国家中长期教育改革和发展规划纲要(2010-2020年)》意见稿中明确指出：在高中阶段要积极开展研究性学习、社区服务和社会实践。建立科学的教育质量评价体系，全面实施高中学业水平考试和综合素质评价。在此纲要的指导下，浙江卷近三年的命题都是围绕高中生日常生活，对于学生来说，并不脱离实际，即考察了学生对生活的关注，同时考察了学生对于英语在生活中的英语能力。

浙江卷的另外一个特点是将多种文章形式融为一体：例如从09年开始，每年高考题中的提纲部分必然会出现1对事件和现象的描述2对事件或现象的评论。在这两者结合的基础上，每年的作文形式也不断发生变化，如09年是新闻报道，10年是板报形式，11年就是书信形式。但其实无论采用何种的形式都对文章的内容没有实质上的影响。考生最需要的把握的还是对事件或现象的描述和评论的基础语言能力。

参考答案

第一部分

第一节(10分,每小题0.5分)

1-5 CDADB 6-10 ACABC 11-15 DDCBC 16-20 ADBCB

第二节(20分,每小题1分)

21-25 DBCAB 26-30 BCDA 31-35 DACCD 36-40 BADBC

第二部分 (50分, 每小题2分)

41-45 DCBAB 46-50 BCADD 51-55 CCABC 56-60 CBDBA

61-65 FCDBA

第三部分

第一节 (10分, 每小题1分)

66. cousin – cousin's rich – richer on --- in put ---put it/that enjoy to --- enjoy

Faced --- face Late --- Later slow --- slowly knows --- knew ever --- never

第二节 (30分)

One possible student version:

June 8, 2011

Mr. Headmaster,

I am Li Yue, a student from Class 1, Senior II. I am writing to draw your attention to some improper behaviour among us students: littering and scribbling. It makes our school dirty and unpleasant, and does hard to the image of our school. I always feel ashamed whenever I see this. It is clearly not appropriate for a student to litter and scribble about. I wonder if the school could place more dustbins around and set up specific rules against such behaviour. At the same time, students should be encouraged to develop good habits and better behave themselves. I believe that, with the joint efforts of both teachers and students, our school will become a more enjoyable place in the near future.

Thank you for your consideration.

Yours faithfully,

Li Yue