



湖南工程职业技术学院
HUNAN VOCATIONAL COLLEGE OF ENGINEERING

应用英语 专业技能考核题库

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模块一 专业基本技能

考核项目：英语语言应用

技能一：英语听说

试题编号： 1-1-1 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction

Task: —You are required to make a self introduction.

Task II Short Speech (30%)

Task: —You are required to read the following short speech.

Ladies and gentlemen:

We have asked you to come to our “Thank-you” party today to our gratitude to all of you for your thoughtful care during our holidays here.

As you all know, living in a strange place alone is not an easy thing. There may be different ways of travel: some do it with the travel agency, and others go on a trip alone. One thing, however, that we should not forget in traveling here is to have a sense of appreciation. A sense of regret will not help us in any way. Having a sense of appreciation for all the people will keep us going on well in our travel.

This is why we have asked you to come tonight. We really appreciate your being our partners and your help. And I hope you have a good time tonight.

Let us propose a toast to a happy life forever.

Part III Situational Interaction (40%)

Suppose you're a travel agent. You are answering questions asked by a tourist

from abroad who wants to visit Kuaiji Mountain, a tourist attraction in Zhejiang Province.

Now you'll see an advertisement for a tourist attraction.

Kuaiji Mountain in Shaoxing, Zhejinag Province, offers you an opportunity to view the private garden of the ancient Chinese Emperor Gou Jian and to explore the beauty of its architecture.

Opening hours: 8:30 am --4:30 pm
 Admission charges: Adult --RMB 15Yuan
 Children --RMB 8 Yuan

Transportation: Train to Shaoxing, then bus No.2 to Xinle Village
 Restaurant: Kuaiji Restaurant, a great traditional restaurant, serves Shaoxing local food and local wine

Further information is available on our website www.kuaijitour.com.cn.

2. 考核时量：60 分钟
3. 现场考核：英语听说技能考核为面试。
4. 工具和材料准备：每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。
5. 实施条件：普通教室（纸质试题）或语音室一间。每次两位面试考官。
6. 评价标准：

测试内容	评分细则	分值	扣分	得分
职业素养 (15 分)	遵守考场规则，服从监考老师安排；	3		
	着装、妆容符合岗位要求；	3		
	礼貌待人；答题内容符合社会注意核心价值观；	3		
	严谨规范的职业素养；有序退场	3		
	考核任务完成后，整齐摆放操作工具及凳子，操作台面整洁；	3		
操作规范 (5 分)	按要求独立完成专业技能考核；	3		
	体现诚实守信、耐心细致；	2		
自我介绍 (25 分)	词汇与语法：表达过程中词汇丰富、语法结构正确	5		
	话语运用：表达连贯，语言知识足以完成自我介绍的内容	8		
	语音面貌：正确地发音和使用韵律特征，没有明显地方口音	8		
	仪容与肢体语言：举止大方得体，肢体语言运用恰当	4		
语篇朗读	词汇与语法：能基本掌握语篇中出现的单词的正确发音，内容诵读准确无误，无单词的遗漏和增添	7		

	语音面貌：发音正确、语音语调标准、规范，语调有升降，韵律节奏把握准确	7		
	熟练程度：自然、顺畅、流利、无反复、无卡顿、语速适当	3		
	仪态情感：仪表端庄、表情及动作自然得体；有感情、有激情、有表现力、有感染力	3		
情境 对话 (35分)	能用英语就一般性话题进行交谈	8		
	能清晰、流利地表达个人意见、情感、观点等	8		
	表达过程中词汇丰富，语法结构正确，发音正确	5		
	能根据工作情境判断工作岗位，并选择符合身份的语言完成对话	4		
	能积极参与讨论，发言或语言组织过程中没有明显卡顿，可以顺利完成交际任务	10		
	合计	100		

试题编号： 1-1-2 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction

Task : —You are required to make a self introduction.

Task II Short Speech

Task: —You are required to read the following short speech.

Having good friends is a good thing, but making new friends can be even better. Whatever age we are, all of us appreciate the support and help which friends give us. The help may be for only a small thing, or it may be for something that could change our whole life. The size of the help or the support is not really the most important

thing, but the fact of having friends is very important.

Making friends is a lot like dating after a terrible breakup. You would hesitate and drag your feet because you can't believe you have to start over again. But when you do, it's not half as hard as you thought it would be, and it's twice as rewarding as you might have hoped.

Task III: Constitutional Interaction

Suppose you're the Receptionist for this program. You are answering a call from an applicant about this program, such as courses, duration and fees.

Now you'll see an advertisement for a training program.

Train the Trainer Program
Will equip you with the skills to instruct
and guide workers under your charge effectively

**Courses: Instructional Skills, Planning On-the-Job-Training, Course
Design for Skills Training and Test Construction.**

Term & Fee: Feb. 1 – April 30; 500 US dollars.

Further information is available on our website www.tttp.com.

Contestant: Receptionist
Question Master: Applicant

2. 考核时量：60 分钟
3. 现场考核：英语听说技能考核为面试。
4. 工具和材料准备：每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。
5. 实施条件：普通教室（纸质试题）或语音室一间。每次两位面试考官。
6. 评价标准：参见评分标准 1-1-1

试题编号： 1-1-3 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction (30%)

Task: —You are required to make a self introduction.

Task II Short Speech (30%)

Task: —You are required to read the following short speech.

Program, the second annual meeting of the program is scheduled to be held in the International Conference Center in Tianjin on September 20-21, 2009. The Tianjin International Center for Cultural Exchanges will be responsible for the general affairs regarding the meeting.

The theme of this annual meeting is: the progress of the program, the improvement of the quality and level of the program, and the evaluation of program benefits.

All the attendants will come to the International Conference Center for registration on September 19.

Task III Situational Interaction (40%)

Suppose you're interested in the job offered. Your application for an interview has been accepted.

Now you'll see a job advertisement.

Real Estate Clerk

Outstanding Opportunity with Local Real Estate Corporation

Requirements for Candidates

- A strong background in real estate, financing, public relations
- Some legal training
- Two or more years of successful real estate experience
- Beginning immediately

Interviews will be conducted on Friday to Sunday, Oct. 22 to 24.

Call for an appointment at 493-2579.

Contestant: The applicant

Question Master: The interviewer

2. 考核时量：60 分钟
3. 现场考核：英语听说技能考核为面试。
4. 工具和材料准备：每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。
5. 实施条件：普通教室（纸质试题）或语音室一间。每次两位面试考官。
6. 评价标准：参见评分标准 1-1-1

试题编号： 1-1-4 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction (30%)

Task: —You are required to make a self introduction.

Task II Short Speech (30%)

Task: —You are required to read the following short speech.

Ladies and Gentlemen:

How time flies! It was here that we gave Dr. King a hearty welcome two months ago. We are now here again to bid him farewell.

As you know, Dr. King is well known for his great achievements in the field of International Accounting. During his stay here, he has given the students of our department a series of lectures on International Accounting. And he also visited some other universities and colleges in this city and gave some lectures there, too. Dr. King will leave for home tomorrow. We, therefore, sincerely hope that he will benefit us with some advice and valuable suggestions.

Finally, we want to take this opportunity to beg him to convey our profound friendship and best regards to his people. Dr. King, wish you a nice journey home!

Task III Situational Interaction (40%)

Task:

Suppose you work for the AHA's advertisement department. Your client comes to consult you about the publication of an ad in the magazine. Try to answer the client's questions.

Now you will see an advertisement about a news magazine issued by the American Historical Association(AHA) to attract customers to put up ads in the magazine.

Perspectives

The news magazine of the American Historical Association

Circulation: Approximately 17 500.

Readership: College professors, historical administrators, editors, museum professionals, publishers, librarians, and students of history.

Issuance: Nine times per year; monthly, September—May.

Classified Ads: \$1.15 per word (for position ads only). Discounted rate of \$1.00 per word for ads submitted via the AHA web site at <http://www.historians.org/perspectives/eib/eib.cfm>. Minimum charge is \$85.00. Repeat ads are billed at half the cost of the original ad.

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3. **现场考核：**英语听说技能考核为面试。
4. **工具和材料准备：**每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。
5. **实施条件：**普通教室（纸质试题）或语音室一间。每次两位面试考官。
6. **评价标准：**参见评分标准 1-1-1

试题编号： 1-1-5 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction (30%)

Task: —You are required to make a self introduction.

Task II Short Speech (30%)

Task: —You are required to read the following short speech.

Dear Sir:

We have just introduced our language translator to the market. It is the world's first multilingual pocket translator. It contains over 8 000 words in five different languages. The memory contains more than 10 000 words in each language. You simply type a word, press the button and it gives you an instant translation. It's small and light enough to put in your pocket or handbag, and it's perfect for business travelers.

I hope you will appreciate the opportunity to purchase this product. We will send


our language translator to you 2 days right after we receive your order. You will also enjoy a special introductory discount of 10% which we can maintain until October 10.

Thank you!

Task III Situational Interaction (40%)

Suppose you're the manager in charge of this service and now having a conversation with a client who is enquiring about the details.

Now you'll see a tour advertisement.



Cape Cod Scavenger HuntsSM

"EXPLORE CAPE COD WITH BOSTON ADVENTURES!"
on foot and by car.
(617) 430-1900

Are you searching for an "excellent" team building or sightseeing adventure for your company outing this year?
Summer resorts and Cape Cod BEACH locations are ideal for your school, social or corporate gatherings!

Upon Request	
FOOD & BEVERAGES	Box Lunches, restaurants, catered, lobster & succulent seafood. Lodging / Over-Note Available upon advance request
FACILITIES	Meetings & function rooms
BOAT CHARTERS	Fishing, sightseeing, dinner cruises
BEACHES	Open / Public / Private
RENTALS	bikes, facilities, passenger vans & cars
SHUTTLE SERVICE / CABS	Available
TRANSPORTATION	From Boston & Cape Cod
Transportation available by boat / air, quaint lodging and tasty food & beverages supplied upon request.	

2. 考核时量：60 分钟
3. 现场考核：英语听说技能考核为面试。
4. 工具和材料准备：每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。
5. 实施条件：普通教室（纸质试题）或语音室一间。每次两位面试考官。
6. 评价标准：参见评分标准 1-1-1

试题编号： 1-1-6 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction (30%)

Task: —You are required to make a self introduction.

Task II Short Speech (30%)

Task: —You are required to read the following short speech.

Ladies and Gentlemen:

It's a great pleasure to have you visit us today. I'm very happy to have opportunity to introduce our company to you.

Our company was established in 1950. We mainly manufacture electronic goods and export them all over the world. We grossed about US \$100 million last year, and our business is growing steadily. We have offices in Asia, North American and Europe, with about 1000 employees, and we are working gladly to serve the needs of our customers. In order to further develop our overseas market, we need reliable agents to promote our products.

I hope you will consider doing business with us. Thank you.

Task III Situational Interaction (40%)

Suppose you're Aidan Rave and you are answering a phone call from an applicant for this post.

Now you'll see a job advertisement published by Greater Manchester Passenger

Transport Executive.

**Greater Manchester Passenger Transport
Executive (GMPTE)**

Title of Position Wanted:
Service Delivery Director

Payment:
Competitive Six Figure Package

Responsibilities:

To tackle issues of service delivery and logistics, agreeing with the operators on the provision of effective and efficient services that put the customer first.
To drive service development, set standards and ensure access to high quality information across the network.
To negotiate and work with the transport operators (buses, trains and trams) to secure services and contracts, ensuring that they are integrated into our far-reaching program of change that is designed to deliver high quality public transport for the 21st century.

* * *

For more information and to apply online, visit: www.rockpools.co.uk.
For an informal, confidential discussion, please call our advising consultants,
Aidan Rave on 020 7017 0941.

2. 考核时量：60 分钟
3. 现场考核：英语听说技能考核为面试。
4. 工具和材料准备：每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。
5. 实施条件：普通教室（纸质试题）或语音室一间。每次两位面试考官。
6. 评价标准：参见评分标准 1-1-1

试题编号： 1-1-7 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction (30%)

Task: —You are required to make a self introduction.

Task II Short Speech (30%)

Task: —You are required to read the following short speech.

Ladies and Gentlemen, welcome to China and thank you for trusting our travel agency. My name is Linda. It's my pleasure to be your guide today. Now I'd like to share the schedule with you. The first place we are going to visit is the Great Wall in Bada Mountain. Please keep in mind that we will set out at 9:00 o'clock after breakfast. According to the schedule, we will arrive there at 10:00. And then we will stay there for three hours and come back at about 2:00 in the afternoon. There is no doubt that you will have enough time to climb the Wall and take photos. Besides, you'll see some exciting performances. I hope you will enjoy your day. Thank you very much for your kind attention.

Task III Situational Interaction (40%)

Suppose you are going to book a place at this expo and you are having a conversation with Charis Rosen talking about some relevant details of this expo.

Now you'll see an advertisement for Public Service People Management Expo 2006 in Manchester,UK..

The third annual PSPM conference and exhibition provides a unique opportunity for management professionals from public service organizations to:

- Hear about the latest "good practice" case studies and initiatives making a difference to the public service people management agenda across the public, private and voluntary sectors of public service;
- Contribute to the ongoing debate about the many common challenges facing public service provider organizations;
- Network with other "like-minded" individuals from across the public service spectrum;
- Meet and exchange ideas with potential solution provider organizations from across the public, private and voluntary sectors.

To book your place, contact Charis Rosen, Public Service Partnership 0161 975 6292 / e-mail: crosen@pspltd.org.

2. 考核时量：60 分钟
3. 现场考核：英语听说技能考核为面试。
4. 工具和材料准备：每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。
5. 实施条件：普通教室（纸质试题）或语音室一间。每次两位面试考官。
6. 评价标准：参见评分标准 1-1-1

试题编号： 1-1-8 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction (30%)

Task: —You are required to make a self introduction.

Task II Short Speech (30%)

Task: —You are required to read the following short speech.

We can go without food for almost two months, but without water only a few days. Yet many people have no idea how much water they should drink. Without water, we will be poisoned to death by our own waste products. If there isn't enough water, all the wastes are not removed effectively and may build up as kidney stones. Water is also very important for normal body uses. It carries nutrients and oxygen to the cells through the blood and helps to cool the body temperature.

A healthy person needs eight to ten glasses of water a day. You need more if you do more exercises or live in a hot place. By having enough water throughout the day,

you will be on your way to a healthier and slim body.

Task III Situational Interaction (40%)

Suppose you're interested in this post and you are taking an interview.

Now you'll see a job advertisement recruiting publications officers for **The British Liver Trust**.

Make a Difference!
The British Liver Trust is a small national charity with great ambitions to better serve
the needs of people suffering from all 100-plus forms of liver disease.
Our team is growing and we are looking to recruit
four enthusiastic and self-motivated individuals to be based at our office in
Ringwood
As Publications Officers.
1 year role with possibility of extension
The role involves coordinating the production of our award-winning
patient information leaflets. Strong organizational skills; copy editing and
excellent use of English are essential,
such as attention to detail and an ability to prioritize.
Design skills would be a plus.
Flexible and part-time working options may be available.
Salary is negotiable.
* * *
For further information call: 0870 770 8028, or
e-mail: info@britishlivertrust.org.uk.
Closing date for posts: 21st April, 2006

2. 考核时量：60 分钟

3. 现场考核：英语听说技能考核为面试。

4. 工具和材料准备：每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。

5. 实施条件：普通教室（纸质试题）或语音室一间。每次两位面试考官。

6. 评价标准：参见评分标准 1-1-1

试题编号： 1-1-9 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction (30%)

Task: —You are required to make a self introduction.

Task II Short Speech (30%)

Task: —You are required to read the following short speech.

Ladies and gentlemen:

I'm honored to have the chance to give you some advice on being a secretary. It is well known that, as secretaries, we work close by our employers. We should have a clear understanding of our managers' work styles and their personalities. We should know what our managers expect us to do even before we are told. One thing we need to keep in mind is that our managers and we are different people with different ways of doing things. We should adapt to our managers' work styles and try every means to establish a good relationship with them. Having a good working environment is desirable to all employees in a company. Then, Mr. Green will give you the details on this topic.

Task III Situational Interaction (40%)

Suppose you're a sales representative of a second-hand car dealer. You have to answer some questions from a customer.

Now you'll see an advertisement for a second-hand car Audi A8.



2. 考核时量：60 分钟
3. 现场考核：英语听说技能考核为面试。
4. 工具和材料准备：每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。
5. 实施条件：普通教室（纸质试题）或语音室一间。每次两位面试考官。
6. 评价标准：参见评分标准 1-1-1

试题编号： 1-1-10 (英语听说)

1. 工作任务：本卷共三个工作任务，1) 自我介绍；2) 朗读一段给定的英语语篇任务；3) 根据给定的话题或情境，与考官进行对话和问答。回答 1-3 个问题。请按要求完成以下英语交际任务，进行个人信息和个人观点陈述；能使用正确的语音语调进行表达，中心意思明确，逻辑清楚条理清晰；能根据任务中的工作情景选择恰当的跨文化交际策略。

Task I Self-introduction (30%)

Task: —You are required to make a self introduction.

Task II Short Speech (30%)

Task: —You are required to read the following short speech.

“Frozen food” is what it says it is: after the food is picked and washed and cut up, it’s put in a package and then the whole thing is frozen so that the food won’t decay. Generally, it doesn’t taste as good as fresh food, but it’s fine. It is more expensive than fresh food though. First, it doesn’t spoil. If you buy a fresh cauliflower or squash or whatever, and you don’t use all of it quickly, it does bad and you have to throw it out. So in fact frozen vegetable costs you just as much as—if not less than—buying fresh vegetables. Second, it’s convenient. You can shop every two or three weeks instead of every day. That saves a lot of shopping time.

Task III Situational Interaction (40%)

Suppose you're a shop assistant. You have to answer some questions from a customer.

Now you'll see an advertisement of Widescreen LCD TV.

**8.4 Inch Widescreen LCD
Free-to-View TV**

- Receive Free-to-View channels as well as analogue TV through super-high definition TET Screen
- Auto-scanning for easy TV channel setup
- Supplied with remote control, earphones, mains AC adaptor, car cigarette power adaptor, digital TV aerial and base support
Code: AO6GL

NOW £99.99
Half Price was £199.99

don't forget...
HD Indoor Aerial
(Code: A95GT) £19.99



2. 考核时量：60 分钟

3. 现场考核：英语听说技能考核为面试。

4. 工具和材料准备：每人试题一套，A4 白纸一张，铅笔一支。学生拿到试题后，可以准备 1 分钟，可以在 A4 纸上记录自己准备的相关信息和要点。

5. 实施条件：普通教室（纸质试题）或语音室一间。每次两位面试考官。

6. 评价标准：参见评分标准 1-1-1

考核项目：英语语言应用

技能二：英语文书信息检索

试题编号：1-2-1

1.工作任务：阅读理解文章内容，完成文章后的工作任务，补全题目中缺失的关键信息。答案写在答题卡上才有效。

Task 1 (50')

Directions: Read the following brief introduction to ALDI Group from the official website of the company.

A Brief Introduction to ALDI Group

ALDI Einkauf GmbH & Co. OHG, doing business as **ALDI**, short for “**Albrecht Discount**”, is a discount supermarket chain based in Germany. The chain is made up of two separate groups, ALDI Nord (North—operating as ALDI MARKT), headquartered in Essen, and ALDI Süd (South - operating as ALDI Süd), headquartered in Mülheim an der Ruhr, which operates independently from each other within specific market boundaries. The individual groups were originally owned and managed by brothers Karl Albrecht and Theo Albrecht; Karl has since retired and is Germany’s richest man. Theo was Germany’s second richest man until his death in July 2010. ALDI’s German operations currently consist of ALDI Nord’s 35 individual regional companies with about 2,500 stores in western, northern, and eastern Germany, and ALDI Süd’s 31 regional companies with 1,600 stores in western and southern Germany. The ALDI Group operates about 8,133 individual stores worldwide. Internationally, ALDI Nord operates in Denmark, France, the Benelux countries, the Iberian Peninsula and Poland, while ALDI Süd operates in countries including the Ireland, the United Kingdom, Hungary, Greece, Switzerland, Austria, Slovenia (operating as Hofer in Austria and Slovenia) and Australia. In the United States, ALDI is the parent company of the Trader Joe’s niche food stores, while ALDI Süd operates the main ALDI stores in the country.

History

The earliest roots of the company trace back to 1913, when the mother of Karl

Albrecht and Theo Albrecht opened a small store in a suburb of Essen. In 1946, the brothers took over their mother's business and soon opened another retail outlet nearby. By 1950, the Albrecht brothers owned 13 stores in the Ruhr Valley. The brothers' idea, which was new at the time, was to subtract the legal maximum rebate of 3% before sale. The market leaders at the time, which often were co-operatives, required their customers to collect rebate stamps, and to send them at regular intervals to claim their money back. The Albrecht brothers also rigorously removed merchandise that did not sell from their shelves, and cut costs by not advertising, not selling fresh products, and keeping the size of their retail outlets as small as possible. When the two brothers split the company in 1960 over a dispute whether they should sell cigarettes at the till or not, they owned 300 shops with a cash flow of DM 90 million per year. In 1962, they introduced the ALDI brand name. Both groups are financially and legally separate since 1966, though they describe their relationship as a "friendly relation"; they will also occasionally appear as if they were a single enterprise, for example with certain house brands, or when negotiating with contractor companies. ALDI expanded internationally in the 1970s and 1980s, experiencing a rapid expansion in the number of outlets after German reunification and the fall of the Iron Curtain. The brothers retired as CEOs in 1993 and gave most of their wealth to foundations.

Business practice

ALDI specializes in staple items such as food, beverages, toilet paper and other inexpensive household items. Many of its products are own-brand labeled, with the number of outside brands being very limited, usually no more than two different brands for one kind of product, although often only one. This increases the numbers of sales for each article and also allows ALDI stores to be smaller than supermarkets which cover the same range of products but with more diversity. This practice also allowed ALDI to avoid the use of price tags, even before the introduction of bar code scanners. However, some brand-name products are carried in certain markets, for example, HARIBO sweets in Germany, Marmite and Branston Pickle in the UK or Vegemite and Milo in Australia. In the US, major brand-name products such as Oscar

Mayer Bacon, are occasionally offered as “special buy”. The “special buy” program refers to brand-name items that ALDI has received at a special price from the vendor and can offer for a reduced price. Unlike most other stores, ALDI does not accept manufacturers’ coupons. Some stores in the US did experiment with a store coupon (\$10 off a \$25 purchase) with much success. In addition to its standard assortment, ALDI also has weekly special offers, some of them on more expensive products such as electronics, appliances or computers, usually from Medion. Although not always available, regularly put up for sale are clothing, toys, flowers, gifts.

Company Philosophy

ALDI Group was founded on the belief that people, wherever they live, should have the opportunity to buy everyday groceries of the highest quality at the lowest possible prices. The company’s business model was based on simplicity and efficiency. “Top quality at incredibly low prices- guaranteed”, “Smarter shopping” and “Spend a little, live a lot” are ALDI’s marketing slogans. What began as a simple model for a discount grocery store is now embraced by millions of smart shoppers around the world.

Today, ALDI Group is a leader in the international grocery retailing industry. Streamlined processes, a select brand strategy, a limited and reliable product assortment and double-guarantee philosophy have made it virtually impossible for competitors to match the widespread appeal of ALDI Group.

Directions: Search for useful information in the passage and complete the summary below. Fill in each blank with NO MORE THAN THREE WORDS.

ALDI Group Profile

Based in 1, ALDI Group is a chain of 2 and one of the world’s largest privately owned companies with about 3 stores worldwide. The group was founded by brothers 4 and Theo Albrecht. They named their company 5 or ALDI for short. In 6 the two brothers split the company into 7 and ALDI Süd. ALDI Group expanded 8 in the 1970s and 1980s, experiencing a rapid expansion in the number of outlets. ALDI Group specializes in 9

such as food, beverages, toilet paper and other inexpensive household items. Its business model was based on 10_____.

Directions: Please make a presentation to introduce the **History and Company Philosophy**. The presentation should be finished in **3-5 minutes**. After the presentation, please hand in your brief and PPT.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：

测试内容	评分细则	分值	扣分	得分
职业素养 (15 分)	遵守考场规则，服从监考老师安排；	3		
	着装、妆容符合岗位要求；	3		
	礼貌待人；答题内容符合社会注意核心价值观；	3		
	严谨规范的职业素养；有序退场	3		
	考核任务完成后，整齐摆放操作工具及凳子，操作台面整洁；	3		
操作规范 (5 分)	PPT 有效张数在 3 张以上，布局美观大方；	3		
	体现诚实守信、耐心细致；	2		
信息填写 (40 分)	包含所需填写的全部关键信息	4 分/ 题		
	使用文中原词			
	拼写正确			
	语法正确			
	和横线前后语意连贯，语法正确			
演示汇报 (40 分)	内容扣题	5		
	要点齐全	10		
	有较丰富的细节延展，信息准确	5		
	条理清晰，衔接自然	5		
	语言表达词汇较丰富，句式较灵活	5		
	语音、语调自然，语流连贯	5		
	表述得体	5		

	合计	100		
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试题编号： 1-2-2 (英语文书信息检索)

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet with a single line through the center*.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

John liked to wear his hair very long. Some of his friends thought it looked like a girl's hair, but they never made joke about it, because John was a big, strong young man, and he did not think jokes about him funny.

John always went to the barber's twice a month to have his hair cut and washed. And one day the barber said to him, "Why don't you let me cut most of this hair off and make your head tidy? Nobody would recognize you if I did that, I'm sure. And besides, you wouldn't have to come here so often."

John said nothing for a few seconds, and then he said, "Perhaps you are right, but I am sure that nobody would recognize you either if you did that to my hair."

1. John's friends never made jokes about his hair because _____.
 - A. jokes about the hair was not funny
 - B. they were afraid of being punished
 - C. John was big, strong and young
 - D. They were boys of good manners
2. John went to the barber's twice a month because _____.
 - A. his hair grew too fast for the barber to cut
 - B. he didn't want to have all his hair cut off
 - C. the barber didn't do the job well the first time
 - D. he had his hair cut only a little each time
3. The barber advised John to _____.
 - A. have his hair cut short
 - B. not to be recognized
 - C. keep clean and tidy
 - D. cut off all his hair
4. John's answer to the barber's question was _____.
 - A. a threat
 - B. a praise
 - C. a comfort
 - D. a promise
5. What do we know about John from the text?
 - A. He was a bit strange.
 - B. He didn't like jokes.

- C. He has very rude.
- D. He hated the barber.

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

Many people who work in London prefer to live outside it, and to go in to their offices or schools every day by train, car or bus, even though this means they have to get up early in the morning and reach home late in the evening.

One advantage of living outside London is that houses are cheaper. Even a small flat in London without a garden costs quite a lot to rent. With the same money, one can get a little house in the country with a garden of one's own.

Then, in the country one can really get away from the noise and hurry of busy working lives. Even though one has to get up earlier and spend more time in trains or buses, one can sleep better at night and during weekends and on summer evenings, one can enjoy the fresh, clean air of the country. If one likes garden, one can spend one's free time digging, planting, watering and doing the hundred and one other jobs which are needed in a garden. Then, when the flowers and vegetables come up, one has got the reward together with those who have shared the secret of Nature.

Some people, however, take no interest in country things: for them, happiness lies in the town, with its cinemas and theaters, beautiful shops and busy streets, dance-halls and restaurants. Such people would feel that their life was not worth living if they had to live it outside London. An occasional walk in one of the parks and a fortnight's (two weeks) visit to the sea every summer is all the country they want: the rest they are quite prepared to leave to those who are glad to get away from London every night.

6. Which of the following statements is NOT true?
- A. People who love Nature prefer to live outside the city.
 - B. All the people who work in London prefer to live in the country.
 - C. Some people enjoying city life prefer to work and live inside London.
 - D. Many nature lovers, though working in London, prefer to live outside.
7. With the same money needed for _____, one can buy a little house with a garden in the country.
- A. getting a small flat with a garden
 - B. having a small flat with a garden
 - C. renting a small flat without a garden
 - D. buying a small flat without a garden
8. When the garden is in blossom, the one _____ has been rewarded.
- A. living in the country
 - B. having spent time working in the garden.
 - C. having a garden of his own.
 - D. having been digging, planting and watering
9. People who think happiness lies in the city life would feel that _____ if they had to live outside London.
- A. their life was meaningless
 - B. their life was invaluable
 - C. they didn't deserve a happy life
 - D. they were not worthy of their happy life
10. The underlined phrase "get away from" in the 3rd paragraph refers to _____.

- A. deal with B. do away with C. escape from D. prevent from

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

China successfully launched its fifth manned spacecraft late Tuesday afternoon, June 11th, 2013, sending three astronauts on the country's longest space trip.

With 10 astronauts and six spacecraft launched into space in a decade, China has been speeding up on the path of exploration and building a home for Chinese in the galaxy(银河).

At a see-off ceremony held hours before the launch, Chinese President Xi Jinping expressed good wishes to the three astronauts.

"The mission's crew members carry a space dream of the Chinese nation, and represent the wishes of the Chinese people to explore space," said Xi.

The President later watched the launch at the *Jiuquan Satellite Launch Center* in northwest China, and shook hands with staff at the center after the successful launch.

Unlike the space trip of Yang Liwei, China's first astronaut who boarded the Shenzhou-5 spacecraft and stayed for less than a day in 2003, the three astronauts stayed for half a month.

In its journey, Shenzhou-10 docked with the orbiting space lab Tiangong-1 twice, once through automatic operation and the other manual, and a lecture was given on board to a group of teenage students on the ground for the first time.

Compared with the previous nine Shenzhou spacecrafts, the Shenzhou-10 was no longer experimental but considered an applicable shuttle system for transporting astronauts into the space

On the other hand, the upgraded Long March-2F carrier rocket is technically the same as the one used with the Shenzhou-9 manned spacecraft.

China's rocket technology is becoming mature.

11. Chinese President Xi Jinping watched the launch at the *Jiuquan Satellite Launch Center* in northwest China, and shook hands with staff at the center after _____.
12. China's first astronaut, Yang Liwei, boarded _____ and stayed for less than a day in 2003
13. _____ was given on board to a group of teenage students on the ground for the first time.
14. The Shenzhou-10 was no longer experimental but considered an applicable shuttle system for _____ into space.
15. The upgraded Long March-2F carrier rocket is technically the same as the one used with _____ spacecraft.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

- T (for True)** if the statement agrees with the information given in the passage;
F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

Graduate education is the Detroit of higher learning. Most graduate programs in American universities produce a product for which there is no market and develop skills for which there is decreasing demand, all at a rapidly rising cost. Widespread hiring freezes and layoffs have brought these problems into sharp relief now. But our graduate system has been in crisis for decades.

Unfortunately this mass-production university model has led to division where there ought to be cooperation. In my own religion department, for example, we have 10 faculty members, working in eight branches, with little in common. And as departments fragment, research and publication become more and more about less and less. The emphasis on narrow scholarship also encourages an educational system that has become a process of copying. Faculty members cultivate those students whose futures they figure as identical to their own pasts, even though their tenures will stand in the way of these students having futures as full professors. The dirty secret of higher education is that without graduate students who are not paid well to help in laboratories and with teaching, universities couldn't conduct research or even instruct their growing undergraduate populations. That's one of the main reasons we still encourage people to enroll in doctoral programs. In other words, young people enroll in graduate programs, work hard for little pay and assume huge debt burdens, all because of the misleading promise of faculty appointments. But the present economic situation, coupled with the refusal of giving up tenure, ensures that there will always be too many candidates for too few openings.

The other obstacle to change is that colleges and universities are self-regulating or, in academic wording, governed by peer review. While trustees and administrations theoretically have some management responsibility, in practice, departments operate independently. To complicate matters further, once a faculty member has been granted tenure he is virtually autonomous. Many academics who cry out for the regulation of financial markets strongly oppose it in their own departments. If American higher education is to thrive in the 21st century, colleges and universities must be regulated and completely restructured.

16. According to the narrator, the postgraduates are not competitive nowadays.
17. Faculty work in the same department has no common interests.
18. The post-graduated help a lot in research and in teaching under-graduates.
19. The supervision system in colleges and universities doesn't work well.
20. The post-graduate education in the United States will be thriving in the 21st century.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：

测试内容	评分细则	分值	扣分	得分
职业素养 (15分)	遵守考场规则，服从监考老师安排；	3		
	着装、妆容符合岗位要求；	3		
	礼貌待人；答题内容符合社会注意核心价值观；	3		
	严谨规范的职业素养；有序退场	3		
	考核任务完成后，整齐摆放操作工具及凳子，操作台面整洁；	3		
操作规范 (5分)	PPT有效张数在3张以上，布局美观大方；	3		
	体现诚实守信、耐心细致；	2		
关键信息 检索 (20分)	根据文章内容提供的关键信息，选出题目中正确的选项。每题2分，选错或多选不得分。	2分/ 题		
关键信息 填写 (20分)	包含所需填写的全部关键信息	5		
	使用文中原词	5		
	拼写正确	5		
	语法正确	5		
关键信息 判断 (20分)	根据文章提供的关键信息，判断信息正误。每题4分，判错或漏判不得分。	4分/ 题		
	合计	100		

试题编号： 1-2-3 (英语文书信息检索)

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet* with a single line through the center.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

The tradition of playing practical jokes on April 1st, which in fact originated in ancient Rome, is still maintained in many countries today.

The majority of jokes are content to confine their activities to members of the family, friends

at work or classmates. The most popular type of joke is one leads the victim into a totally unnecessary course of action, such as making a long and pointless journey. There are more brave people, however, who pull off spectacular jokes on a much larger scale.

One of the most famous British jokes was staged in 1910 by a group of six young people from Cambridge. Their aim was to make the commander and crew of a warship believe that they were the Emperor of Abyssinia and his servants. First, they sent a telegram, supposedly from Foreign Office, to the ship's commander. In it they announced that the party would arrive by train early that afternoon and asked him to make the necessary arrangements to welcome them.

When the party arrived, they were given a warm welcome, including a red carpet at the station and a pipe hand aboard the ship. The emperor then inspected the warship and its personnel. During the tour, different members played different parts. One was a foreign office guide; another an interpreter who had learnt a few words from a Swahili phrase book.

Needless to say, the victims were very angry when the joke was released, and some officers even threatened the group's leader with physical violence. Parliament was none too pleased, either!

1. On April 1, men, women and children will play absurd but harmless jokes on ____.
A. family members or relatives B. colleagues or schoolmates
C. Friends D. all of the above
2. The phrase "pull off" can be best replaced by ____.
A. play on purpose B. carry out successfully
C. work hard on D. make good use of
3. The six young men from Cambridge ____.
A. were given a red carpet as present in the railway station
B. were presented with a pipe as a gift in the ship
C. were received warmly and sincerely by the ship's commander and crew
D. all of the above
4. This story took place ____.
A. in Rome B. at a British port
C. in Abyssinia D. on the Continent
5. What would be the best title for the passage?
A. The Origin of April Fool's Day B. Practical Jokes on April Fool's Day
C. Victims of April Fool's Day D. A Spectacular Joke on April 1

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

Shyness is the cause of much unhappiness for a great many people. Shy people are anxious and self-conscious; that is, they are excessively concerned with their own appearance and actions. Worrying thoughts are constantly occurring in their minds: what kind of impression am I making? Do they like me? Do I sound stupid? Am I wearing unattractive clothes?

It is obvious that such uncomfortable feelings must negatively affect people. A person's conception of himself or herself is reflected in the way he or she behaves, and the way a person behaves affects other people's reactions. In general, the way people think about themselves has a profound effect on all areas of their lives.'

Shy people, having low self-esteem, are likely to be passive and easily influenced by others. They need reassurance that they are doing "the right thing." Shy people are very sensitive to

criticism; they feel it confirms their feelings of inferiority. They also find it difficult to be pleased by compliment with a statement like this one, “You’re just saying that to make me feel good. I know it’s not true.” It is clear that while self-awareness is a healthy quality, overdoing it is harmful.

Can shyness be completely eliminated, or at least reduced? Fortunately, people can overcome shyness with determined and patient efforts in building self-confidence. Since shyness goes hand in hand with a lack of self-esteem, it is important for people to accept their weaknesses as well as their strengths.

Each one of us is a unique, worthwhile individual, interested in our own personal ways. The better we understand ourselves, the easier it becomes to live up to our full potential. Let’s not allow shyness to block our chances for a rich and fulfilling life.

6. What does the author try to prove by citing “what kind of impression am I making?”
 - A. Shy people benefit from their caring about their appearance.
 - B. People’s shyness made them care too much about their appearance and actions.
 - C. It’s natural that shy people don’t believe others’ compliments.
 - D. Shy people think they are different from others.
7. According to the writer, self-awareness is _____.
 - A. a good quality
 - B. the cause of unhappiness
 - C. harmful to people
 - D. a weak point of shy people
8. When being praised, shy people feel that it is _____.
 - A. good
 - B. unreal
 - C. very reasonable
 - D. harmful
9. Which of the following statements is true according to the passage?
 - A. Shyness helps us to develop our potential
 - B. Shyness enables us to understand ourselves better
 - C. Shyness can block our chances for a rich life
 - D. Shyness has nothing to do with lack of self-esteem
10. It can be inferred from the passage that shy people _____.
 - A. should find more of their weakness
 - B. should understand themselves in the right way
 - C. had better ignore their weakness
 - D. can get rid of their shyness while maintaining low self-esteem

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

For thousands of years, people have known that the best way to understand a concept is to explain it to someone else. “While we teach, we learn,” said Roman philosopher Seneca. Now scientists are bringing this ancient wisdom up-to-date. They’re documenting why teaching is such a fruitful way to learn, and designing innovative ways for young people to engage in instruction. Researchers have found that students who sign up to tutor others work harder to understand the material, recall it more accurately and apply it more effectively. Student teachers score higher on

tests than pupils who're learning only for their own sake. But how can children, still learning themselves, teach others? One answer: They can tutor younger kids. Some studies have found that first-born children are more intelligent than their later-born siblings (兄弟姐妹). This suggests their higher IQs result from the time they spend teaching their siblings. Now educators are experimenting with ways to apply this model to academic subjects. The young age college undergraduates to teach computer science to high school students, who in turn instruct middle school students on the topic.

But the most cutting-edge(先进的) tool under development is the “teachable agent”—a computerized character who learns, tries, makes mistakes and asks questions just like a real-world pupil. Computer scientists have created an animated figure called Betty’s Brain, who has been “taught” about environmental science by hundreds of middle school students. Student teachers are motivated to help Betty master certain materials. While preparing to teach, they organize their knowledge and improve their own understanding. And as they explain the information to it, they identify problems in their own thinking.

Feedback from the teachable agents further enhances the tutors’ learning. The agents’ questions compel student tutors to think and explain the materials in different ways, and watching the agent solve problems allows them to see their knowledge put into action.

Above all, it’s the emotions one experiences in teaching that facilitate (帮助) learning. Student tutors feel upset when their teachable agents fail, but happy when these virtual pupils succeed as they derive pride and satisfaction from someone else’s accomplishment.

11. The saying “While we teach, we learn” means that the best way to understand a concept is to _____ someone else.
12. While preparing to teach, Student teachers organize their knowledge and _____ understanding.
13. The “teachable agent” is _____ who learns, tries, makes mistakes and ask questions like a real-world pupil.
14. The agents’ questions compel student tutors to _____ the materials in different ways, and watching the agent solve problems allows them to see their knowledge put into action.
15. It’s the _____ in teaching that facilitate learning.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

- T (for True)** if the statement agrees with the information given in the passage;
F (for False) if statement contradicts the information given in the passage;
NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

A study of art history might be a good way to learn more about a culture than is possible to learn in general history classes. Most typical history courses concentrate on politics, economics, and war. But art history focuses on much more than this because art reflects not only the political values of a people, but also religious beliefs, emotions, and psychology. In addition, information about the daily activities of our ancestors, or of people very different from our own, can be

provided by art. In short, art expresses the essential qualities of a time and a place, and a study of it clearly offers us a deeper understanding than can be found in most history books.

In history books, objective information about the political life of country is presented: that is, facts about politics are given, but opinions are not expressed. Art, on the other hand, is subjective; it reflects emotions and opinions. The great Spanish painter Francisco Goya was perhaps the first truly “political” artist. In his well-known painting *The Third of May, 1808*, he criticized the Spanish government for its misuse of power over people. Over a hundred years later, symbolic images were used in Pablo Picasso’s *Guernica* to express the horror of war. Meanwhile, on another continent, the powerful paintings of Diego Rivera, and David Alfaro Siqueiros, as well as the works of Alfredo Ramos Martines, depicted these Mexican artists’ deep anger and sadness about social problems.

In the same way, art can reflect a culture’s religious beliefs. For hundreds of years in Europe, religious art was almost the only type of art that existed. Churches and other religious buildings were filled with paintings that depicted people and stories from the Bible. Although most people couldn’t read, they could still understand biblical stories in the pictures on church walls. By contrast, one of the main characteristics of art in the Middle East was and still is its absence of human and animal images. This reflects the Islamic belief that statues are unholy.

16. This passage mainly tells us about the difference between general history and art history.
17. One can learn more about a culture from a study of art history than from general history classes.
18. Art history presents history in a personal and emotional view.
19. Pablo Picasso expresses his political ideas with the symbolic images in his paints.
20. History teachers are more objective than artists.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：参考试题 1-2-2 评分细则

试题编号：1-2-4（英语文书信息检索）

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、B)、C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet with a single line through the center.*

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

Normally a student must attend a certain number of courses in order to graduate, and each course which he attends gives him a credit which he may count towards a degree. In many American universities the total work for a degree consists of thirty-six courses each lasting for one

semester. A typical course consists of three classes per week for fifteen weeks; while attending a university a student will probably attend four or five courses during each semester. Normally a student would expect to take four years attending two semesters each year. It is possible to spread the period of work for the degree over a longer period. It is also possible for a student to move between one university and another during his degree course, though this is not in fact done as a regular practice.

For every course that he follows a student is given a grade, which is recorded, and the record is available for the student to show to prospective employers. All this imposes a constant pressure and strain of work, but in spite of this some students still find time for great activity in student affairs. Elections to positions in student organizations arouse much enthusiasm. The effective work of maintaining discipline is usually performed by students who advise the academic authorities. Any student who is thought to have broken the rules, for example, by cheating has to appear before a student court. With the enormous numbers of students, the operation of the system does involve a certain amount of activity. A student who has held one of these positions of authority is much respected and it will be of benefit to him later in his career.

1. Normally a student would at least attend ___ classes each week.
A. 36 B. 12 C. 20 D. 15
2. According to the first paragraph an American student is allowed _____.
A. to live in a different university
B. to take a particular course in a different university
C. to live at home and drive to classes
D. to get two degree from two different universities
3. American university students are usually under pressure of work because _____.
A. their academic performance will affect their future careers
B. they are heavily involved in student affairs
C. they have to observe university discipline
D. they want to run for positions of authority
4. Some students are enthusiastic for position in student organizations probably because _____.
A. they hate the constant pressure and strain of their study
B. they will then be able to stay longer in the university
C. such positions help them get better jobs
D. such positions are usually well paid
5. The student organizations seem to be effective in _____.
A. dealing with the academic affairs of the university
B. ensuring that the students observe university regulations
C. evaluating students' performance by bringing them before a court
D. keeping up the students' enthusiasm for social activities

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

I often dreamed about Pisa when I was a boy. I read about the famous building called the Leaning Tower of Pisa. But when I read the word Pisa, I was thinking of pizza. I thought this tower was a place to buy pizza. It must be the best place to buy pizza in the world, I thought.

Many years later finally saw the Leaning Tower. I knew then that it was Pisa and no

pizza .But there was still something special about it for me. The tower got its name because it really does lean to one side. Some people want to try to fix it. They are afraid it may fall over and they don't like that it leans over the city.

I do not think it's a good idea to try to fix it. The tower probably will not fall down, it is 600 years old. Why should anything happen to it now? And, if you ask me, I like what it looks like. To me it is a very human kind of leaning .Nothing is perfect, it seems to say.

And who cares? Why do people want things to be perfect? Imperfect things may be more interesting. Let's take the tower in Pisa. Why is it so famous? There are many other older, more beautiful towers in Italy. But Pisa tower is the most famous. People come from all over the world to see it.

6. This passage is about _____.
A. Italian pizza
B. Italy's problems
C. how the Leaning Tower of Pisa got its name
D. why the writer likes Pisa
7. The writer used to think Pisa _____.
A. in Spain
B. not very famous
C. not the same as pizza
D. the same as pizza
8. The Leaning Tower of Pisa is _____.
A. modern
B. falling down
C. 600 years old
D. 60 years old-
9. The writer _____.
A. doesn't like what the tower looks like
B. likes what the tower looks like
C. thinks it's the most beautiful tower in Italy
D. doesn't like towers
10. The writer likes the Leaning Tower of Pisa because _____.
A. it's old
B. it's perfect
C. it sells pizza
D. it's imperfect

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

Music comes in many forms. And most countries have a style of their own. At the turn of the century when jazz was born, America had no well-known style of its own. No one knows exactly when jazz was invented, or by whom. But it began to be heard in the early 1900s.

Jazz is America's contribution to popular music. In contrast to classical music, which follows formal European traditions, jazz is spontaneous and free form. It bubbles with energy, expressing the moods, interests, and emotions of the people. In the 1920s jazz sounded like America, and as it does today. The origins of this music are as interesting as the music itself. American Negroes, or Blacks, as they are called today, were the jazz pioneers. They were brought to Southern States as slaves. They were sold to plantation owners and forced to work long hours. When a Negro died, his friend and relatives formed a procession (队伍) to carry the body to the cemetery. In New

Orleans, a band often accompanied the procession.

On the way to the cemetery the band played slow, solemn music suited to the occasion. But on the way home the mood changed. Spirits lifted. Death had removed one of their relations, but the living were glad to be alive. The band played happy music, improvising(即兴表演) on both the harmony and the melody of the tunes presented at the funeral. This music made everyone want to dance. It was an early form of jazz.

11. Classical music follows formal European traditions, and jazz is _____ and _____ .
12. Jazz bubbles with energy, expressing the moods, interests, and _____ .
13. American Negroes, or blacks, as they are called today, were _____ .
14. When a Negro or a black died, his friend and relatives _____ to carry the body to the cemetery.
15. On the way home, the band played happy music, improvising on both the harmony and _____ of the tunes presented at the funeral.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

T (for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

People appear to be born to compute. The numerical skills of children develop so early and so inexorably that it is easy to imagine an internal clock of mathematical maturity guiding their growth. Not long after learning walk and talk, they can set the table with impressive accuracy- one plate, one knife, one spoon, one fork, for each of the five chairs. Soon they are capable of doing that they have placed five knives, five spoons, and five forks on the table and, a bit later, that this amounts to fifteen pieces of silverware. Having thus mastered addition, they move on to subtraction. It seems almost reasonable to expect that if a child were secluded on a desert island at birth and retrieved seven years later, he or she could enter a second-grade mathematics class without any serious problems of intellectual adjustment.

Of course, the truth is not so simple. In this century, the work of cognitive psychologists has illuminated the subtle forms of daily learning on which intellectual progress depends. Children were observed as they slowly grasped- or, as the case might be, bumped into- concepts that adults take for granted, as they refused, for instance, to concede that quantity is unchanged as water pours from a short stout glasses into a tall thin one. Psychologists have since demonstrated that young children, when asked to count the pencils in a pile, readily report the number of blue or red pencils, but must be coaxed into finding the total. Such studies have suggested the rudiments of mathematics are mastered gradually, and with effort. They have also suggested that the very concept of abstract numbers- the idea of a oneness, a two-ness, a three-ness that applies to any class of objects and is prerequisite for doing anything more mathematically demanding than setting a table- is itself far from innate.

16. This passage is mainly about how to develop children's numerical skills.
17. After children have helped to set the table with impressive accuracy, they are able to help parents serve dishes.
18. It is easy for most children to believe that the quantity of water keeps unchanged when it is contained in two different glasses.
19. It can be inferred from the passage that children are likely to count the number the balls of each color when they are asked to count all the balls of different colors.
20. According to the passage, the way of setting tables is mastered by birth.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：参考试题 1-2-2 评分细则

试题编号： 1-2-5（英语文书信息检索）

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet* with a single line through the center.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

Two students were saved after being trapped in a 12-metre deep pit (坑) for seventeen days, according to a Xinhua report.

Yan Fushan and Luo Cuimin were students. They were walking back to their school on the evening of May 8th when they fell into the pit.

The sides were so smooth that they couldn't climb up. They had them only one cooked egg for food. To survive, they drank muddy water in the bottom of the hole and water that trickled from the chinks of the rocks.

On May 25th, when they had been in the pit for seventeen days and nights, three children of a nearby village cutting grass close to the hole heard them call for help.

1. The students were trapped in a deep pit for _____.

A. a month	B. nearly 10 days
C. over two weeks	D. more than three weeks
2. They fell into the pit because _____.

A. it was dark	B. they're careless
C. they wanted to do so	D. they wanted to drink water
3. They couldn't climb out because _____.

A. they were too short	B. the pit was too deep
C. the sides were smooth	D. B and C

4. To survive, they _____.
 A. drank water
 B. ate one egg
 C. ate some bread
 D. ate nothing
5. They were saved by _____.
 A. workers
 B. soldiers
 C. their parents
 D. villagers

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

If you do not use your arms or your legs for some time, they will become weak, and when you start using them again, they slowly become strong again. Everybody knows that. Yet many people do not seem to know that memory works in the same way.

When someone says that he has a good memory, he really means that he keeps his memory in practice by using it. When someone else says that his memory is poor, he really means that he does not give it enough chance to become strong.

If a friend says that his arms and legs are weak, we know that it is his own fault. But if he tells us that he has a poor memory, many of us think that his parents may be blamed, and few of us know that it is just his own fault. Have you ever found that some people can't read or write but usually they have better memories? This is because they cannot read or write and when they have to remember things, they cannot write them down in a small notebook. As a result, they have to remember days, names, songs and stories, so their memory is being exercised the whole time.

So if you want to have a good memory, learn from the people: practice remembering things in a way as other people do.

6. Someone can't have a good memory if _____.
 A. he can't read or write
 B. his parents haven't a good memory
 C. he doesn't make good use of his memory
 D. he doesn't use his arms or legs for some time
7. If you do not use your arms or legs for some time, _____.
 A. they will become thin
 B. they will become weak
 C. they begin to ache all over
 D. you can't use them any more
8. Which of the following statements is true?
 A. Your memory needs chance for practice.
 B. A good memory is inherited from parents.
 C. Your memory works in the different ways as your arms or legs.
 D. Don't learn to read and write if you want to have a good memory.
9. Few people know that if someone has a poor memory it is _____.
 A. his own fault
 B. his parents' fault
 C. his teachers' fault
 D. his friends' fault
10. The writer wants to tell us _____.
 A. how to read and write well
 B. how to have a good memory
 C. how to use our arms or legs better
 D. how to learn from the people who can't read or write

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

To call something “marginal” means it is not very good. Farmers have their own way to define marginal land: It is the last to be planted under good conditions, and has the priority to be avoided under poor conditions. Low quality soil is not the only reason land could be considered marginal. It might be in an area where rainfall is limited or where a hillside might rise too steeply (陡峭地).

There are uses for marginal land, however. Most often it is used as grassland. Grasses provide excellent feed for grazing (放牧) animals like cattle, sheep and goats. Grass seed can be bought from a foreign supplier. However, using marginal land for grazing is not a simple issue. There is a hazard of over-grazing. Cattle can damage the crops by eating down to the roots. Also, the weight of the animals crushes the soil and can make it too hard for growing. A(n) effective way to reduce the harm is to move animals from one field to another. This method is known as rotational grazing (循环放牧) which is extremely important for marginal land.

Another use for marginal land is for tree crops. Studies have revealed that the white pine and loblolly pine (火炬松) are two kinds of trees that grow well on such land. They grow fast and provide good quality wood. Another tree is the poplar (白杨), found in many parts of the world.

Failure to take the care needed to protect marginal lands can make a bad situation worse. But good planning can transform a marginal resource into a highly productive one.

11. For farmers, marginal land is the last to be planted under good conditions, and has the priority to be avoided _____ .
12. Marginal land might be in an area where rainfall is limited or where a hillside might _____ .
13. Most often marginal land is used as grassland. However, using marginal land for grazing is _____ issue
14. _____ is a(n) effective way of reducing the harm, to move animals from one field to another.
15. Good planning can transform a marginal resource into _____ one.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

- T(for True)** if the statement agrees with the information given in the passage;
F (for False) if statement contradicts the information given in the passage;
NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

There's a dark little joke exchanged by educators with a humorous touch: Rip Van Winkle

awakens in the 21st century after a hundred-year sleep and is, of course, utterly bewildered by what he sees. Men and women dash about, talking to small metal devices pinned to their ears. Airports, hospitals, shopping malls, every place Rip goes just puzzles him. But when he finally walks into a schoolroom, the old man knows exactly where he is. “This is a school,” he declares. “We used to have these back in 1906. Only now the blackboards are green.”

American schools aren’t exactly frozen in time, but considering the pace of change in other areas of life, our public schools tend to feel like throwbacks. Kids spend much of the day as their great-grandparents once did, sitting in rows, listening to teachers’ lecture, scribbling notes by hand, reading from textbooks that are out-of-date by the time they are printed. A yawning gap separates the world inside the schoolhouse from the world outside.

For the past five years, the national conversation on education has focused on reading scores, math tests and closing the “achievement gap” between social classes. This is not a story about that conversation. This is a story about the big public conversation that will ultimately determine not merely whether some fraction of our children get “left behind” but also whether an entire generation of kids will fail to make the grade in the global economy because they can’t think their way, through abstract problems, work in teams, distinguish good information from bad or speak a language other than English.

This week the conversation will burst onto the front page, when a non-party commission of Education Secretaries and business, government and other education leaders, releases a blueprint for rethinking American education from pre-K to 12 and beyond to better prepare students to thrive in the global economy. While the report includes some controversial proposals, there is nonetheless a remarkable consensus among educators and business and policy leaders on one key conclusion: we need to bring what we teach and how we teach into the 21st century.

16. The story of Rip Van Winkle is to show us the contrast of changes between the world outside school and inside.
17. According to the passage, we can see that the American schools change slowly compared with other areas.
18. The national conversation on education seems to be concerned about the closing of the “achievement gap” between social classes.
19. “the conversation will burst onto the front pages” means the issue will become focus of public attention.
20. Educators and business and government leaders agreed that more the construction of school should be modernized.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：参考试题 1-2-2 评分细则

试题编号：1-2-6（英语文书信息检索）

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet with a single line through the center*.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

When the steam engine was invented in the eighteenth century, it began one of the greatest revolutions that have ever happened in our world. The invention of the petrol engine at the end of the nineteenth century led to another enormous change in our lives. And the computer is almost certainly going to be no less important an invention than these engines were.

Just as there was a Stone Age, an Iron Age and so on, we have been living for centuries in a Paper Age, during which almost all information was kept and sent on paper; and so much of it is wasted after it has been used once that enormous numbers of trees have to be cut down every year to provide us with paper. But now, with the computer, enormous amounts of information can be stored and sent without any paper at all, using small discs or the Internet.

Computers have made it possible to do very difficult calculations very much faster than any earlier machine could. Computers also allow one to send information to others anywhere in the world via the Internet and in turn to receive information back from them. One can send a very long message more quickly from England to Australia, for example, than from one's house to someone in the garden. Computers are not only used for writing; they can produce diagrams and pictures, and they can be used for playing games. One now sees them at airports and railway stations, in hotels and restaurants; in fact, almost everywhere people gather.

1. The author seems to say that the invention of the computer is _____.
 - A. not so important as that of the steam and petrol engines
 - B. at least as important as that of the steam and petrol engines
 - C. less important than that of the steam and petrol engines
 - D. far more important than that of the steam and petrol engines
2. According to the author the disadvantage of using paper to keep and send information is that _____.
 - A. it is hard to get enough paper
 - B. it wastes our time
 - C. it damages the environment
 - D. there is too much paper around
3. We may infer that the fastest way of the computer to send messages to others is by using _____.
 - A. paper
 - B. discs
 - C. the Internet
 - D. air mail
4. Which of the following functions of the computer is NOT mentioned in the passage?

- A. Handling information
 - B. Doing office and business work
 - C. Offering entertainment
 - D. Making phone calls
5. The title that best expresses the main idea of the passage is _____.
- A. The Computer Age
 - B. The Paper Age and the Computer Age
 - C. The Computer and Our Daily Life
 - D. The Computer and Our Future

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

A foreigner's first impression of the U.S. is likely to be that everyone is in a rush—often under pressure. City people always appear to be hurrying to get where they are going restlessly, seeking attention in a store, and elbowing others as they try to complete their errands(任务). Racing through daytime meals is part of the pace of life in this country.

Working time is considered precious. Others in public eating places are waiting for you to finish so that they too can be served and get back to work within the time allowed. Each person hurries to make room for the next person. If you don't, waiters will hurry you.

You also find drivers will be abrupt and people will push past you. You will miss smiles, brief conversations, and small courtesies with strangers. Don't take it personally. This is because people value time highly, and they resent someone else "wasting" it beyond a certain courtesy point.

The view of time affects the importance we attach to patience. In the American system of values, patience is not a high priority. Many of us have what might be called "a short fuse." We begin to move restlessly about if we feel time is slipping away without some re-turn be this in terms of pleasure, work value, or rest. Those coming from lands where time is looked upon differently may find this matter of pace to be one of their most difficult adjustments in both business and daily life.

Many newcomers to the States will miss the opening courtesy of a business call, for example, they will miss the ritual interaction that goes with a welcoming cup of tea or coffee that may be a convention in their own country. They may miss leisurely business chats in a café or coffee house. Normally, Americans do not assess their visitors in such relaxed surroundings over prolonged small talks. We seek out evidence of past performance rather than evaluate a business colleague through social courtesies. Since we generally assess and probe professionally rather than socially, we start talking business very quickly.

6. Which of the following statements is wrong?
- A. Americans seem to be always under pressure.
 - B. Americans attach less importance to patience.
 - C. Americans don't care much about ritual socializing.
 - D. Americans are impolite to their business colleagues.
7. In the fourth paragraph, "a high priority" means _____?
- A. a less important thing
 - B. a first concern
 - C. a good business
 - D. an attractive gift
8. Americans evaluate a business colleague _____.
- A. through social courtesy
 - B. through prolonged business talks
 - C. by establishing business relations
 - D. by learning about their past performance

9. This passage mainly talks about _____.
- A. how Americans treasure their time
 B. how busy Americans are every day
 C. how Americans do business with foreigners
 D. what American way of life is like
10. We can infer from the passage that the author's tone in writing is _____.
- A. critical B. ironical C. appreciative D. objective

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

In Switzerland, six miles west of Geneva (日内瓦), lies a collection of laboratories and buildings, and most curious of all a circular mound (园坵) of more than 650 feet in diameter. This cluster has unique importance. It is Europe's one and only atomic city dedicated to investigating the atom for peaceful purposes. The strange buildings belong to the **European Council for Nuclear Research** (欧洲核研究理事会), more popularly known, from their French initials as CERN. The council was born when a handful of statesmen and scientific experts met in Paris in 1950. Their aim was to "establish an organization providing for cooperation among European states in nuclear research of a pure scientific and fundamental character."

The CERN agreement was signed in 1953, and work on the atomic city began in 1954. Today CERN's facilities are among the most modern and the most diversified ones in the world. Impressive as the scientific aspect may be, the real significance of CERN may lie with the thousand people—scientists, lab workers, and administrative people drawn from the fourteen member nations --- who populate it. British engineers work side by side with Swiss electricians and Yugoslav nuclear physicists, and Dutch mathematicians. The official languages are French and English, with German an unofficial third. But CERN is no tower of Babel—the language of science is universal and all-embracing.

11. The **European Council for Nuclear Research** was born when a handful of statesmen and _____ met in Paris in 1950.
12. The council's aim was to "establish an organization providing for cooperation among European states in _____ a pure scientific and fundamental character."
13. Today CERN's facilities are among the most modern and the _____ in the world.
14. Although the scientific aspect is impressive, the real significance of CERN may lie with the thousand people—scientists, lab workers, and administrative people _____ the fourteen member nations --- who populate it.
15. The official languages are _____, with German an unofficial third.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

T(for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

Most animals have ways to communicate with each other. Each animal has its own kind of communication signal. They send out these signals through the sensory channels of taste, smell, sight, hearing, and touch.

The most common forms of communication among animals are chemical signs, which include taste and smell. In general, animals use these signs to mark their territories, ward off enemies, and attract mates. Chemical signals are effective when used by any animal in any location. Dogs use chemical signs by leaving their scent to mark off their space. Female moths (蛾) attract males by releasing a scent into the air. Skunks spray a strong odor to ward off enemies. These signs are long-lasting because a smell may stay in the air for long periods of time.

Actions seen by others are a form of visual communication. In the animal world, dancing bees, aggressively moving fish, and quick changes of skin color are all examples of visual communication. These signs may warn other animals of danger or point out the presence and location of food. The effectiveness of visual communication can be limited, however. Visual communication is not the best means or most widely used form of sending messages because it is difficult to see over long distances and because vision can be blocked by objects in the line of view.

Sound is another way that animals “talk” to each other. By making noise, animals can send out messages to other animals. Sound, unlike sight, can be used to send message through obstacles and over long distances. A female bird can hear the mating song of a male bird even when she cannot see him.

Finally animals also use touch as a form of communication. Through the sense of touch, cats’ whiskers guide cats through tall grass or bushes and keep them from bumping into things. Monkeys and apes, like people, use touch to communicate love, affection, anger, and fear to one another.

16. This passage is mainly about animals communication through sensory channels.
17. Chemical signals are usually more effective than visual signals.
18. A cat that wants to mark a certain territory would most likely to use smell as a form of communication.
19. Communication by sound is not as widely used as visual communication.
20. Animal communication and human communication are closely related.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：参考试题 1-2-2 评分细则

试题编号： 1-2-7 (英语文书信息检索)

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet* with a single line through the center.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

When families gather for Christmas dinner, some will stick to formal traditions dating back to Grandma's generation. Their tables will be set with the good dishes and silver, and the dress code will be Sunday-best.

But in many other homes, this china-and-silver elegance has given way to a stoneware-(粗陶) and-stainless informality, with dresses assuming an equally casual-Friday look. For hosts and guests, the change means greater simplicity and comfort. For makers of fine china in Britain, it spells economic hard times. Last week Royal Doulton, the largest employer in Stoke-on-Trent, announced that it is eliminating 1,000 jobs---one---fifth of its total workforce. That brings to more than 4,000 the number of positions lost in 18 months in the pottery region~ Wedgwood and other pottery factories made cuts earlier. Although a strong pound and weak markets in Asia play a role in the downsizing, the layoffs in Stoke have their roots in earthshaking social shifts. A spokesman for Royal Doulton admitted that the company "has been somewhat slow in catching up with the trend" toward casual dining. Families eat together less often, he explained, and more people eat alone, either because they are single or they eat in front of television; Even dinner parties, if they happen at all, have gone casual. In a time of long work hours and demanding family schedules, busy hosts insist, rightly, that it's better to share a takeout pizza on paper plates in the family room than to wait for the perfect moment or a "real" dinner party. Too often, the perfect moment never comes. Iron a fine-patterned tablecloth? Forget it. Polish the silver? Who has time? Yet the loss of formality has its down side. The fine points of etiquette that children might once have learned at the table by observation or instruction from parents and grandparents ("Chew with your mouth closed." "Keep your elbows off the table.") must be picked up elsewhere. Some companies now offer etiquette seminars for employees who may be competent professionally but clueless (愚笨的, 无能的) socially.

1. The trend toward casual dining has resulted in _____.
A. bankruptcy of fine china manufacturers B. shrinking of the pottery industry
C. restructuring of large enterprises D. economic recession in Great Britain
2. Which of the following may be the best reason for casual dining?
A. Family members need more time to relax.
B. Busy schedules leave people no time for formality.
C. People want to practice economy in times of scarcity.
D. Young people won't follow the etiquette of the older generation.
3. It can be learned from the passage that Royal Doulton is _____.
A. a retailer of stainless steel tableware B. a dealer in stoneware

- C. a pottery chain store D. a producer of fine china
4. The main cause of the layoffs in the pottery industry is _____.
- A. the increased value of the pound B. the economic recession in Asia
- C. the change in people's way of life D. the fierce competition at home and abroad
5. Refined table manners, though less popular than before in current social life _____.
- A. are still a must on certain occasions B. are bound to return sooner or later
- C. are still being taught by parents at home D. can help improve personal relationships

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

In the United States, it is not customary to telephone someone very early in the morning. If you telephone him early in the day, while he is shaving or having breakfast, the time of the call shows that the matter is very important and requires immediate attention. The same meaning is attached to telephone calls made after 11:00 p.m. If someone receives a call during sleeping hours, he assumes it's a matter of life or death. The time chosen for the call communicates its importance. In social life, time plays a very important part. In the U.S.A. guests tend to feel they are not highly regarded if the invitation to a dinner party is extended only three or four days before the party date. But it is not true in all countries. In other areas of the world, it may be considered foolish to make an appointment too far in advance because plans which are made for a date more than a week away tend to be forgotten. The meaning of time differs in different parts of the world. Thus, misunderstandings arise between people from different cultures that treat time differently. Promptness is valued highly in American life, for example. If people are not prompt, they may be regarded as impolite or not fully responsible. In the U.S. no one would think of keeping a business associate waiting for an hour, it would be too impolite. A person who is 5 minutes late, will say a few words of explanation, though perhaps he will not complete the sentence. (260 words)

6. What is the main idea of this passage?
- A. It is not customary to telephone someone in the morning and in sleeping hours in the U.S.
- B. The role of time in social life over the world.
- C. If people are not prompt, they may be regarded as impolite or not fully responsible in the U.S.
- D. Not every country treats the concept of time as the same.
7. What does it mean in the passage if you call someone during his or her sleeping hours?
- A. A matter of work. B. A matter of life or death.
- C. You want to see him or her. D. You want to make an appointment with him or her.
8. Which of the following time is proper if you want to make an appointment with your friend?
- A. at 7:00 am. B. at 4:00 pm. C. at the midnight. D. at 4:00 am.
9. Which of the following statements is true according to the passage?
- A. In the U.S.A guests tend to feel they are highly regarded if the invitation to a dinner party is extended only three or four days before the party date.
- B. There is no misunderstanding arising between people from different cultures about the concept of time.
- C. It may be considered foolish to make an appointment well in advance in the U.S.A..
- D. Promptness is valued highly in American life.
10. From the passage we can safely infer that _____.
- A. it's a matter of life or death if you call someone in day time

- B. the meaning of time differs in different parts of the world
- C. it makes no difference in the U.S. whether you are early or late for a business party
- D. if a person is late for a date, he needn't make some explanation

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

My mother's old green typewriter sits in my office now, un-repaired. It is a precious memento for me, but what it recalls is not quite what it recalled for Mother.

One evening when I came into the house I was shocked into stillness by what I saw. Mother, pulled into a tight ball with her face in her hands, sat at the far end of the couch. She was crying there because she could not type fast enough and was going to lose her new job. I had never seen her cry before.

I approached and sat beside her on the couch, and I began to understand. I could sense her pain and the tension of holding back the strong emotions that were interrupted by my arrival. Suddenly, something inside me turned. I reached out and put my arms around her.

She broke then. She put her face against my shoulder and sobbed. I held her close and didn't try to talk. I knew I was doing what I should, what I could, and that it was enough. In that moment, feeling Mother's back racked with emotion, I understood for the first time her vulnerability(弱点).

A week later Mother took a job selling dry goods(织物类商品) at half the salary the radio station had offered. "It's a job I can do," she said simply. But the evening practice sessions on the old green typewriter continued. I had a very different feeling now when I passed her door at night and heard her tapping away.

When I'm having trouble with a story and think about giving up or when I start to feel sorry for myself and think things should be easier for me, I roll a piece of paper into that cranky(有毛病的) old machine and type, word by painful word, just the way Mother did.

What I remember then is not mother's failure, but her courage, the courage to go ahead. It's the best memento anyone ever gave me.

11. Mother's precious memento for the author is an _____.
12. One evening when the author came into the house, his mother was crying because she could not _____ and was going to lose her new job.
13. A week later Mother took a job selling dry goods at _____ the radio station had offered.
14. When the author is having trouble with a story and think about giving up, he rolls a piece of paper into that cranky old machine and type, word by _____, just the way Mother did.
15. What the author remembers is not mother's failure, but her courage, the courage _____.

Section C

Directions: You are required to read the following passage quickly and make your

judgment whether the statements from 16-20 agree with the information given in the passage, mark

T (for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

The word conservation has a thrifty meaning. To conserve is to save and protect, to leave what we ourselves enjoy in such good condition that others may also share the enjoyment. Our forefathers had no idea that human population would increase faster than the supplies of raw materials; most of them, even until very recently, had the foolish idea that the treasure were “limitless” and “inexhaustible”. Most of the citizens of earlier generations knew little or nothing about the complicated and delicate system that runs all through nature, and which means that, as in living body, an unhealthy condition of one part will sooner or later be harmful to all the others.

Fifty years ago nature study was not part of the school work; scientific forestry was a new idea; timber was still cheap because it could be brought in any quantity from distant woodlands; soil destruction and river floods were not national problems; nobody had yet studied long-term climatic cycles in relation to proper land use; even the word “conservation” had nothing of the meaning that it has of us today.

For the sake of ourselves and those who will come after us, we must now set about repairing the mistakes of our forefathers. Conservation should, therefore, be made a part of everyone’s daily life. To know about the water table in the ground is just as important to us as a knowledge of the basic arithmetic formulas. We need to know why all watersheds need the protection of plant life and why the running current of streams and rivers must be made to yield their full benefit to the soil before they finally escape to the sea. We need to be taught the duty of planting trees as well as of cutting them. We need to know the importance of big, mature trees, because living space for most of man’s fellow creatures on this planet is figured not only in square measure of surface but also in cubic volume above the earth. In brief, it should be our goal to restore as much of the original beauty of nature as we can.

16. The greatest mistake of our forefathers was that they had little or no sense of environmental protection.

17. Earlier generation didn’t realize the interdependence of water, soil, and living things.

18. To avoid the mistakes of our forefathers, environmental education should be directed to everyone.

19. Our living space on the earth is getting smaller and smaller.

20. All the environmental problems are caused by the burst of population.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：参考试题 1-2-2 评分细则

试题编号： 1-2-8 (英语文书信息检索)

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet* with a single line through the center.

Passage 1

Questions 1 to 5 are based on the following passage.

Friends play an important role in our lives, and although we may take friendship for granted, we often don't clearly understand how we make friends. While we get on well with a number of people, we are usually friends with only a very few --- for example, the average among students is about 6 per person. In all the cases of friendly relationships, two people like one another and enjoy being together, but beyond that, the degree of intimacy between them and the reasons for their shared interest vary enormously. As we get to know people we take into account things like age, race, economic conditions, social position and intelligence. These factors are of prime importance, as it is often more difficult to get on with people when there is a clear difference in means, background, maturity, and/or capabilities.

Some friendly relationships can be kept on despite argument or heated discussion, but it is usual for close friends to have similar ideas, beliefs, attitudes, and interests, in fact, close friends may sometimes talk about "being on the same wavelength". It generally takes time to reach this point. And the more intimately involved people become, the more they rely on each other. People want to do friends favors and hate to break a promise. Equally, friends have to learn to put up with any annoying habits and to tolerate differences of opinion.

In contrast with marriage, there are no government-sanctioned friendship ceremonies to strengthen the association between two people. But the support and understanding of each other that result from shared experiences and emotions do seem to create a powerful bond, which can overcome difference in background, and thus break down barriers of age, class, or race.

1. According to the author, _____
 - A. all those who get on well with each other are friends
 - B. friends are closer than people who just get on well with each other
 - C. everyone understands clearly how to make friends
 - D. every student has six friends
2. When we make friends, we might consider the other person's age because _____.
 - A. it is not easy to stay friends with someone who shows a clear difference in maturity
 - B. the degree of friendship between two people and the reason for their shared interest can vary greatly
 - C. friends need to know all these things

- D. this is the most important factor to making friends
3. In paragraph two, "being the same on the wavelength" means _____.
- A. using the same frequency while talking
 - B. keeping the same friendly relationship as other people do
 - C. having similar ideas, belief, attitudes and interest
 - D. having the same background
4. Which of the following is probably NOT true according to the passage?
- A. Even friends may have differences of opinions
 - B. Friends never argue with each other
 - C. It generally takes time for people to become close friends
 - D. Someone's habits may annoy his friends
5. To strengthen a friendly relationship, people _____.
- A. must hold friendship ceremonies
 - B. have to eliminate differences in back ground
 - C. should make friends with those who are of the same age and of the same race
 - D. should support and understand each other shared experiences and emotions

Passage 2

Questions 6 to 10 are based on the following passage.

People used to say, "The hand that rocks (摇) the cradle (摇篮) rules the world, "and "Behind every successful man, there's a woman. "Both these sayings mean the same thing: Men rule the world, but their wives rule them.

Most of the American women like making their husbands and sons successful, but some of them want something for themselves. They want good jobs. When they work, they want to be better paid, they want to be as successful as men.

The American women's liberation movement was started by the women who don't want to stand behind successful men. They don't want to be told that certain jobs of offices are closed to them. They refuse to work side by side with men who do the same work for a higher pay.

A liberated woman must be proud of being a woman and confidence (信心) herself. If somebody says to her, "You've come a long way, baby. "She'll smile and answer. "Not nearly as far as I'm going to go , baby."

This movement is quite new, and many American women do not agree. But it has already made some important changes in women's lives-in men's lives, too.

6. "The hand that rocks the cradle rules the world." means _____.
- A. woman can not only give birth to children but rule a country
 - B. women not only raise their children but support their husbands
 - C. women do play an important part in men's lives and work
 - D. a man can't be successful without being married
7. "You've come a long way, baby." means _____.
- A. "you have walked far from your home"
 - B. "she was done a lot and succeeded greatly in freeing herself"
 - C. "she has worked outside far from her home"
 - D. "you really love me, dear"
8. "Not nearly as far as I'm going to go, baby." means _____.

each meet. He would vividly picture himself _____ at a certain height.

14. Dr. Maxwel Maltz says, “Your nervous system cannot tell the difference between _____ and real experience.....”
15. Dr. Maxwel Maltz believes that purposeful daydreaming builds new “memories” in the brain. These positive memories improve _____.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

T (for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4

The standardized educational or psychological tests, which are widely used to aid in selecting, assigning or promoting students, employees and military personnel, have been the target of recent attacks in books, magazines, the daily press, and even in Congress. The target is wrong, for, in attacking the tests, critics divert attention from the fault that lies with ill-informed or incompetent users. The tests themselves are merely specified condition. Whether the results will be valuable, meaningless, or even misleading depends partly upon the tool itself but largely upon the user.

All informed predictions of future performance are based upon some knowledge of relevant past performance. How well the predictions will be validated by later performance depends upon the amount, reliability and appropriateness of the information used and on the skill and wisdom with which it is interpreted. Anyone who keeps careful score knows that the information available is always incomplete and that the predictions are always subject to error.

Standardized tests should be considered in this context: they provide a quick, objective method of getting some kind of information about what a person has learned, the skills he has developed, or the kind of person he is. The information so obtained has, qualitatively, the same advantages, or both in a particular situation depends, therefore, upon the empirical evidence concerning comparative validity and upon such factors as cost and availability.

In general, the tests work most effectively when the traits or qualities to be measured can be most precisely defined (for example, ability to do well in a particular course of training program) and least effectively when what is to be measured or predicted cannot be well defined, for example, personality or creativity. Properly used, they provide a rapid means of getting comparable information about many people. Sometimes they identify students whose high potential has not been previously recognized.

16. The value of standardized tests lies in their proper interpretation.
17. Standardized tests work most effectively when the objectives are most clearly defined.

18. The author believes that standardized tests should no longer be used.
19. The author is primarily concerned with the validity of standardized tests.
20. One's future performance can be predicted upon the knowledge of his relevant past performance.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：参考试题 1-2-2 评分细则

试题编号： 1-2-9 (英语文书信息检索)

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet with a single line through the center*.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

I'm usually fairly skeptical about any research that concludes that people are either happier or unhappier or more or less certain of themselves than they were 50 years ago. While any of these statements might be true, they are practically impossible to prove scientifically. Still, I was struck by a report which concluded that today's children are significantly more anxious than children in the 1950s. In fact, the analysis showed, normal children ages 9 to 17 exhibit a higher level of anxiety today than children who were treated for mental illness 50 years ago.

Why are America's kids so stressed? The report cites two main causes: increasing physical isolation brought on by high divorce rates and less involvement in community, among other things--and a growing perception that the world is a more dangerous place.

Given that we can't turn the clock back, adults can still do plenty to help the next generation cope. At the top of the list is nurturing (培育) a better appreciation of the limits of individualism. No child is an island. Strengthening social ties helps build communities and protect individuals against stress.

To help kids build stronger connections with others, you can pull the plug on TVs and computers. Your family will thank you later. They will have more time for face-to-face relationships, and they will get more sleep.

Limit the amount of virtual (虚拟的) violence your children are exposed to. It's not just video games and movies; children see a lot of murder and crime on the local

news.

Keep your expectations for your children reasonable. Many highly successful people never attended Harvard or Yale.

Make exercise part of your daily routine. It will help you cope with your own anxieties and provide a good model, for your kids. Sometimes anxiety is unavoidable. But it doesn't have to ruin your life.

1. The author thinks that the conclusions of any research about people's state of mind are:

- A. surprising B. confusing C. illogical D. questionable

2. What does the author mean when he says, "we can't turn the clock back" (Line 1, Para. 3)?

- A. It's impossible to slow down the pace of change.
B. The social reality children are facing cannot be changed.
C. Lessons learned from the past should not be forgotten.
D. It's impossible to forget the past.

3. According to an analysis, compared with normal children today, children treated as mentally ill 50 years ago _____ .

- A. were less isolated physically B. were probably less self-centered
C. probably suffered less from anxiety D. were considered less individualistic

4. The first and most important thing parents should do to help their children is _____ .

- A. to provide them with a safer environment B. to lower their expectations for them
C. to get them more involved socially D. to set a good model for them to follow

5. What conclusion can be drawn from the passage?

- A. Anxiety, though unavoidable, can be coped with.
B. Children's anxiety has been enormously exaggerated.
C. Children's anxiety can be eliminated with more parental care.
D. Anxiety, if properly controlled, may help children become mature.

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

Sixteen-year-old Maria was waiting in line at the airport in Santo Domingo. She was leaving her native country to join her sister in the United States. She spoke English very well. Though she was very happy she could go abroad, she was feeling sad at leaving her family and friends. As she was thinking all about this, she suddenly heard the airline employee asking her to pick up her luggage and put it on the scales (称). Maria pulled and pulled. The bag was too heavy and she just couldn't lift it up. The man behind her got very impatient. He, too, was waiting to check in his luggage.

"What's wrong with this girl?" He said, "Why doesn't she hurry up?" He moved forward and placed his bag on the counter, hoping to check in first. He was in a hurry to get a good seat.

Maria was very angry, but she was very polite. And in her best English she said,

“Why are you so upset? There are enough seats for everyone on the plane. If you are in such a hurry, why can’t you give me a hand with my luggage?”

The man was surprised to hear Maria speak English. He quickly picked up her luggage and stepped back. Everyone was looking at him with disapproval.

6. Maria’s story happened _____.
- A. when she was leaving America B. on her way back to Santo Domingo
C. before she left the USA D. when she arrived at the airport
7. You believe that the work of the airline employee mentioned in the story is to _____ at the airport.
- A. help carry people’s luggage B. ask people to pick up the luggage
C. check people’s luggage D. take care of people’s luggage
8. “Why are you so upset?” Maria said to the man. She wanted to tell him that he should not be _____.
- A. surprised B. sad C. unhappy D. sorry
9. “Everyone was looking at him with disapproval.” This sentence means that the people around _____ felt _____.
- A. worried about Maria B. worried about the man
C. sorry for Maria’s manners D. sorry for the man’s manners
10. The author mentioned Maria’s age at the beginning of the story in order to show that _____.
- A. she was young but behaved properly
B. she would not have left home alone
C. everyone around her was wrong
D. it was not good that nobody offered to help her

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

Introductions are an important part of business relationships. The only difference between the rules for social introductions and the rules for business introductions is that women are not treated as women but are introduced according to their business rank. In business introductions, there is one basic rule: a less important person is introduced to a more important person, whether male or female.

In America, business introduction is quite casual these days, largely because everything about American life is more relaxed. However, there are still a few general rules for making introductions. When introducing two equals to each other, it doesn’t matter who is presented first. However, if you are introducing your administrative assistant to a superior, you say the superior’s name first. For example, when introducing the new office manager, William, to the company president, John Adams, you would say, “Mr. Adams, I would like you to meet William Smith, our new office

manager. William, this is Mr. Adams, our company president.”

But who holds the highest position in any organization? The client. The client is more important than anyone in your organization, even if the client holds a less title than the executive in the firm.

When you are seated and someone comes up to introduce himself or herself, stand up. This way you show the person you are greeting that you are giving him or her full attention. It is very important to make eye contact. If you look people in the eye, then people will think you are confident and a good listener, and people will probably listen to you when you speak. When you smile, it tells others that you accept them. A smile is worth a thousand words, maybe even more. If you have met the person before but think that he or she may not remember your name, introduce yourself again to avoid embarrassing him or her.

11. For business introductions, women are not treated as women but are introduced according to _____ .
12. There is one basic rule in business introductions --- a _____ important person is introduced to a _____ important person, whether male or female.
13. In America, if you are introducing your administrative assistant to a superior, you say _____ first.
14. _____ holds the highest position in your organization, even if he holds a less title than the executive in the firm.
15. If you look people in the eye, then people will think you are confident and _____ , and people will probably listen to you when you speak.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

T(for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

Icebergs are among nature’s most spectacular creations, and yet most people have never seen one. A vague of mystery envelops them. They come into being somewhere in faraway, frigid waters amid thunderous noise and splashing turbulence, which in most cases no one hears or sees. They exist only a short time and then slowly melt away just as unnoticed.

Objects of sheerest beauty, they have been called. Appearing in an endless variety of shapes, they may be dazzlingly white, or they may be glassy blue, green or purple, tinted faintly or in darker hues. They are graceful, stately, inspiring, in calm, sunlit seas.

But they are also called frightening and dangerous, and that they in the light, in the fog, and in storms. Even in clear weather one is wise to stay at a safe distance away from them. Most of their bulk is hidden below the visible top. Also, they may

roll over unexpectedly, stirring the waters around them.

Icebergs are parts of glaciers that break of, drift into the water, float about a while, and finally melt. Icebergs afloat are made of snowflakes that have fallen over long ages of time. They embody snows that drifted down hundreds, or many thousands, or in some cases maybe a million years ago. The snow fell in Polar Regions and on cold mountains, where they melted only a little or not at all and so collected to great depths over the years and centuries.

As each year's snow accumulation lay on the surface, evaporation and melting caused the snowflakes slowly fell on the top of the old; it too turned to icy grains. So blankets of snow and ice grains mounted layer and were of such great thickness that the weight of the upper layers compressed the lower ones, with time and pressure from above, the many small ice grains joined and changed to larger crystals, and eventually the deeper crystals merged into a solid mass of ice.

16. The icebergs are rarely seen because they are located in remote regions of the world.
17. With time and pressure from layers of ice and snow, the small ice grains finally become a solid iceberg.
18. Icebergs are dangerous because they can turn over suddenly.
19. Icebergs are magnificent and beautiful, so they are welcomed by people travelling on the sea.
20. Icebergs are so large and solid they would never melt.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：参考试题 1-2-2 评分细则

试题编号： 1-2-10 (英语文书信息检索)

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet* with a single line through the center.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

To get some idea of the amount of heat the sun gives off, think about this. If you could collect all the heat that hits the earth in a two-week period, it would equal the amount of all other known sources and reserves of energy: wood, coal and oil. But

even these sources of energy depend on the sun for their formation. For example, a tree would certainly never grow and provide fuel in the form of wood were it not for the sun.

Because the sun is so important in the production of all forms of heating fuel, more and more time and money are being spent studying ways to change power from the sun directly into a form of heat.

The progress currently in use for collecting energy from the sun --- known as solar energy is quite simple. The sunlight hits a metal plate known as a flat-plate collector and the plate absorbs the heat from the sun. This heat, in turn, heats a liquid inside the plate. A layer of fiber-glass inside the plate help prevent this heat from escaping. In this way, solar heat can be stored in liquid solution equaling about 1,000 watts of electricity per square meter.

In the 1960s, a solar furnace was installed in the Pyrenees Mountains of France to test the use of solar energy. In this furnace, a mirror is used to concentrate the sun's heat. This concentrated heat keeps temperature in the furnace as high as 6,000 °F.

1. How does the amount of heat the sun gives off in two weeks compare with all other known sources and reserves of energy?
A. More B. Less C. As much as D. About the same
2. What have the scientists been studying?
A. Ways to change solar energy directly into electricity.
B. Ways to change solar energy into a form of solid.
C. Ways to change solar energy into a form of heat.
D. Ways to change solar energy into a form of liquid.
3. What can be inferred from the passage?
A. The sun gives off countless heat.
B. The tree could grow without the sun, but not very well.
C. People try to change solar energy into cooking fire.
D. The sun's temperature can be as high as 6,000 °F.
4. What is NOT true about the solar energy in this passage?
A. The amount of heat the sun gives off is very great.
B. The process currently in use for collecting energy from the sun is not complex.
C. Solar heat is vitally important for all forms of life.
D. Solar heat can only be used, but not stored.
5. What is the passage mainly talking about?
A. The usefulness of solar energy.
B. Solar energy and its transformation into heat.
C. How can solar energy be stored
D. How can solar energy be made to serve mall.

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

There are three kinds of goals: short-term, medium-range and long-term goals.

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

The intermediate goals build on the foundation of the short-term goals. They might deal with just one term of school or the entire school year, or they could even extend for several years. Any time you move a step at a time, you should never allow yourself to become discouraged or overwhelmed. As you complete each step, you will enforce the belief in your ability to grow and succeed. And as your list of completion dates grow, your motivation and desire will increase.

Long-term goals may be related to our dreams of the future. They might cover five years or more. Life is not a static thing. We should never allow a long-term goal to limit us or our course of action.

6. Our long-term goals mean a lot _____.
- A. If we cannot reach solid short-term goals B. If we complete the short-term goals
- C. If we have dreams of the future D. If we put forward some plans
7. New short-term goals are built upon _____.
- A. a daily basis B. your achievement in a week
- C. current activities D. the goals that have been completed
8. When we complete each step of our goals, _____.
- A. we will win final success
- B. we are overwhelmed
- C. we should build up confidence of success
- D. we should have strong desire for setting new goals
9. What is the main idea of this passage?
- A Life is a dynamic thing. B. we should set up long-term goals
- C. Different kinds of goals in life. D. The limitation of long-term goals.
10. Which of the following statements is wrong according to the passage?
- A. The long-term goals cannot amount to very much without the achievement of solid short-term goals
- B. The intermediate goals build on the foundation of the short-term goals.
- C. Life is a static thing, thus we should never allow a long-term goal to limit us or our course of action.
- D. We should often add new short-term goals to those which have been completed.

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO**

MORE THAN THREE WORDS from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

Proper telephone use can do a great deal to make the physician's life easier while helping the patient to receive better service. Before calling the office, take a moment to organize your thoughts. What is the problem? When did it begin? If there is a pain, does it come and go or is it steady? Does anything bring it on or relieve it? If there is an infection or any other reason to suspect (怀疑) a fever. The temperature should be taken. Try to decide whether the problem is urgent. Before calling, write down a one-sentence description of your problem, your reason for calling, a symptom list, and no more than three questions that you may have.

Busy physicians often receive many more calls than they could possibly handle alone. So when you call, don't start by asking to speak with the doctor. In a well-run office, the receptionists and nurses are trained to assemble (收集) the information needed for a preliminary evaluation (初步诊断) of the situation. These people usually know which matters to handle alone and which ones the physician must handle personally. After talking to a receptionists or nurse, if you still believe it is necessary to speak with the physician, that is the time to ask.

When you telephone, be sure that you have a pad and Pencil handy to write down any instructions. Human memory is notoriously faulty. Call early in the workday when the physician's assistants are on duty and hospitals and laboratories are able to give their services. That way the problem can be handled most efficiently.

Remember, good medical care should be a partnership between patient and physician.

11. Proper telephone use can do a great deal to make the physician's life easier while helping the patient to _____.
12. Before you call the office, you should take a moment to _____ . and write down a one-sentence description of your problem, the reason for calling, _____ , and no more than three questions.
13. In a well-run office, the receptionists and nurses are trained to assemble the information needed for _____ of the situation.
14. After you have talked to a receptionist or nurse, if you still believe it is necessary to speak _____ , that is the time to ask.
15. You'd better call early in the workday when the physician's assistants _____ **are on duty** and hospitals and laboratories are able to give their services.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

- T (for True)** if the statement agrees with the information given in the passage;
F (for False) if statement contradicts the information given in the passage;
NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

In science, a theory is a reasonable explanation of observed events that are related. A theory often involves an imaginary model that helps scientists picture the way an observed even could be produced. A good example of this is found in the kinetic molecular theory, in which gases are pictured as being made up of many small particles that are in constant motion.

A useful theory, in addition to explaining past observations, helps to predict events that have not as yet been observed. After a theory has been publicized, scientists design experiments to test the theory. If observations confirm the scientists' predictions, the theory is supported. If observations do not confirm the predictions, the scientists must search further. There may be a fault in the experiment, or the theory may have to be revised or rejected.

Science involves imagination and creative thinking as well as collecting information and performing experiments. Facts by themselves are not science. As the mathematician Jules Henri Poincare said, "Science is built with facts just as a house is built with bricks, but a collection of facts cannot be called science any more than a pile of bricks can be called a house."

Most scientists start an investigation by finding out what other scientists have learned about a particular problem. After know facts have been gathered, the scientist comes to the part of the investigation that requires considerable imagination. Possible solutions to the problem are formulated. These possible solutions are called hypotheses. In a way, any hypothesis is a leap into the unknown. It extends the scientist's thinking beyond the known facts. The scientist plans experiments, performs calculations, and makes observations to test hypotheses. For without hypotheses, further investigation lacks purpose and direction. When hypotheses are confirmed, they are incorporated into theories.

16. A useful theory is one that helps scientists to make predictions.
17. Bricks are mentioned to indicate how science is more than a collection of facts.
18. Scientific experiments have led to improved construction technology.
19. Imagination is most important to scientists when they close an investigation.
20. A good scientist needs to be creative.

2.考核时量: 60 分钟

3.现场考核: 笔试测试, 独立完成。

4.工具和材料准备: 每人试题一套, 答题卡一张, A4 白纸一张。

5.实施条件: 普通教室(纸质试题)或语音室 1 间或者机房 1 间(以备机考使用)。

6.评分标准: 参考试题 1-2-2 评分细则

试题编号： 1-2-11 (英语文书信息检索)

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet* with a single line through the center.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

The Virtual Reference Desk (VRD) of the Shanghai Central Library is the first cooperative online reference service in China. Based in the Shanghai Resource Sharing Network, it was organized by the Shanghai Library, together with other libraries and related Institutes in Shanghai. Its mission is to provide the general public with high-quality professional reference services and knowledge guidance, and it is a new measure of the Shanghai Central Library to help improve online public services and improve the ability of knowledge guidance.

This VRD depends in the rich collections of the various libraries in Shanghai, draws information from the Internet and uses different kinds of information skills, with a group of senior reference Librarians from the Shanghai library circle to provide professional services. It will play an important role in library services to the society by developing and using library collections and online information resources.

Since its establishment in May 28, 2001; the VRD has won a high reputation among its users. The users who have benefited from our service is not limited to the residents in Shanghai, there are also many users from different areas of China and even from abroad.

The management station of the VRD is located in the Network Service Center of the Shanghai Library. If you have any opinions or suggestions, please send us a message (vr@libnet.Sh.cn). We sincerely hope you will give us your support and help us provide services.

1. VRD seems to a kind of service _____.
A. through some institutes
B. through a network
C. through letters or e-mails
D. through the Internet
2. The main purpose of the VRD is to _____.
A. offer professional online services
B. benefit from the users
C. collect information abroad
D. help senior librarians
3. The information provided by the VRD mainly come from _____.
A. the Internet
B. libraries in Shanghai
C. some related institutes
D. a group of senior librarians
4. The management station of the VCD is a place _____.
A. to process rich collection of Shanghai library
B. to contact users through e-mail
C. to manage the Shanghai Library

- D. to locate readers in the Service Center
5. This passage can be classified as _____ .
- A. an introduction B. a notice
C. a description D. an advertisement

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

Britain and France are separated by the English Channel, a body of water that can be crossed in as few as 20 minutes. But the cultures of the two countries sometimes seem to be miles apart.

Last Thursday Britain and France celebrated the 100th anniversary (周年纪念) of the signing of a friendship agreement called the Entente Cordiality. The agreement marked a new beginning for the countries following centuries of wars and love-hate partnership.

But their relationship has been ups and downs over the past century. Just last year, there were fierce disagreements over the Iraq war-which British Prime Minister Tony Blair supported despite French President Jacques Chirac speaking out against it. This discomfort is expressed in Blair and Chirac's body language at international meetings. While the French leader often greets German Chancellor Gerhard Schroeder with a hug (拥抱), Blair just receives a handshake. However, some political experts say the war in Iraq could in fact have helped ties.

The history of divisions may well be because of the very different ways in which the two sides see the world. But this doesn't stop 12 million Britons taking holidays in France each year. However, only 3 million French come in the opposite direction. Surveys (调查) show that most French people feel closer to the Germans than they do to the British. And the research carried out in Britain has found that only a third of the population believes the French can be trusted. Perhaps this bad feeling comes because the British dislike France's close relationship with Germany, or because the French are not happy with Britain's close links with the US.

Whatever the answer is, as both sides celebrate 100 years of "doubtful friendship", they are at least able to make jokes about each other. Here's one: What's the best thing about Britain's relationship with France? The English Channel.

6. For centuries, the relationship between Britain and France is _____ .
- A. friendly B. impolite
C. brotherly D. a mixture of love and hate
7. The war in Iraq does _____ to the relationship between France and Britain.
- A. good B. harm
C. neither good nor harm D. both good and harm
8. The British are not so friendly to _____ and the French are not so friendly to _____ .
- A. Germany; America B. America; Germany
C. Germany; Germany D. America; America
9. _____ are more interested in having holidays in _____ .
- A. American people...Britain B. British people ... Germany
C. French people ... Britain D. British people ... France

10. What does the last sentence mean?

A. As long as the English Channel exists, no further disagreement will form between France and Britain.

B. The English Channel can prevent anything unfriendly happening in both France and Britain.

C. France and Britain are near neighbors, and this will help balance the relationship between them.

D. The English Channel is the largest enemy between France and Britain.

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

Nearly a third of women are the main breadwinners (养家糊口者) in their household in Britain, according to a survey.

Researchers said that in many relationships it was no longer assumed that the man would bring in the bigger income, especially in a time of wide-spread redundancies (裁员).

In a significant shift in attitudes, four out of ten women said that the career of whichever partner had the highest income would take precedence (优先权) in the relationship.

In one in ten families, a house-husband looks after the children and does the chores while their female partner works full time.

10% of women admitted this role reversal (角色颠倒) had put strains on their relationship and some said it had even led to them parting company (离婚).

The Women and Work Survey 2010, commissioned (受.....的委托) by Grazia magazine, found that almost half of full-time mothers disliked not earning their own money.

Two thirds of the mothers among the 2,000 women in the survey said they wanted to keep working in some way after having children.

A slightly higher number of those with children under three said they would prefer to work --- preferably part-time - rather than stay at home.

Victoria Harper of Grazia said: 'Women are getting good jobs when they graduate, and working up the career ladder faster than they have ever done.'

This means that there has to be more fluidity(易变性) between the roles of men and women in a relationship and when they have children.

11. According to a survey, nearly a third of women are _____ in their household in Britain,

12. In _____ families, a house-husband looks after the children and does the chores while their female partner works full time.

13. The Women and Work Survey 2010, commissioned by Grazia magazine, found that almost half of _____ disliked not earning their own money.

14. According to the survey 2010, two thirds of the mothers among the 2,000 women in the survey wanted to _____ in some way after having children.
15. Researchers said that in many relationships it was no longer assumed that the man would bring in the bigger income, especially in a time of _____ .

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

T (for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

All of us rely on what we see. We say to ourselves, “I know, I was there; I saw it happened.” and that seems to settle the matter. Or does it? Can we really trust the evidence of our eyes?

Take competitive sports. Fans who see the same game will not agree with each other and will disagree with the referee. “He was out of bounds when he caught the pass,” says one fan. Says another, “You’re crazy. I saw it with my own eyes. He was five feet in bounds. You must be blind.” The referee rules that the receiver did step out of bounds. But thousands of fans are still not convinced, because they were there!

It’s the same story in the courtroom. Trial procedure depends on witnesses giving sworn testimony. But just how reliable is the testimony of a person who reports what he has seen? In a recent study, ten thousand witnesses were asked to describe the man they saw commit a crime. The study reveals that, on the average, the witnesses overestimated the man’s height by five inches, his age by eight years, and gave the wrong hair color in 83 percent of the cases. These witnesses didn’t play tricks on them!

What can we do to keep error to a minimum? First of all, don’t let your emotions interfere with your vision. Don’t see something because you want to see it. Secondly, try to stay relax. If you are tense, you are liable to see red when the color is blue. And finally, it helps to make notes of what you see. Don’t rely on your memory alone. Take pictures, make recordings, and use any other aid to reduce distortion.

16. We can’t completely trust the evidence of our eyes.
17. Sworn witnesses and sports fans don’t accurately describe what they see.
18. Sports fans often lies about what they see.
19. Statistical studies show that testimony of people reporting what they see is often unreliable.
20. To keep error to a minimum, one should use various aids to help recording the facts.

2.考核时量：60 分钟

- 3.现场考核：笔试测试，独立完成。
- 4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。
- 5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。
- 6.评分标准：参考试题 1-2-2 评分细则

试题编号： 1-2-12（英语文书信息检索）

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet with a single line through the center*.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

A Shoe Pattern

Harry is eighteen now. He studies in a middle school. His parents like him very much and hope he can become a famous man. So they often tell him to study hard and they do all for him. They call him at six in the morning, after breakfast his father takes him to school in a car and in the afternoon, as soon as the young man comes back, the supper is ready. Of course, he never washes his clothes or goes to buy something in the shops.

Once Harry's father was sent to London on business. He would stay there for half a year. Leaving, he told his wife to take good care of their son. The woman had to get up earlier and did all what her husband did before. And two months later she was so tired that she was ill in bed. Now the young man got into trouble. He couldn't do any housework. He had to do as his mother told him. Even he didn't know where to get on the bus!

Yesterday Harry's mother found his shoes were worn out and told him to buy a new pair in the shop. But he didn't know how to choose. The woman had a sigh(叹息) and gave him a shoe pattern(鞋样) and told him to buy a pair of shoes himself. It's Saturday today and Harry doesn't go to school. With a policeman's help, he found a shop. The shopkeeper was friendly to him. The man brought a lot of shoes and asked him to choose. When he was trying on a pair, suddenly he remembered something and took them off. The man was surprised and asked, "What's the matter, young man?"

"I'm sorry, I've left the shoe pattern at home!"

1. _____ always does some housework in the morning.
A. Harry's father B. Harry's mother C. Harry D. Nobody
2. Harry's parents do all instead of him because _____.
A. he's too young B. he has poor health
C. he's busy with his studies D. they hope he spends all time on studies
3. The woman had to look after her son by herself because _____.

10. People are always curious because _____.
- A. they know nothing about the world B. they know little about the world
C. there are answers they do not have D. all of the above

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

Some persons say that love makes the world go round. Others of a less romantic say that it isn't love; it's money. But the truth is that it is energy that makes the world go round. Energy is the currency of the ecological system and life becomes possible only when food is converted into energy, which in turn is used to seek more food to grow, to reproduce and to survive. On this cycle all life depends.

It is fairly well known that wild animals survive from year to year by eating as much as they can during times of plenty, the summer and fall, storing the excess, usually in the form of fat, and then using these reserves of fat to survive during the hard times in winter when food is scarce. But, it is probably less well known that even with their stored fat, wild animals spend less energy to live in winter than in summer.

A good case in point is the white-tailed deer. Like most wildlife, deer reproduce, grow, and store fat in the summer and fall when there is plenty of nutritious food available. A physically mature female deer in good condition who has conceived in November and given birth to two fawns during the end of May or first part of June, must search for food for the necessary energy not only to meet her body's needs but also to produce milk for her fawns. The best milk production occurs at the same time that new plant growth is available. This is good timing, because milk production is an energy-consuming process — it requires a lot of food. The cost cannot be met unless the region has ample food resources.

11. Energy is the currency of the ecological system and life becomes possible only when food is _____ energy, which in turn is used to seek more food to grow, to reproduce and to survive.
12. Wild animals eat as much as they can during times of plenty, the summer and fall, store the excess, usually in the form of fat, and then use _____ to survive during the hard times in winter when food is scarce.
13. Wild animals spend _____ to live in winter than in summer.
14. A physically mature female deer in good condition conceives in November and _____ two fawns during the end of May or first part of June,
15. Milk production is _____ — it requires a lot of food.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

T (for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

The aging process is very important. As we live our lives, all kinds of things begin to go wrong within the cells of our bodies. We have billions of cells. It takes a long time for the damage to build up to a level where it may harm us. But build up it does, in time we can no longer overlook it. The fibers of protein that make our skin and walls of the blood vessels soft go through changes that lead to loss of that vital flexibility. The DNA strands inside our cells get damaged, too. The cells' energy production systems may ultimately fail.

One of the unusual things about aging is that although we know it will catch up with us eventually, we don't know exactly what lies in store. Some of us may keep our mental faculties largely intact until we're over 100. Others will suffer from dementia. Some of us will still be able to get about, others with conditions like arthritis will find it more difficult.

How aging will affect us is partly down to luck, where the damage strikes first and hardest. Some of it's down to genes and some of it will be affected by how we choose to live our lives. Researches are beginning to look at the genetic contribution to aging, linked with the human genome project.

Long life tends to run in families. Longer lived parents tends, on the average, to have longer-lived children. The risk of age-related diseases, such as Alzheimer's, appears also to have a genetic component. Understanding how genes affect aging will help us to understand how the aging process unfolds.

As with all new research that seeks to harness the incredible power of genetics, we mustn't abuse the knowledge that will come. Luckily it appears that the genetics of aging can tell us only part of what may affect each of us.

16. When damages accumulate to a level where many organs in our bodies fail us must we face the damages aging does to us.
17. Some of us may suffer a kind of age-related mental disease while others may not.
18. How aging will affect us is partly down to luck.
19. Researchers are more interested in how our living habits affect aging.
20. How the aging process unfolds depends on how old we grow.

2.考核时量: 60 分钟

3.现场考核: 笔试测试, 独立完成。

4.工具和材料准备: 每人试题一套, 答题卡一张, A4 白纸一张。

5.实施条件: 普通教室(纸质试题)或语音室 1 间或者机房 1 间(以备机考使用)。

6.评分标准: 参考试题 1-2-2 评分细则

试题编号： 1-2-13 (英语文书信息检索)

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet* with a single line through the center.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

Nick Petrels is a doctor in Montreal. He works 60 hours a week. He takes care of 159 patients a week in the hospital and at his office. He's been a doctor for ten years.

Dr. Petrels gives his patients good medical advice. But he doesn't just tell his patients what to do. He also sings to them on television! Dr. Petrels has his own TV show. The show is in Italian, English and French. The doctor starts the show with a song and then gives medical advice. He explains a medical problem or disease in simple language. After that, he sings another song.

Dr. Petrels produces and performs in his own show every week. The program is very popular with his patients and with people who enjoy his singing. His dream is to perform(表演) in Las Vegas. His favorite songs are love songs, and he has a compact disk of love songs that he wrote. Dr. Petrels says, "I always loved to sing. All my problems are gone when I sing." But when Dr. Petrels was young, his father didn't want him to be a singer, so he went to medical school.

Some people tell Dr. Petrels he can help people more as a doctor. But Dr. Petrels says he helps people when he sings, too. "I like to make people smile. Sometimes it's difficult to make a sick person smile. Medicine and entertainment(娱乐) both try to do the same thing. They try to make people feel good."

1. Dr. Petrels works 60 hours a week, because he _____.
 - A. gives his patients medical advice
 - B. takes care of 159 patients a week
 - C. sings on television
 - D. has his own TV show
2. Dr. Petrels _____, so he is called a singing doctor.
 - A. has been a doctor for ten years
 - B. always loved to sing
 - C. is popular with his patients
 - D. also sings to his patients on TV
3. In his TV show, Dr. Petrel _____.
 - A. sings and gives medical advice
 - B. sings about different diseases
 - C. starts to explain diseases with a song
 - D. sings love songs he wrote
4. Dr. Petrels' show is popular _____.

- A. in Las Vegas.
 - B. at medical school
 - C. with people who like his singing
 - D. with patients in Montreal
5. Dr. Petrels says he likes to _____.
- A. help people sing
 - B. make people feel better
 - C. do the same thing
 - D. make difficult people smile

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

Community service is an important component of education here at our university. We encourage all students to volunteer for at least one community activity before they graduate. A new community program called “One On One” helps elementary students who’ve fallen behind. Your education majors might be especially interested in it because it offers the opportunity to do some teaching, that is, tutoring in math and English.

You’d have to volunteer two hours a week for one semester. You can choose to help a child with math, English, or both. Half-hour lessons are fine, so you could do a half hour of each subject two days a week.

Professor Dodge will act as a mentor to the tutors — he’ll be available to help you with lesson plans or to offer suggestions for activities. He has office hours every Tuesday and Thursday afternoon. You can sign up for the program with him and begin the tutoring next week.

I’m sure you’ll enjoy this community service ... and you’ll gain valuable experience at the same time. It looks good on your resume, too, showing that you’ve had experience with children and that you care about your community. If you’d like to sign up, or if you have any questions, stop by Professor Dodge’s office this week.

6. What is the purpose of the talk?
- A. To explain a new requirement for graduation.
 - B. To interest students in a new community program.
 - C. To discuss the problems of elementary school students.
 - D. To recruit elementary school teachers for a special program.
7. What is the purpose of the program that the speaker describes?
- A. To find jobs for graduating students.
 - B. To help education majors prepare for final exams.
 - C. To offer tutorials to elementary school students.
 - D. To provide funding for a community service project.
8. What does Professor Dodge do?
- A. He advises students to participate in certain program.
 - B. He teaches part-time in an elementary school.
 - C. He observes elementary school students in the classroom.
 - D. He helps students prepare their resumes.
9. What should students who are interested in the tutorials do?
- A. Contact the elementary school.
 - B. Sign up for a special class.
 - C. Submit a resume to the dean.
 - D. Talk to Professor Dodge.

10. Whom do you think the speaker addresses?

- A. Faculty. B. Students. C. Residents D. Graduated students.

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

Good morning, ladies and gentlemen!

Now we are driving to the Great Wall. Today I feel very happy to visit this great site with friends from Canada. And I hope all of you will enjoy yourselves there. As we know, the Great Wall of China is one of the greatest wonders of the world. It has a history of more than 2,000 years; some of the sections of it are now in ruins or even entirely disappeared. However, it is still one of the most appealing attractions all around the world because of its architectural grandeur(庄严; 宏伟) and historical significance. The construction of Great Wall demonstrates the wisdom and tenacity(坚韧) of the Chinese people.

The Great Wall was originally built in the Spring and Autumn Period and Warring States Period as a defensive fortification(防御工程) by the three states: Yan, Zhao and Qin. Later, it became an entire one after the unity of China in Qin Dynasty. Emperor Qin Shihuang had the Walls joined together to fend off the invasions(入侵) from the Huns. Since then, the Great Wall has served as a monument of the Chinese nation throughout the history. From the Qin Dynasty onwards, Huns, an ancient tribe that lived in North China, frequently harassed(骚扰) the northern boarder of the country. During the Han dynasty, in order to maintain the safety of Hexi Corridor, Emperor Wu Di, ordered the extension of the Great Wall westward into Hexi Corridor and Xinjiang region. The present Great Wall in Beijing is mainly remains from the Ming Dynasty.

Now, we've arrived at the foot of the Great Wall. Please get off the coach and take your valuables with you! Don't worry about your luggage! Mr. Li, our driver will take care of it. Have a good time!

11. The Great Wall of China is one of the greatest wonders of the world and has a history of _____ years;
12. The Great Wall of China is still one of the most appealing attractions all around the world because of its architectural grandeur and _____ .
13. The Great Wall was originally built in the Spring and Autumn Period and Warring States Period as _____ by the three states: Yan, Zhao and Qin.
14. _____ had the Walls joined together to fend off the invasions from the Huns.
15. The present Great Wall in Beijing is mainly remains from _____ .

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

T (for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

Crime has its own circles, a magazine reported some years ago. Police records that were studied for five years from over 2,400 cities and towns show a surprising link between changes in the season and crime patterns.

The pattern of crime has varied very little over a long period of years. Murder reaches its high during July and August, as do rape and other violent attacks. Murder, moreover, is more than seasonal: it is a weekend crime. It is also a night time crime: 62 percent of murders are committed between 6p.m. and 6 a.m.

Unlike the summer high in crimes of bodily harm, burglary has a different cycle. You are most likely to be robbed between 6 p.m. and 2 a.m. on a Saturday night in December, January, or February. The most uncriminal month of all? May, except for one strange statistic, more dog bites are reported in this month than in any other month of year.

Apparently our intellectual seasonal cycles are completely different from our criminal tendencies. Professor Huntington, of the Foundation for the Study of Cycles, made extensive studies to discover the seasons when people read serious books, attend scientific meetings, make the highest scores on examinations, and propose the most changes to patterns. In all instances, he found a spring peak and an autumn peak separated by a summer low. On the other hand, Professor Huntington's studies indicated that June is the peak month for suicides and admissions to mental hospitals. June is also a peak month for marriages!

Possibly, soaring thermometers and high humidity bring on our strange and terrifying summer actions, but police officials are not sure. "There is, of course, no proof of a connection between humidity and murder," they said. "Why murder's high time should come in the summertime we really don't know."

16. The passage is chiefly about how the seasons affect criminal and intellectual behavior.
17. A murder would most likely occur on a weekday night in summer.
18. The marriage peak month occurs in the same month as the suicides and mental hospital peak.
19. Professor Huntington is an expert in various cycles.
20. Animal attacks also has a pattern.

2.考核时量: 60 分钟

3.现场考核: 笔试测试, 独立完成。

- 4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。
- 5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。
- 6.评分标准：参考试题 1-2-2 评分细则
- 试题编号： 1-2-14（英语文书信息检索）

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet* with a single line through the center.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

When John and Victoria Falls arrived in New York City for one-year stay, they did not bring very many things with them. They had planned either to live in a furnished apartment or to buy used furniture. But they soon learned about a new system that more and more people are using. The renting of home furnishings (bed, tables, dishes, and so on) has become one of America's fastest growing businesses.

What kinds of people rent their home furnishings instead of buying them? People who are international business or government officials, foreign students, airline workers, young married couple – people whose job or business may force them to move frequently from one city to another. They save a lot of trouble and the cost of moving their furniture each time. They simply rent new furniture when they reach their new homes. Young people with little money do not want to buy cheap furniture that they may soon dislike. They prefer to wait until they have enough money to buy furniture that they really like. Meanwhile, they find they can rent better quality furniture than they could afford to buy.

One family, who now has a large, beautiful home of their own, liked their rented furniture so much that they decided to keep renting it instead of buying new things. But usually people don't like to tell others about it. The idea of renting home furnishings is still quite new, and they are not sure what their neighbors might think.

1. Which of the following has become one of America's fastest growing businesses?
 - A. Selling home furnishings.
 - B. Renting furnished apartments.
 - C. Selling used furniture.
 - D. Renting home furnishings.
2. Why do some people prefer to rent furniture?
 - A. Because the furniture they get in this way is new.
 - B. Because it saves them a lot of money.
 - C. Because it saves them much trouble and money.
 - D. Because they can always get better quality furniture in this way.
3. What can you infer from the passage?
 - A. The idea of renting furniture is not acceptable.
 - B. Renting furniture is not popular in the couple's home town.

- C. Only those who don't have enough money to rent furniture.
 D. People usually grow to like the furniture they have rented.
4. Which of the following can best serve as the title of the passage?
 A. Rent or Buy?
 B. A New Way of Getting Home Furnishings
 C. Furnished Apartments
 D. A New Idea
5. Young people liked renting home furniture in that _____.
 A. They have less money
 B. They don't want to buy old furniture
 C. The new furniture is of good quality
 D. They don't have much money and don't want to buy the cheap furniture

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

Little Tom down the street calls our dog "The keep dog". Zip is a sheep dog. But when Tom tries to say "Sheep", it comes out "keep". And in a way Tom is right. Zip is always bringing things home for us to keep! I'll tell you about some of them.

Zip's first present was a shoe. It was made of green silk.

We didn't know how Zip found the shoe. But after a moment Mary, my big sister, told me the shoe had a strange smell. I nodded (点头) and held my nose. "What do you think it is?"

"It smells like something for cleaning. I think someone tried to clean a spot (污点) off the shoe. Then he put it at the door to dry."

"Along came Zip. And good-bye shoe!" I said. "We should take it back."

"We can't", said my sister.

"Maybe little Tom is right," Mary said. "Maybe Zip is a keep dog!"

6. The writer and Mary didn't know _____.
 A. what Zip's first present was B. how Zip carried its first present home
 C. who owned Zip's first present D. what Zip's first present was made of
7. Tom calls Zip "the keep dog" because _____.
 A. the dog likes keeping things B. the dog likes playing with shoes
 C. he doesn't know the dog's name D. he can't pronounce the word "sheep" well
8. What made the shoe strange was _____.
 A. its colour B. its smell C. its size D. that it was a silk one
9. The word "keep" in the last sentence means "_____".
 A. keeping things for itself B. bringing things for other to keep
 C. not letting it run about D. taking care of a small child
10. We can know from the reading that the dog _____.
 A. likes to give presents to people B. has been kept in at the writer's home
 C. has brought some trouble D. likes to be called "the keep dog"

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

According to a recent poll, 61 percent of American high school students have admitted to cheating on exams at least once. It can be argued such a response may not mean much. After all, most students have been faced with the temptation to peek at a neighbor's test paper. And students can be hard on themselves in judging such behavior. However, there are other indications that high school cheating may be on the rise.

More and more states are requiring students to pass competency tests in order to receive their high school diplomas. And many educators fear that an increase in the use of state exams will lead to a corresponding rise in cheating. A case in point is students in New York State who faced criminal misdemeanor charges for possessing and selling advance copies of state Regents examinations.

Cheating is now considered to be a major problem in colleges and universities. Several professors say they've dropped the traditional term paper requirement because many students buy pre-written term papers, and they can't track down all the cheaters anymore.

Colleges and universities across the nation have decided to do more than talk about the rise in student cheating. For instance, the Department of Psychology at the University of Maryland launched a campaign to stop one form of cheating. As 409 students filed out of their exam, they found all but one exit blocked. Proctors asked each student to produce an ID card with an attached photo. Students who said they'd left theirs in the dorm or at home had a mug shot taken. The purpose of the campaign was to catch "ringers", students who take tests for other students.

The majority of students at the University of Maryland applauded the campaign. The campus newspaper editorial said, "Like police arresting speeders, the intent is not to catch everyone but rather to catch enough to spread the word."

11. According to the recent poll, 61 percent of American high school students have admitted to _____ at least once.
12. More and more states are requiring students to _____ in order to receive their high school diplomas.
13. Several professors say they've dropped the traditional term paper requirement because many students buy _____, and they can't track down all the cheaters anymore.
14. As 409 students filed out of their exam, they found all but one exit blocked. Proctors asked each student to produce an ID card with _____.
15. The majority of students at the University of Maryland _____ to stop cheating on exams.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

T (for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

Plastics are materials which are softened by heat and set into lasting form when shaped in a mold. Some are natural; some are semisynthetic, the result of chemical action on a natural substance; some are synthetic, built up from the constituents of oil or coal. All are based on the chemistry of carbon, with its capacity for forming chains. The molecules that compose them (monomers) link together in the setting or curing process to form chains (polymers), which give plastics their flexible strength. Some plastics retain their ability to be softened and reshaped: like wax, they are thermoplastic. Others set permanently in the shapes they are given by heat and pressure; like eggs, they are thermosetting.

From industrial beginnings in the nineteenth century, plastics have struggled through a hundred and twenty years of glory, failure, disrepute, and suspicion on the slow road to public acceptance. Now at last, one can positively say that plastics are appreciated and enjoyed for what they are; that they make modern life richer, more comfortable and convenient, and also more fun. Plastics are warm materials, sympathetic to the human touch, and their transformation into things that come into contact with human beings is entirely appropriate.

The fact that there are plastic antiques comes as a shock to most people. How can a material that seems so essentially twentieth century, and more that is so much associated with cheap, disposable products, have a history at all? It is a young technology, and a great part of the fun of collecting plastics is that beautiful pieces of historical interest can still be found very cheap.

16. Plastics are inexpensive, convenient and disposable.
17. Plastics can be classified into thermoplastics and thermosetting plastics.
18. When plastics were invented a hundred and twenty years ago, they received a warm welcome immediately.
19. There has been ups and downs in the development history of plastic technology.
20. Collecting cheap but beautiful plastic antiques becomes a famous tendency.

2.考核时量: 60 分钟

3.现场考核: 笔试测试, 独立完成。

4.工具和材料准备: 每人试题一套, 答题卡一张, A4 白纸一张。

5.实施条件: 普通教室(纸质试题)或语音室 1 间或者机房 1 间(以备机考使用)。

6.评分标准: 参考试题 1-2-2 评分细则

试题编号： 1-2-15 (英语文书信息检索)

Section A

Directions: You are required to read the following two passages. Each passage is followed by five questions or unfinished statements. For each of them there are four choices marked A)、 B)、 C) and D). You should choose the best choice and mark the corresponding letter on *Answer Sheet* with a single line through the center.

Passage 1 (25%)

Questions 1 to 5 are based on the following passage.

A jobless man wanted very much to have the position of “office boy” at Microsoft. The HR manager interviewed him and then watched him cleaning the floor as a test. “You have passed the test,” he said. “Give me your e-mail address and I’ll send you the form to fill in and the date when you may start.” The man replied, “But I don’t have a computer, neither an e-mail.” “I’m sorry,” said the HR manager. “If you don’t have an e-mail, that means you are not living. And anyone who isn’t living cannot have the job.”

The man left with no hope at all. He didn’t know what to do with only \$10 in his pocket. He thought and thought. Then he went to the supermarket and bought 10 kilos of tomatoes. He sold the tomatoes from door to door. In less than two hours, he had 20 dollars. He repeated the operation three times, and started to go early every day, and returned home late. Shortly, he bought a cart, then a truck, then he had his own fleet of delivery vehicles(运货车队). Five years later, the man was one of the biggest food retailers (零售商) in the US.

One day, one of his friends asked him for his e-mail. He said, “I haven’t got one.” His friend couldn’t believe his ears. “Can you imagine what you could have been if you had an e-mail?” The man thought for a while and replied, “Yes, I’d be an office boy at Microsoft!”

1. What did the man do for the test?
A. He sent e-mails. B. He did the cleaning
C. He sold computers. D. He filled in forms.
2. The man didn’t get the job because he _____.
A. disliked such a job
B. didn’t pass the test
C. didn’t have an e-mail
D. knew nothing about computers
3. The man _____ after he left Microsoft.
A. went to look for another job
B. asked for food from door to door
C. thought of an idea to make money
D. bought a computer and got an e-mail
4. “office boy” means _____ in Chinese.

- A. 勤杂工 B. 学徒 C. 男职员 D. 男程序员
5. Why could the man become one of the biggest food retailers in the US?
- A. Because he had many friends to help him.
B. Because he was smart and worked very hard.
C. Because he had his own fleet of delivery vehicles.
D. Because he wanted to show Microsoft he was living.

Passage 2 (25%)

Questions 6 to 10 are based on the following passage.

Paper is one of the most important products ever invented by man. Wide spread use of written language would not have been possible without some cheap and practical material to write on. The invention of paper meant that more people could be educated because more books could be printed and distributed. Together with the printing press, paper provided an extremely important way to communicate knowledge.

How much paper do you use every year? Probably you cannot answer that question quickly. In 1990 the world's use of paper was about one kilogram for each person a year. Now some countries use as much as 50 kilograms of paper for each person a year. Countries like the United States, England and Sweden use more paper than other countries.

Paper, like many other things that we use today, was first made in China. In Egypt and the West, paper was not very commonly used before the year 1400. The Egyptians wrote on a kind of material made of a water plant. Europeans used parchment for many hundreds of year. Parchment was very strong; it was made from the skin of certain young animals. We have learnt of the most important facts of European history from records that were kept on parchment.

6. What's the meaning for the word "parchment"?
- A. The skin of young animals.
B. A kind of paper made from the skin of certain young animals.
C. The paper used by European countries.
D. The paper of Egypt.
7. Which of the following is not mentioned about the invention of paper?
- A. More jobs could be provided than before.
B. More people could be educated than before.
C. More books could be printed and distributed.
D. More ways could be used to exchange knowledge.
8. When did the Egyptians begin to use paper widely?
- A. Around 1400. B. Around 1900. C. Around 400. D. Around 900.
9. Which of the following countries uses more paper for each person a year?
- A. China B. Sweden C. Egypt D. Japan
10. What is the main idea of this short talk?
- A. More and more paper is being consumed nowadays.
B. Paper enables people to receive education more easily.
C. The invention of paper is of great significance to man.
D. Paper contributes a lot to the keeping of historical records.

Section B

Directions: You are required to read the following passage. The passage is followed by five uncompleted statements. Complete the statements from 11-15 with **NO MORE THAN THREE WORDS** from the passage for each answer. Write your answers on *Answer Sheet*.

Passage 3 (25%)

Christmas Day, December 25th, celebrates the birth of Chris, and is thus the greatest Christian festivals. However, many people feel that the religious meaning of Christmas is diminished by the commercialization (商业化) of it.

As Christmas draws near, the big shops stay open long after dark, and get more crowded. Everyone is buying Christmas presents for friends and relations.

The home is decorated with colorful paper chain, leaves of holly (冬青) and mistletoe, and attractive greeting cards received through the post from friends. In the corner there may be a Christmas tree with its branches decorated with shining ornaments such as colored lights and glass balls, and sometimes hung with gifts.

On Christmas Eve, it is said, Father Christmas, also called Santa Claus, brings presents but only to good children. He knows just what every child wants, and he brings it all in a great sack. On Christmas Eve, when the children are asleep, he comes silently down the chimney and leaves the presents near their beds. Christmas Eve comes at last. When the children go to bed they often hang up a larger stocking or a pillow-case to receive the presents. "Now go off to sleep quickly," says the mother, "because he won't come until you are asleep!" But they are too exercised to sleep and are not even drowsy. So they just pretend to sleep, hoping to catch a glimpse of Father Christmas. Meanwhile, unknown to them, mother and father are busy with filling stockings and pillow-cases with presents in the next room. When they are sure the children are really asleep, the parents creep like robbers into their bedroom and leave the presents near their beds.

11. Christmas Day celebrates _____ and is thus the greatest Christian festivals.
12. As Christmas draws near, the big shops stay open long after dark, and get _____.
13. People decorate their homes with _____, leaves of holly and mistletoe, and receive attractive greeting cards from friends.
14. It is said that Father Christmas, also _____, brings presents but only to good children on Christmas Eve.
15. On Christmas Eve, When the children go to bed they often hang up _____ or a pillow-case to receive the presents.

Section C

Directions: You are required to read the following passage quickly and make your judgment whether the statements from 16-20 agree with the information given in the passage, mark

T (for True) if the statement agrees with the information given in the passage;

F (for False) if statement contradicts the information given in the passage;

NG (for NOT GIVEN) if the information is not given in the passage.

Write your answers on *Answer Sheet*.

Passage 4 (25%)

Today, one can trace Venice's rich past from its buildings. Most cities can claim at least a handful of outstanding churches, palaces or houses of historical interest, but in Venice very nearly everything is remarkable, from the magnificent Piazza San Marco (St. Mark's Square) and the palaces that line the Grand Canal to the centuries-old homes of simple fishermen. It would be easy to say that the city itself is an enormous museum if it were not for the fact that it is so obviously alive.

At first sight, Venice looks unbelievably permanent, an apparently complete Renaissance city so untouched by time that there seems no reason why it should not go on forever. Now the city is slowly sinking, as the clay on which it is built loses its elasticity and the massive wooden piles rot away. Flooding, such a rare occurrence a hundred years ago, now happens several times each winter.

The damage caused by the flooding is immense, and the fabric of the ancient buildings is now being further damaged by pollution from the mainland town as well as by the wash produced by the constantly increasing number of motor boats that speed up and down the canals.

A further threat to Venice comes from the Venetians themselves, some of whom are not particularly interested in preserving the city as one of the wonders of the world and would prefer to see it modernized.

“What better place is there for the meeting of dear friends? See how it glows with the advancing summer; how the sky and the sea and the rosy air and the marble of the palaces all glimmer and melt together.” Thus wrote the famous author Henry James, of Venice, which provided the setting for his story “The Aspern Papers”, in the 19th century. The Splendor of Venice has captured the imagination of artists for centuries, and not just of the great painters and novelists. How tragic now that she is faced with the double threat of man and nature. Venice indeed will be lucky to survive.

16. Venice proudly boast its marvelous ancient buildings.
17. Venice can be regarded as a big museum.
18. The motor boats pollute the water thus endanger the buildings.
19. The threat of man is greater than the threat of nature.
20. Venice will no longer attract artists and novelists because of its modernization.

2.考核时量：60 分钟

3.现场考核：笔试测试，独立完成。

4.工具和材料准备：每人试题一套，答题卡一张，A4 白纸一张。

5.实施条件：普通教室（纸质试题）或语音室 1 间或者机房 1 间（以备机考使用）。

6.评分标准：参考试题 1-2-2 评分细则

技能三： 英语应用文写作

试题编号： 1-3-1 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

2. 考核时量：60 分钟

3. 现场考核：笔试测试，独立完成。

4. 工具和材料准备：每人试题一套，答卷纸一张。

5. 实施条件：普通教室（纸质试题）

6. 评分标准：

任务一：将段落按照正确的文章逻辑排序，共 3 空，每空 10 分。答对一空得 10 分，错答或漏答均不得分。

任务二：按中文的提示，将文章中空缺的内容补充完整，共 6 空，每空 5 分。答对一空得 5 分，中文提示翻译不完整，但句意基本正确得 2.5 分；单词拼写错误，每词扣 1 分，每空最多扣 5 分。

任务三：一档文 33-40 分：写出全部内容要点、层次清楚、语言流畅，有句式变化，有复杂结构，基本无语法错误（1-2 个错误），或有少量由于使用复杂结构而引起的语法或拼写错误，但不影响意义理解。

测试内容	评分细则	分值	扣分	得分
职业素养 (15 分)	遵守考场规则，服从监考老师安排；	3		
	着装、妆容符合岗位要求；	3		
	礼貌待人；答题内容符合社会注意核心价值观；	3		
	严谨规范的职业素养；有序退场	3		
	考核任务完成后，整齐摆放操作工具及凳子，操作台面整洁；	3		
操作规范 (5 分)	能在规定时间内撰写规定字数的英语应用文文本；	3		
	体现诚实守信、耐心细致；卷面工整；	2		
任务一 (24 分)	任务一	8		
	任务二	8		
	任务三	8		
任务二	任务一	4		

	任务二	4		
	任务三	4		
	任务四	4		
	任务五	4		
	任务六	4		
任务三 (32分)	文体格式正确；文档排版规范；	4		
	内容要素完整；逻辑性强；	10		
	语言表达规范、准确；任表达流畅得体；	10		
	标点使用符合英语语言要求；	4		
	语法结构正确，用词得当；	4		
	合计	100		

试题编号： 1-3-1 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的逻辑顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. In my opinion, the further development of computer and the Internet may make more changes to the movie industry. There may be more technologies to bring us multi-dimensional enjoyments. Maybe one day we can have totally immersive impressions of movies with the help of computer.

B. The movie industry is quite different from what it was before. It has become even more so with the aid of computers. Computers and the Internet have made many influences on the movie industry. These, however, come down to the following aspects.

C. First, the development of computer graphics has enabled the movies to have more terrific visual effects. The digital technology can create vivid images out of thin air. And the 3D picture is another breakthrough of visual enjoyment. Second, the development of personal computers and the Internet has made it easier to download piratical movies, thus the box office of movies will be impacted. However, it can also help promote movies by the wide spread of film reviews and comments.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。 (24%)

Directions: Complete the Schedule by translating the Chinese in brackets into

English.

Schedule		
Monday, July 14	8:00 a.m.	(1) _____ 在饭店大厅集合
	8:10 a.m.	Take coach to Zhongshan Museum
	11:00-11:30 a.m.	(2) _____ 乘车游览市区
	12:00 at noon	(3) _____ 回饭店用午餐
	14:30 p.m.	Take coach to Xinghu Park
	17:30 p.m.	(4) _____ 晚宴
Tuesday, July 15	9:00 a.m.	(5) _____ 乘车前往天王山
	10:00 a.m.	Visiting Tianwang Temple
	12:30 at noon	(6) _____ 在天王庙餐厅用午餐
	17:30 p.m.	Dinner at Yanjing Resturant
	20:30 p.m.	To the Railway Station

三、 请按下列提示，写一封求职信。(32%)

Directions: Suppose you are Mary Black who has year's experience in the field of retail sales. Now you would like to apply for a position as a senior retail sales representative with Daily Youth Sports Product Co., Ltd. Write an application letter that should include the following aspects.

1. How you learn of the vacancy
2. Qualifications and experience
3. Desire for an interview
4. Contact information
5. Enclosure of a resume

要求:

- (1) 格式正确内容完整;
- (2) 语意连贯的一段不少于 100 字的短文;
- (3) 用自己熟悉的句子，要点表达清楚。

2. 考核时量: 60 分钟
3. 现场考核: 笔试测试, 独立完成。
4. 工具和材料准备: 每人试题一套, 答卷纸一张。
5. 实施条件: 普通教室 (纸质试题)
6. 评分标准: 参考试题 1-3-1 评分细则

试题编号: 1-3-2 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

- A. Wal-Mart, the world's largest retailer, sold \$31.5 billion worth of goods in 2006. Wal-Mart succeeds with its single-minded focus on "very day Low Prices "and the power to make or break; but the suppliers, in a partnership with Wal-Mart, should manage to survive, and thrive, while dealing with the classic tough negotiator.
- B. The concept of win-win bargaining is a good and powerful message, but a lot of executives will face counterparts who aren't interested in playing by those rules. So what happens when you encounter someone with a great deal of power, like Wal-Mart, who is also the ultimate non-negotiable partner?
- C. The cases, such as Negotiating the P&G Relationship with Wal-Mart, are part of a series that involve hard bargaining situations. The case details how P&G executive Tom Muccio pioneers a new supplier-retailer partnership between P&G and Wal-Mart. Built on growing trust, the new relationship focused on establishing a joint vision and problem-solving process, information sharing. The suppliers should acquire a deep understanding of the Wal-Mart culture while finding "new money" in the supply chain through innovative strategy.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

BRAND'S Essence of Chicken

BRAND'S Essence of Chicken is an extract of fine quality chicken with nourishing properties. It has been scientifically proven to relieve fatigue. This product does not contain any stimulants.

Ingredients:

Water, Chicken Caramel

_____:(1)

Relieves fatigue

_____:(2)

Those who are easily tired, mentally or physically

_____:(3)

One or two bottles a day, or as required, consumed straight from the bottle at room temperature, chilled, warmed or with warm water added, according to one's preference

_____:(4)

Once a bottle is opened, contents should be refrigerated and consumed within 24 hours

_____:(5)Refer to bottom

_____;(6) years

Product Standard Code: Q/(KQ)HTFI-20XX

三、请按下列提示，写一份备忘录 (32%)

Directions: Suppose you are Charles Milton, the Marketing Manager of Kellogg's Company. Write a memo to all staff of the Marketing Department. The following details should be included.

1. 公司决定延长 Nutri-Grain 的生命周期(life cycle)
2. 营销计划将于近日发至各位
3. 请各营销人员认真了解
4. 3月25日上午9:00在会议室开会讨论计划的具体实施方案
以下请以段落的方式写

Memo

To: _____

From: _____

Date: _____

Subject: _____

2. 考核时量：60 分钟
3. 现场考核：笔试测试，独立完成。
4. 工具和材料准备：每人试题一套，答卷纸一张。
5. 实施条件：普通教室（纸质试题）
6. 评分标准：参考试题 1-3-1 评分细则

试题编号： 1-3-3 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相

应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. From my point of view, free admission to museums plays a significant role in introducing the culture and broadening the horizon of the public. However, how to ensure its role is a big concern. For one thing, strict laws and regulations should be put into effect to protect these museums. For another, we should raise the awareness of our people that it pays to treasure the museums

B. Recently, a growing number of museums are open to the public free of charge so as to attract more individuals. This practice offers citizens particularly the young generations a splendid opportunity to get easier access to the history as well as the traditional culture. It also benefit those who are willing to visit but unable to afford the admission.

C. Although free admission to museums enjoys distinct advantages, it also brings problems. To begin with, these valuable cultural relics on display may be damaged consciously or unconsciously by the crowds. In addition, museums are under great financial pressure to run as usual without any profits from the visitors.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

写条人：二年级三班的学生 Jane Smith

收条人：White 教授

时间：4月10日

原因：Jane 因患感冒无法上课，向 White 教授请假一天。

(1) _____

(2) _____

_____, (3)

I beg to inform you that I shall be unable to attend school today

(4) , I would be grateful if you would _____ (5) .

Yours

respectfully,

(6)

三、请按下列提示，写一份询价信 (32%)

说明：假设你是销售部经理王鑫，写信询问对方产品信息和价格。

内容：

1. 在电视上看到对方的产品广告，对男女自行车及童车感兴趣；
2. 希望对方寄来一份产品目录和价格表；
3. 我司是广州最大的经销商，在 10 个地区设有分公司；
4. 如果贵司的自行车质量令人满意、价格合理，我司将大量订货

Words for reference: price list 价格表 dealer 经销商 branch 分公司

2. 考核时量：60 分钟

3. 现场考核：笔试测试，独立完成。

4. 工具和材料准备：每人试题一套，答卷纸一张。

5. 实施条件：普通教室（纸质试题）

6. 评分标准：参考试题 1-3-1 评分细则

试题编号： 1-3-4 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. The primary concern of the interviewer, during a telephone interview, is to Judge you by your communication skills. How well do you communicate on the telephone, where you cannot see your interviewer? Do you seem uncomfortable since you cannot see the interviewers' reactions? Or do you sound confident, qualified, interested and enthusiastic despite the absence of non-verbal cues from the person at the other end?

B. Nowadays, telephone interviews are becoming an important part of the recruitment process. They are now used frequently by many organizations, as the first stage in selecting a candidate.

C. Improving the way you communicate on the telephone does not just lie in the way you speak and the accent you have. What is crucial is what you say i.e. the content of your answers. You can definitely make a difference to your answers by a certain degree of smart preparation.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。 (24%)

丢失物品：天堂牌绿色雨伞一把

丢失地点：学校大礼堂

丢失时间：5月4日星期五上午

失主电话：130XXXX0000

_____ (1)

_____ (2) (Paradise brand)

Last seen _____ (3) on the morning of
(4) (Friday)

If found, please call: _____ (5)

三、请按下列提示，写一份报价信 (32%)

Suppose you are Caroline Johnson of Cadbury Bicycle Factory. Write a letter to Tony Black, one of your customers to announce your price reduction on Model K bikes. The following should be included.

1. Due to 10-year anniversary celebration
 2. Price reduced by 15%
 3. Effective date
 4. Maintain the same quality and service
 5. Hope for further business
2. 考核时量：60 分钟
 3. 现场考核：笔试测试，独立完成。
 4. 工具和材料准备：每人试题一套，答卷纸一张。
 5. 实施条件：普通教室（纸质试题）
 6. 评分标准：参考试题 1-3-1 评分细则

试题编号： 1-3-5 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. Essential as it is, the job interview is far from fearful. Well begun, half done. Excellent performance in it will enable the would-be employee secure the job. But how can one succeed in it? First of all, the interviewee has to pay attention to his or her appearance. Though we can never judge a person by his appearance, the first impression is always where we start. Secondly, good manners are equally important. The interviewee has to be neither too proud nor too timid. Just be courteous. Thirdly, the interviewee must demonstrate his aptitude and skills for the job and knowledge about the job-related areas; he must express himself clearly and confidently. Last but not the least, the interviewee ought to be honest about his or her personal as well as academic background, for honesty is the best policy.

B. To sum up, the job interview is indeed important. There is no need to be nervous, however, if the interviewee has made full preparations for it and given a fairly confident and honest performance, his or her success can be ensured.

C. Nowadays, in an ever tighter job market, great importance has been attached to an interview by both the employer and the applicant. The interview, so to speak, has become indispensable for getting a satisfactory job. On the one hand, the interviewer can take advantage of the occasion to learn about the candidates, such as their work experiences, education and their personalities, so as to pick out the right candidates for the company. On the other hand, the interviewee can make use of the opportunity to get to know the job he is going to take up, the credibility of the firm to which he has applied, and the working conditions as well.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

Directions: Complete the letter acknowledging an invitation by translating the Chinese in brackets into English.

_____,(1) (亲爱的露丝)

_____(2) (感谢你邀请我们共进晚宴) on Friday, October the first

(3)____
 (我真希望能够前往), but _____
 _____(4)(我很遗憾地)to let you know that since we are away on
 vacation,____
 _____(5)(我们无法前
 往)

Thank you all the same for your invitation.

(6),

Linda

三、请按下列提示，写一份图表作文 (32%)

You are required to write a composition based on the survey results listed in the table below. Study the following table carefully and your composition must be based on the information given in the table. Please write **three** paragraphs according to the following instructions:

1. a description of the table
2. an analysis of the table
3. a conclusion

Channels of Getting to Know Cosmetics in China			
		Response Percentage	Response Count
TV Ads		40%	380
Internet Ads		22%	209
Newspaper Ads		4%	38
Magazine Ads		18%	171
Word of Mouth		14%	133
Others		2%	19
	Total Respondents		950

2. 考核时量：60 分钟
3. 现场考核：笔试测试，独立完成。
4. 工具和材料准备：每人试题一套，答卷纸一张。
5. 实施条件：普通教室（纸质试题）
6. 评分标准：参考试题 1-3-1 评分细则

试题编号： 1-3-6 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑

排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. In my opinion, the further development of computer and the Internet may make more changes to the movie industry. There may be more technologies to bring us multi-dimensional enjoyments. Maybe one day we can have totally immersive impressions of movies with the help of computer.

B. The movie industry is quite different from what it was before. It has become even more so with the aid of computers. Computers and the Internet have made many influences on the movie industry. These, however, come down to the following aspects.

C. First, the development of computer graphics has enabled the movies to have more terrific visual effects. The digital technology can create vivid images out of thin air. And the 3D picture is another breakthrough of visual enjoyment. Second, the development of personal computers and the Internet has made it easier to download piratical movies, thus the box office of movies will be impacted. However, it can also help promote movies by the wide spread of film reviews and comments.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

Dear Edward,

_____ (1)(未能及时回信，我很抱歉) _____ (2)(我一直忙着写) a term paper and just have finished it. _____

_____ (3)(真希望我能和你一起参加) on the summer camp to Beijing, but (4)(非常遗憾的事) since my parents have already booked for e a tour to Singapore.

_____ (5) (不管怎么样，谢谢你邀请我并祝你玩得愉快) !

Yours,
Tom

三、请按下列提示，写一则通知。(32%)

学生会(Students' Union)应广大学生的要求,邀请著名跨国公司BSC Company 人力资源部经理 (Human Resources Manager) John Tailor 先生来校为全体学生开设讲座。

内容: 如何准备招聘面试

时间: 5月20日晚7: 00-8: 30

地点: 多媒体 (multimedia)教学大楼302教室

参加者: 全体学生

2. 考核时量: 60 分钟

3. 现场考核: 笔试测试, 独立完成。

4. 工具和材料准备: 每人试题一套, 答卷纸一张。

5. 实施条件: 普通教室 (纸质试题)

6. 评分标准: 参考试题 1-3-1 评分细则

试题编号: 1-3-7 (英语应用文写作)

1. 工作任务: 英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序; 2) 按中文的提示, 补全文章中空缺的内容; 3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求: 请认真阅读以下各段落, 并按你认为正确的顺序进行排序, 组成一篇结构严谨, 逻辑顺序正确的文章。

A. From my point of view, a college student, as a pure consumer, should learn to be thrift. We should limit our expenditure on daily necessities, but not buy whatever we want regardless of their prices. The habit of thrift can help us form right values and is favorable to our future development.

B. First of all, nowadays most students are the only child of their family. They are the apple in their family's eyes and naturally get more care and pocket money. Secondly, with the improvement of living standard, parents can afford higher expenditure of their children. Thirdly, some students like to pursue fashion and trends, which tends to need more money. Finally, campus love is also a possible factor causing extravagant spending.

C. According to a survey, in recent years the monthly expenditure of a college student has been on the sharp rise. Many college students spend money like water and have no concept of thrift in their mind. They take it for granted that they spend money for their parents before they go into the society. This extravagant spending is mainly caused by the following factors.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。 (24%)

发帖人：John Snow 夫妇

收贴人：张立

事由：John Snow 夫妇定于 2 月 8 日星期五下午 6:00 在彩虹饭店 (Rainbow Restaurant) 举行晚宴，恭请张立光临。要求回复：137XXXX1234

_____ (1)
request the pleasure of
_____ (2) company at dinner
_____ (3)
at _____ (4)
at the _____ (5)
Please reply to _____ (6)

三、请按下列提示，写一份图表作文 (32%)

说明：假如你是 Faye 服装公司的公关经理 Angela Zhang。上周你在米兰商品交易会上认识了 Mr. Green，他对你公司生产的青少年运动服饰很感兴趣。现用英语写一封邀请信。

写信日期：2017 年 9 月 5 日

内容如下：

1. 邀请对方本月月底抽出 2-3 天时间来华参观 Faye 服装公司；
2. 参观公司在苏州的工厂；
3. 与设计团队以及营销和销售部门的主管们进行洽谈；
4. 各类费用全包，并且在此期间会安排公司的专职司机随时提供服务；
5. 请近几天给以回复。

2. 考核时量：60 分钟

3. 现场考核：笔试测试，独立完成。

4. 工具和材料准备：每人试题一套，答卷纸一张。

5. 实施条件：普通教室（纸质试题）

6. 评分标准：参考试题 1-3-1 评分细则

试题编号：1-3-8 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. Do all have the same opinion of raising animals as pets? No, some people object to the idea of raising animals as pets. To them, animals have their own right to live a natural life like human beings. On the other hand, the way people raise animals as pets have a negative influence on the surroundings, such as dogs' barking at midnight, dogs chasing people on the street and so on. What's more, some animals will transmit some diseases.

B. Nowadays, with the improvement of the people's living standard, some people form a habit of raising small or domestic animals as pets. Some raise small dogs or cats as their pets while others raise various birds or fishes as their pets. There are even some people raising snakes and other unusual animals as their pets.

C. In my opinion, I do not like the idea to raise animals as pets. Animals have their own right to lead a life as they like. We should not is deprive them of their natural right. In this way, we will live in a peaceful world in harmony with other living creatures.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

_____ (1) (海报)

Topic: _____ (2) (英语公开课)

Time: _____ (3) (6月11日星期二下午 1:30)

Place: _____ (4) (英语系 411 教室)

_____: (5) (主讲人) Prof. Melissa of Beijing Vocational College

All English teachers are requested to attend the class. Teachers of other courses are also welcome.

_____ (6) (教务处)

三、请按下列提示，写一封电子邮件 (32%)

发件人: Mary (MaryBlack@ABC.com)

收件人: 王海 (WangHai@Gmail.com)

事件: Mary 取消了 6 月 5 日的会议，并重新安排 6 月 16 日上午 10:00 在她的办公室召开会议。

2. 考核时量：60 分钟
3. 现场考核：笔试测试，独立完成。
4. 工具和材料准备：每人试题一套，答卷纸一张。
5. 实施条件：普通教室（纸质试题）
6. 评分标准：参考试题 1-3-1 评分细则

试题编号： 1-3-9（英语应用文写作）

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. The present situation being so serious, it is imperative for us to take drastic measures and do not keep turning a blind eye to them. The first and key point is that parents themselves, rather than anybody else, have the responsibility to provide their children with a more independent living atmosphere. Another method, similarly indispensable, is that it is high time that children enhance their awareness of being independent. With these measures taken, it is reasonable for us to believe that the problem will be addressed in the near future.

B. Currently, many parents, if not most, care too much about their children, which make their kids not as independent as we desire. Undoubtedly, the growth of each kid exerts a profound impact for the entire family. Time after time newspapers carry articles pertaining to the educational style, and thus the media and officials are supposed to strive for a healthy way to educate our children.

C. It is true that children need delicate care. Nonetheless, children will one day grow up and face the cruel world on their own. In order to make our children adapt to the fierce competition when they become mature, the whole society, especially parents are bound to give our children a more independent surroundings.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

说明：福特得了感冒，咳嗽得厉害，今天不能到校。特写请假条向珍妮老师请病

假三天。随条附上医生证明一张。写请假条时间为11月19日。

(1)

_____ (2),

I have got a _____ (3). I can't come to school today. I'm writing to ask for _____ (4).

(5)

(6)

Encl: doctor's certificate

三、请按下列提示，写一封信。 (32%)

Suppose you are Caroline Johnson of Cadbury Bicycle Factory. Write a letter to Tony Black, one of your customers to announce your price reduction on Model K bikes. The following should be included.

1. Due to 10-year anniversary celebration
2. Price reduced by 15%
3. Effective date
4. Maintain the same quality and service
5. Hope for further business

2. 考核时量：60 分钟

3. 现场考核：笔试测试，独立完成。

4. 工具和材料准备：每人试题一套，答卷纸一张。

5. 实施条件：普通教室（纸质试题）

6. 评分标准：参考试题 1-3-1 评分细则

试题编号： 1-3-10 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. Is that really difficult for college students to hunt for jobs? In fact the answer might be "no". There are three reasons for the unemployment of college graduates. The first one is the deficiency of practical vocational skills and academic knowledge. The second is the inappropriate evaluation of his/her own value in the Job market. The third is the actually fierce competition resulting from the policy of expanding enrollment of higher education.

B. To successfully compete in the job market as a college graduate, you must work hard to master the academic and vocational skills during your college life. Of course, consciously training your practical skills by taking part-time jobs will be advisable.

C. With the policy of expanding enrollment of higher education and fierce competition in the job-hunting market the unemployment of college graduates is becoming the hot issue of the whole society. The college graduates constantly complain about being rejected by some promising companies in the job-hunting market. Even most jobs provided declaredly exclude the graduates, only welcoming the experienced employees. Even worse, entering for postgraduate entrance examination is becoming an approach to escaping the problem of unemployment.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

CHINA TELECOM

Sichuan Telecom Company Limited

Li Feng

_____ (1) (经理) of Marketing Department

_____ (2) (办公地址) : 268 Shuhua Road, Chengdu Sichuan 610002, China

_____ (3) (联系电话) : 028-86588927 _____ (4) (传真) : 028-86588679

_____ (5): 139139XXXX

三、请按下列提示，回复一封投诉信。(32%)

Suppose you are a salesperson at a travel agency. You received a complaint letter from Ms. Jennifer Brown to complaint that you sent her the wrong itinerary last week. Reply to her with reference to the instructions and expressions below:

1. Show sympathy (We're very sorry to hear that you...)

2. Apologize (We apologize for any inconvenience...)

3. Give explanations (What really happened on that day was...)
4. Offer compensation if necessary (Please accept our apologies and an offer of free coupons for...)

2. 考核时量：60 分钟

3. 现场考核：笔试测试，独立完成。

4. 工具和材料准备：每人试题一套，答卷纸一张。

5. 实施条件：普通教室（纸质试题）

6. 评分标准：参考试题 1-3-1 评分细则

试题编号： 1-3-11 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. It is noticeable that western holidays are becoming increasingly popular day by day, while Chinese traditional holidays are being somewhat neglected. Old people often complain that Chinese New Year has lost its real meaning. To their astonishment, young people in China who are ignorant about Chinese traditional holidays are crazy about Christmas or Valentine's Day.

B. There are several possible reasons for this phenomenon. First, western nations, such as the United States and Britain, are powerful and dominant in every aspect. Everything in these countries is assumed to be superior and adored by some modern young people. Second, the prevalence of English as a world language and the development of globalization enable western culture to prevail in China. Overwhelmed by such a trend, Chinese unconsciously get involved in western culture. Last but not the least, some Chinese people have blind faith in foreign things while ignore our own possessions with contempt.

C. It is noticeable that western holidays are becoming increasingly popular day by day, while Chinese traditional holidays are being somewhat neglected. Old people often complain that Chinese New Year has lost its real meaning. To their astonishment, young people in China who are ignorant about Chinese traditional holidays are crazy about Christmas or Valentine's Day.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

_____ (1) (2018年7月13日于南京)

_____ (2) (壹仟美元整)

_____ (3), (即日起11个月后归还) I promise to pay Miss Helen Black the sum of one thousand US dollars _____ (4) (年利率按3%计息)

_____ (5) (张晓军)

三、请按下列提示，写一封信。(32%)

说明:假设你是一家进口公司的业务员，写信向一家鞋子出口公司的业务员 Mike 续订一批鞋子。

内容:

1. 收到了对方的货物(鞋子), 觉得质量令人满意;
2. 希望续订 3000 双
3. 请对方尽快发货。

Words for reference: shipment 装载的货物 repeat order 续订

2. **考核时量:** 60 分钟
3. **现场考核:** 笔试测试, 独立完成。
4. **工具和材料准备:** 每人试题一套, 答卷纸一张。
5. **实施条件:** 普通教室 (纸质试题)
6. **评分标准:** 参考试题 1-3-1 评分细则

试题编号: 1-3-12 (英语应用文写作)

1. 工作任务: 英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序; 2) 按中文的提示, 补全文章中空缺的内容; 3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求: 请认真阅读以下各段落, 并按你认为正确的顺序进行排序, 组成一篇结构严谨, 逻辑顺序正确的文章。

A. Nowadays some famous university campuses are becoming a new attraction for tourists. Opening of university campuses has become a hot issue among people.

B. As far as I am concerned, university campuses should be open to the public. First, universities are public resource as well as places for higher education. People, with an interest in university culture, have the right to visit campus, attend lectures, see exhibitions and enjoy the beautiful sights of these famous university campuses. Second, universities should hold an open mind to the public, welcoming different cultures as well as different people. Third, in many peoples' eyes, these famous universities are a holy place, representing a society's cultural and historical essence. When a university campus is open to the tourists, it surely would get a good chance to exhibit its charm to the public.

C. Some people think that as a place of education, universities should not be open to the activities which have nothing to do with education. Some other people, however, would argue that a university is a public place; consequently, it should be open to the public and people will benefit from the opening of the university campuses.

The order: _____

二、请根据提示要求, 补全下列应用文中空缺的内容。 (24%)

_____ (1) (寒假停业启事)

_____ (2) (第二食堂将于1月31日星期五晚餐后关门停业)

We will _____(3) (重新开业) after the vacation on Monday,
(4), (2月26日) at 7:00 am.

_____ (5) (祝寒假愉快)

三、请按下列提示，写一封信。(32%)

说明：你是一家服装厂公司的总经理，Mr. Smith 先生写信告知你所预订的衬衣样品还未送到，请你写信告诉他发生了什么事。你的回信内容应包括：

1. 对样品未按时到达表示道歉
2. 样品迟到原因是生产部经理因病请假一周
3. 已从市场部经理处得知样品已经在路上，将在 3 天后到达
4. 样品颜色只有 3 种可供选择，不能满足他要求的 5 种，对由此造成的不便表示抱歉

2. 考核时量：60 分钟

3. 现场考核：笔试测试，独立完成。

4. 工具和材料准备：每人试题一套，答卷纸一张。

5. 实施条件：普通教室（纸质试题）

6. 评分标准：参考试题 1-3-1 评分细则

试题编号：1-3-13 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. Cars are an important part of life in the United States. Without a car most people feel that they are poor. And even if a person is poor he doesn't feel really poor when he had a car.

B. There are three main reasons why the car become so popular in the United States. First of all, the country is a huge one and Americans like to move around in it. The car provides the most comfortable and cheapest form of transportation. With a car people can go anyplace without spending a lot of money.

C. The third reason is the most important one, though. The American spirit of independence is what really made cars popular. Americans don't like to wait for a bus, or a train or even a plane. They don't like to have to follow an exact schedule. A car gives them the freedom to schedule their own time. And this is the freedom that Americans want most to have.

D. The second reason cars are popular is the fact that the United States never really developed an

efficient and inexpensive form of public transportation. Long-distance trains have never been as common in the country as they are in other parts of the world. Nowadays there is a good system of air-service provided by planes. But it is too expensive to be used frequently.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

说明：以 ABC 公司市场部经理的名义用英语写一封邀请函。

内容如下：

1. 定于 2015 年 12 月 18 日在东方宾馆举行产品发布会；
2. 发布会上将展示本公司的新产品，并邀请有关专家做相关报告；
3. 会后将举行业务洽谈；
4. 感谢对方多年的合作，并邀请对方参加；
5. 请在 11 月底前回函确认。

产品发布会：New Product Release

_____ (1)

_____ (2)

It is scheduled that our company will hold a New Product Release on December 18, 2015 at Orient Hotel. We will display our new products, and _____ (3). There will be a business discussion after the meeting.

_____ (4). You are cordially invited to attend the Release. Please reply to confirm whether you will join before the end of November. _____ (5)

_____ (6)

Marketing Manager of ABC Company

三、请按下列内容提示，写一封推荐信 (32%)

内容提示：学校开展评选“最佳学生”活动，你向校长推荐 Sandy 为“最佳学生”。要点如下：

1. Sandy 又高又苗条。她脸上总是带着微笑；
2. 她乐于助人。总是主动给我们提供帮助。经常帮助我们了解新世界；
3. 她喜欢上 DIY 课程。擅长装饰房子。她总是为她朋友制作纸玫瑰。
4. 上周在学校旅游期间，她为同班同学拍照。并把照片放在她的网页上供大家欣赏；
5. 她喜欢和孩子们一起工作，她希望……

要求：

1. 文章须包含所有要点，语句通顺、意思连贯；
2. 词数 120 左右；
3. 对第五要点作 1-2 句的发挥，文章意思完整；
4. 开头和结尾已经给出，不计入词数。

Dear Headmaster,

I'd like to recommend Sandy the Best Student Award.

I think Sandy has all the qualities to be the Best Student. I hope you can agree with me.

Yours faithfully,

Millie

2. 考核时量：60 分钟
3. 现场考核：笔试测试，独立完成。
4. 工具和材料准备：每人试题一套，答卷纸一张。
5. 实施条件：普通教室（纸质试题）
6. 评分标准：参考试题 1-3-1 评分细则

试题编号： 1-3-14 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. All in all, Weixin, a popular smart-phone application which combines the messaging with social networking tools, has become a trend for its convenience and low cost.

B. Micro-message, also called Weixin, is a chat software for mobile phones which enables users to communicate with each other through voices messages, videos, pictures and texts for free. Since it was launched in January 2011, it took more than a year to draw 100 million users. By September 2012, the number of users had doubled and it hit 300 million in January 2013.

C. Why has Weixin become so popular in such a short time? Firstly, most mobile phones lack the function of voicemail, while Weixin's voice message function has overcome this obstacle. Secondly, typing Chinese characters is a troublesome process since users have to type Pinyin from the Roman alphabet and then choose the Chinese character from a list of options. What's more, Weixin can help users save money cost on making voice phone calls.

The order: _____

二、请根据提示要求，补全下列应用文中空缺的内容。(24%)

说明：假设你是某公司销售助理王海，请给 David Smith 先生写一封回信，内容包括：

1. 感谢对方订购了 100 箱衬衫；

2. 建议用纸箱而不用木箱装运，并列举纸箱的优点（比如：轻便，成本低等）；你公司最近与别的美国公司交易中也用过纸箱，效果很好；
3. 盼回复。

Words for reference 纸箱 carton 木箱 wooden case

_____ (1) ;

I am writing this letter to thank you _____(2) from our company. But I advise to use cartons instead of _____ (3). There are three main reasons. First, cartons are light and convenient. Second, cartons are cheap. Third, in our recent business with other American companies, we used cartons and the results were _____(4).
_____ (5) !

(6) ,

Wang Hai

The Sales Assistant

三、 请按下列提示，设计一份备忘录。(32%)

Suppose you are Charles Milton, the Marketing Manager of Kellogg's Company. Write a memo to all staff of the Marketing Department. The following details should be included.

1. 公司决定延长 Nutri-Grain 的生命周期(life cycle)
2. 营销计划将于近日发至各位
3. 请各营销人员认真了解
4. 3月25日上午9:00在会议室开会讨论计划的具体实施方案

Memo (10')

To:

From:

Date:

Subject:

2. 考核时量：60分钟
3. 现场考核：笔试测试，独立完成。
4. 工具和材料准备：每人试题一套，答卷纸一张。
5. 实施条件：普通教室（纸质试题）
6. 评分标准：参考试题 1-3-1 评分细则

试题编号： 1-3-15 (英语应用文写作)

1. 工作任务：英语写作本卷共三大工作任务。1) 将段落按照正确的文章逻辑排序；2) 按中文的提示，补全文章中空缺的内容；3) 主题写作。按要求完成相应的工作任务。

一、 排序题 (24%)

要求：请认真阅读以下各段落，并按你认为正确的顺序进行排序，组成一篇结构严谨，逻辑顺序正确的文章。

A. Another approach is to run a long advertising campaign to increase consumers awareness of our products. We plan to use a variety of advertising techniques: this advertising mix will consist of television commercials, newspaper advertisements, and street advertising. We plan to do a mail twice, to put extra pressure on those who do not answer at the first time.

B. Our plan is to sell products through mail-order catalogs. Because we have a good target customer database, direct mail is suitable for us. We can attract customers to order the goods at competitive prices. Once the catalog arrives, consumers will order goods which have popular appeal.

C. We also have a company website where we advertise our products. Customers can also order goods on line.

The order: _____

二、 请根据提示要求，补全下列应用文中空缺的内容。(24%)

说明：以 ABC 公司市场部经理的名义用英语写一封邀请函。

内容如下：

1. 定于 2015 年 12 月 18 日在东方宾馆举行产品发布会；
2. 发布会上将展示本公司的新产品，并邀请有关专家做相关报告；
3. 会后将举行业务洽谈；
4. 感谢对方多年的合作，并邀请对方参加；
5. 请在 11 月底前回函确认。

产品发布会：New Product Release

_____ (1)

_____ (2)

It is scheduled that our company will hold a New Product Release on December 18, 2015 at Orient Hotel. We will display our new products, and _____ (3) . There will be a business discussion after the meeting.

_____ (4) . You are cordially invited to attend the Release. Please reply to confirm whether you will join before the end of November. _____ (5)

_____ (6)

Marketing Manager of ABC Company

三、 请按下列提示，写一封推荐信。(32%)

假设你叫李林，你们班级要选拔新班长，你想向班主任胡老师推荐张平。请根据表格内容，写一封 120 词左右的推荐信给胡老师。信的开头和结尾已给出，不计入总词数，可适当发挥。

姓名	张平
个性	1.自信，不害怕在许多人面前演讲； 2.勤奋，从不介意为班级做额外的工作； 3.有条理，从不忘记需要做的事。
喜好	1.最喜欢蓝色，因为……； 2.爱好音乐，因为……； 3.……。
愿望	希望世界上没有战争，所有人过幸福生活。

- 要求：1. 格式正确内容完整；
2. 语意连贯的一段不少于 100 字的短文；
3. 用自己熟悉的句子，要点表达清楚。

Dear Mr Hu,

I'm writing to recommend Zhang Ping as our new monitor. I think he has some strong qualities for this position.


~~~~~  
I think Zhang Ping is the most suitable person to be our monitor. I hope you can agree with me.

Yours sincerely,

Li Lin

2. 考核时量：60 分钟
3. 现场考核：笔试测试，独立完成。
4. 工具和材料准备：每人试题一套，答卷纸一张。
5. 实施条件：普通教室（纸质试题）
6. 评分标准：参考试题 1-3-1 评分细则

## 模块二 岗位核心技能

### 考核项目：英语教学

**考核技能： 幼儿英语活动设计**

试题编号： 2-1-1 ( 幼儿英语活动设计)

#### 1. 工作任务：

根据你对少儿英语教育的认识，选择一课时即 15-30 分钟的英语教育内容运用故事法或儿歌法进行英语教育活动组织设计，写出活动详案，应包括活动各个环节所有教师用语和步骤解释说明

#### 2. 考核时量：90 分钟

#### 3. 实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

#### 4. 评价标准

幼儿英语活动设计方案评分标准

| 测试内容                       | 评分细则                           | 分值 | 得分 |
|----------------------------|--------------------------------|----|----|
| 教学设计<br>基础知识<br>(10 分)     | 掌握幼儿英语教育活动设计的方法                | 5  |    |
|                            | 了解并应用幼儿英语教育活动的原则               | 5  |    |
| 活动<br>设计方案<br>编写<br>(55 分) | 选择的英语教育内容符合工作任务要求              | 5  |    |
|                            | 对活动过程的设计连贯，各环节衔接自然             | 5  |    |
|                            | 能针对自己设定的教育活动对象进行设计、可操作性强       | 10 |    |
|                            | 订制内容填写无缺项，有效字数 800 字以上         | 5  |    |
|                            | 方案详细，准确，各步骤中全部教师用语用简洁的英文书写     | 10 |    |
|                            | 各个步骤（至少含有活动准备-呈现-操练三步）要用中文说明   | 10 |    |
|                            | 对教具制作准备过程做出中文说明突显其生动有趣服务于教学    | 10 |    |
| 板书设计<br>(20 分)             | 板书设计符合要求，生动有趣服务于幼儿英语教育活动       | 10 |    |
|                            | 文档规范，提交齐全                      | 10 |    |
| 职业素养<br>(10 分)             | 着装整洁、仪表大方，有良好的精神风貌和职业感         | 5  |    |
|                            | 遵守考场纪律，懂礼仪，讲礼貌                 | 5  |    |
| 操作规范<br>(5 分)              | 熟练操作 office 办公软件，无作弊或使用场外资料等行为 | 5  |    |

|  |    |     |  |
|--|----|-----|--|
|  | 合计 | 100 |  |
|--|----|-----|--|

试题编号： 2-1-2 ( 幼儿英语活动设计 )

1. 工作任务：

根据你对少儿英语教育的认识，选择一课时即 15-30 分钟的英语教育内容运用儿歌法进行英语教育活动组织设计，写出活动详案，应包括活动各个环节所有教师用语和步骤解释说明。

2. 考核时量：90 分钟

3. 实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4. 评价标准：参考试题 1-2-1 评分细则

试题编号： 2-1-3 ( 幼儿英语活动设计 )

1. 工作任务：

根据你对少儿英语教育的认识，选择一课时即 15-30 分钟的英语教育内容运用故事法进行英语教育活动组织设计，写出活动详案，应包括活动各个环节所有教师用语和步骤解释说明

2. 考核时量：90 分钟

3. 实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4. 评价标准：参考试题 1-2-1 评分细则

试题编号： 2-1-4 ( 幼儿英语活动设计 )

1. 工作任务：

根据你对少儿英语教育的认识，选择一课时即 15-30 分钟的英语教育内容运用歌谣进行英语教育活动组织设计，写出活动详案，应包括活动各个环节所有教师用语和步骤解释说明

2. 考核时量：90 分钟

3. 实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4. 评价标准：参考试题 1-2-1 评分细则

试题编号： 2-1-5 ( 幼儿英语活动设计 )

1. 工作任务:

根据你对少儿英语教育的认识,选择一课时即 15-30 分钟的英语教育内容运用游戏法进行英语教育活动组织设计,写出活动详案,应包括活动各个环节所有教师用语和步骤解释说明

2. 考核时量: 90 分钟

3. 实施条件:

A4 白纸(有订制内容)一张,水性笔红蓝黑三色各一支,铅笔一支,草稿纸若干。

4. 评价标准: 参考试题 1-2-1 评分细则

试题编号: 2-1-6( 幼儿英语活动设计)

1. 工作任务:

根据你对少儿英语教育的认识,选择一课时即 15-30 分钟的英语教育内容运用角色扮演游戏(role-play)进行英语教育活动组织设计,写出活动详案,应包括活动各个环节所有教师用语和步骤解释说明

2. 考核时量: 90 分钟

3. 实施条件:

A4 白纸(有订制内容)一张,水性笔红蓝黑三色各一支,铅笔一支,草稿纸若干。

4. 评价标准: 参考试题 1-2-1 评分细则

试题编号: 2-1-7( 幼儿英语活动设计)

1. 工作任务:

根据你对少儿英语教育的认识,选择一课时即 15-30 分钟的英语教育内容运用竞技娱乐游戏(比如跳绳、跳圈、老鹰捉小鸡、小猫钓鱼等)进行英语教育活动组织设计,写出活动详案,应包括活动各个环节所有教师用语和步骤解释说明

2. 考核时量: 90 分钟

3. 实施条件:

A4 白纸(有订制内容)一张,水性笔红蓝黑三色各一支,铅笔一支,草稿纸若干。

4. 评价标准: 参考试题 1-2-1 评分细则



试题编号： 2-1-8 ( 幼儿英语活动设计)

1.工作任务：

根据你对少儿英语教育的认识，选择一课时即 15-30 分钟的英语教育内容运用音乐游戏（比如丢手帕“Looking for a friend”、伦敦大桥要倒了“London bridge is falling down”等）进行英语教育活动组织设计，写出活动详案，应包括活动各个环节所有教师用语和步骤解释说明

2.考核时量：90 分钟

3.实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4.评价标准：参考试题 1-2-1 评分细则

试题编号： 2-1-9 ( 幼儿英语活动设计)

1.工作任务：

根据你对少儿英语教育的认识，选择一课时即 15-30 分钟的英语教育内容运用数字类游戏（比如报数、数数等）进行英语教育活动组织设计，写出活动详案，应包括活动各个环节所有教师用语和步骤解释说明

2.考核时量：90 分钟

3.实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4.评价标准：参考试题 1-2-1 评分细则

试题编号： 2-1-10 ( 幼儿英语活动设计)

1.工作任务：

根据你对少儿英语教育的认识，选择一课时即 15-30 分钟的英语教育内容运用书写绘画类游戏（比如背上画画、给水果上颜色等）进行英语教育活动组织设计，写出活动详案，应包括活动各个环节所有教师用语和步骤解释说明

2. 考核时量：90 分钟

3. 实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4. 评价标准：参考试题 1-2-1 评分细则

附：A4 纸的订制模板及评分细则说明

| Title 标题应概括此次设计主要内容                                                                    |             |             |                  |
|----------------------------------------------------------------------------------------|-------------|-------------|------------------|
| Class:                                                                                 | 由考生自行设定教育对象 | Instructor: | 填写考生姓名           |
| Time:                                                                                  | 根据工作任务填写时长  | Place:      | 考生根据教育活动设计教学场地类型 |
| Objectives: 要具体写出此次活动设计达到的目标                                                           |             |             |                  |
|                                                                                        |             |             |                  |
|                                                                                        |             |             |                  |
|                                                                                        |             |             |                  |
| Teaching Aids: 写出制作过程突出生动有趣服务于活动设计                                                     |             |             |                  |
|                                                                                        |             |             |                  |
| Procedures:<br>各个步骤（至少包含热身-呈现-练习三个步骤）要用中文做出说明(即用简洁的中文书写)<br>教师在操作这个步骤的时候说的话(即用简洁的英文书写) |             |             |                  |
|                                                                                        |             |             |                  |
| 板书设计：至少有主板书，能为英语教育活动服务                                                                 |             |             |                  |
|                                                                                        |             |             |                  |

**考核技能： 少儿英语课堂教学实施**

试题编号： 2-2-1 (少儿英语课堂教学实施)

**1.工作任务：**

根据你对少儿英语教育的认识，选择一课时即 40 分钟的任意几个包含相同元音发音的字母（比如 a, h, j, k 都包含元音/ei/）和单词为教学内容进行教学组织设计，写出教学详案，应包括课堂教学环节所有教师用语和教学步骤解释说明。

**2.考核时量：90 分钟**

**3.实施条件：**

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

**4.评价标准**

**少儿英语课堂教学实施评分标准**

| 测试内容                        | 评分细则                        | 分值 | 得分 |
|-----------------------------|-----------------------------|----|----|
| 教学设计<br>基础知识<br>(10 分)      | 掌握少儿英语教学设计的方法               | 5  |    |
|                             | 了解并应用少儿英语教学的原则              | 5  |    |
| 教学<br>实施方案<br>编写<br>(55 分)  | 选择的教学内容符合工作任务要求             | 5  |    |
|                             | 对教学过程的设计连贯，各环节衔接自然          | 5  |    |
|                             | 能针对自己设定的教学对象进行设计、可操作性强      | 10 |    |
|                             | 订制内容填写无缺项，有效字数 800 字以上      | 5  |    |
|                             | 方案详细，准确，教师在课堂上说的话全部用简洁的英文书写 | 10 |    |
|                             | 各个教学步骤（4P）要用中文做出说明          | 10 |    |
| 对教具制作准备过程做出中文说明突显其生动有趣服务于教学 | 10                          |    |    |
| 板书设计<br>(20 分)              | 板书设计符合要求，生动有趣服务于教学          | 10 |    |
|                             | 文档规范，提交齐全                   | 10 |    |
| 职业素养<br>(10 分)              | 着装整洁、仪表大方，有良好的精神风貌和职业感      | 5  |    |
|                             | 遵守考场纪律，懂礼仪，讲礼貌              | 5  |    |

|              |                                 |     |  |
|--------------|---------------------------------|-----|--|
| 操作规范<br>(5分) | 熟练操作 office 办公软件, 无作弊或使用场外资料等行为 | 5   |  |
|              | 合计                              | 100 |  |

试题编号： 2-2-2 ( 少儿英语课堂教学实施)

1.工作任务：

根据你对少儿英语教育的认识，选择一课时即 40 分钟的任意几个包含相同元音发音的字母（比如 b, c, d, e 都包含元音/i: /）和单词为教学内容进行教学组织设计，写出教学详案，应包括课堂教学环节所有教师用语和教学步骤解释说明。

2.考核时量：90 分钟

3.实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4.评价标准：参考试题 2-2-1 评分细则

试题编号： 2-2-3 ( 少儿英语课堂教学实施)

1.工作任务：

根据你对少儿英语教育的认识，选择一课时即 40 分钟的任意单词为教学内容进行教学组织设计，写出教学详案，应包括课堂教学环节所有教师用语和教学步骤解释说明。

2.考核时量：90 分钟

3.实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4.评价标准：参考试题 2-2-1 评分细则

试题编号： 2-2-4 ( 少儿英语课堂教学实施)

1.工作任务：

根据你对少儿英语教育的认识，选择一课时即 40 分钟的任意几个水果名词为教学内容进行教学组织设计，写出教学详案，应包括课堂教学环节所有教师用语和教学步骤解释说明

2.考核时量：90 分钟

3.实施条件:

A4 白纸(有订制内容)一张,水性笔红蓝黑三色各一支,铅笔一支,草稿纸若干。

4.评价标准: 参考试题 2-2-1 评分细则

试题编号: 2-2-5 (少儿英语课堂教学实施)

1.工作任务:

根据你对少儿英语教育的认识,选择一课时即 40 分钟的任意几个动作单词(比如 jump、run 等)为教学内容进行教学组织设计,写出教学详案,应包括课堂教学环节所有教师用语和教学步骤解释说明

2. 考核时量: 90 分钟

3. 实施条件:

A4 白纸(有订制内容)一张,水性笔红蓝黑三色各一支,铅笔一支,草稿纸若干。

4. 评价标准: 参考试题 2-2-1 评分细则

试题编号: 2-2-6 (少儿英语课堂教学实施)

1.工作任务:

根据你对少儿英语教育的认识,选择一课时即 40 分钟的任意几个形容词比如 big、small 或者 happy、sad 等)为教学内容进行教学组织设计,写出教学详案,应包括课堂教学环节所有教师用语和教学步骤解释说明

2. 考核时量: 90 分钟

3. 实施条件:

A4 白纸(有订制内容)一张,水性笔红蓝黑三色各一支,铅笔一支,草稿纸若干。

4. 评价标准: 参考试题 2-2-1 评分细则

试题编号: 2-2-7 (少儿英语课堂教学实施)

1.工作任务:

根据你对少儿英语教育的认识,选择一课时即 40 分钟的任意句型或对话为教学内容进行教学组织设计,写出教学详案,应包括课堂教学环节所有教师用语和教学步骤解释说明

2. 考核时量: 90 分钟

3. 实施条件:

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4. 评价标准：参考试题 2-2-1 评分细则

试题编号： 2-2-8（少儿英语课堂教学实施）

1. 工作任务：

根据你对少儿英语教育的认识，选择一课时即 40 分钟的任意特殊疑问句（比如 who are you? 等）为教学内容进行教学组织设计，写出教学详案，应包括课堂教学环节所有教师用语和教学步骤解释说明

2. 考核时量：90 分钟

3. 实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4. 评价标准：参考试题 2-2-1 评分细则

试题编号： 2-2-9（少儿英语课堂教学实施）

1. 工作任务：

根据你对少儿英语教育的认识，选择一课时即 40 分钟的任意一般疑问句（比如 Do you like apple? 等）为教学内容进行教学组织设计，写出教学详案，应包括课堂教学环节所有教师用语和教学步骤解释说明

2. 考核时量：90 分钟

3. 实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4. 评价标准：参考试题 2-2-1 评分细则

试题编号： 2-2-10（少儿英语课堂教学实施）

1. 工作任务：

根据你对少儿英语教育的认识，选择一课时即 40 分钟的任意问候对话为教学内容进行教学组织设计，写出教学详案，应包括课堂教学环节所有教师用语和教学步骤解释说明

2. 考核时量：90 分钟

3. 实施条件：

A4 白纸（有订制内容）一张，水性笔红蓝黑三色各一支，铅笔一支，草稿纸若干。

4. 评价标准：参考试题 2-2-1 评分细则

附：A4 纸的订制模板及评分细则说明

| Title 标题应概括此次设计主要内容                                                        |             |             |                  |
|----------------------------------------------------------------------------|-------------|-------------|------------------|
| Class:                                                                     | 由考生自行设定教学对象 | Instructor: | 填写考生姓名           |
| Time:                                                                      | 根据工作任务填写时长  | Place:      | 考生根据教学活动设计教学场地类型 |
| Objectives: 要具体写出此次教学活动达到的目标                                               |             |             |                  |
|                                                                            |             |             |                  |
|                                                                            |             |             |                  |
|                                                                            |             |             |                  |
| Teaching Aids: 写出制作过程突出生动有趣服务于教学活动                                         |             |             |                  |
|                                                                            |             |             |                  |
| Procedures:<br>各个教学步骤（4P）要用中文做出说明(即用简洁的中文书写)<br>教师在操作这个步骤的时候说的话(即用简洁的英文书写) |             |             |                  |
|                                                                            |             |             |                  |
| 板书设计：至少有主板书，能为教学活动服务                                                       |             |             |                  |
|                                                                            |             |             |                  |



### 模块三 跨岗位综合技能

#### 考核项目：外事服务

##### 考核技能：涉外商务接待

试题编号： 3-1-1

1. 工作任务：沃尔玛中国市场部 CEO, Mike Duke 先生是一位非常精明能干的人，每天他的工作任务非常繁重，以下是沃尔玛中国基本情况概述和 Mike Duke 先生下周的主要工作内容。你作为 Duke 先生的商务助理，请认真阅读下述资料，按 Duke 先生的要求，请根据以下背景资料，协助经理按要求撰写一份 Duke 先生本周的工作日程安排表，并准备一份 Walmart 企业介绍的 PPT 文稿；并口头展示 PPT 文稿内容。并口头展示 PPT 文稿内容（10 分钟内）。

##### Background Information: (背景资料)



图 1 Wal-mart



图 2 Mike Duke

Wal-Mart, the world's largest retailer was first opened by Sam Walton in 1962 in Rogers, Arkansas, USA. Its commitment has been to creating opportunities and bringing value to customers and communities and to making a difference in the lives of customers --- helping them save money and live better.

Wal-Mart started small, with a single discount store and the simple idea of selling more for less, has grown over the last 60 years into the largest retailer in the world. Each week, nearly 265 million customers and members visit approximately 11,500 stores under 56 banners in 27 countries and e-Commerce websites. With fiscal year 2020 revenue of \$524 billion, Walmart employs over 2.2 million associates worldwide. Walmart continues to be a leader in sustainability, corporate philanthropy (慈善) and employment opportunity.

Walmart opens its first stores in China, in 1996. Walmart acquires 100% stake(股份) in Yihaodian (一号店), an e-commerce business in China in 2015, up from the 51% stake since 2012.

Up till now, There are roughly 200,000 employees in Walmart China.

Mr. Duke is the CEO of Walmart China and a very capable person and he always has a very busy schedule of business activities. The following are his major business activities for next week.

On September 7<sup>th</sup>, Monday Mr. Duke has to keep an appointment with Robert Johnson who is an important supplier at 8:30 a.m. and to pick up Mr. Anderson and his team from Canada at the airport at 2:00 p.m. and check into Beijing Hotel.

On September 8<sup>th</sup>, Tuesday Mr. Duke is scheduled to show the important business group, Mr. Anderson and his team, around the Walmart Beijing at 9:00 a.m., to discuss the purchasing contract with Mr. Anderson at 11:00a.m., and to have dinner with the general manager, Mr. Wang and Mr. Anderson at 7:30 p.m.

On September 9<sup>th</sup>, Wednesday Mr. Duke should write the performance report at 8:00 a.m., and hold Staff meeting at 2:00 p.m.

On September 10<sup>th</sup>, Thursday, Mr. Duke plans to see exhibition in Arts Museum at 9:30 a.m and to attend a business meeting at 3:30 p.m.

On September 11<sup>th</sup>, Friday Mr. Anderson will take the 10:10 a.m. flight to return to American, so Mr. Duke will pick up Mr. Anderson to the airport at 8:00 a.m.

**As Mr. Duke's secretary, you are asked to assist him to complete the following tasks:**

Task 1: You are required to make an English schedule of this week for Mr. Duke.

Task 2: Sept.8, Tuesday 9:00 a.m. Mr. Anderson and his team will come to visit the company. Mr. Duke will meet them and ask you to give them a company presentation. Please prepare a **PPT(演示文稿)** to present Wal-Mart, then give an oral presentation. Within 10 minutes.

2. 考核时量：90 分钟（笔试和准备时间：80 分钟，口试时间：10 分钟）

3. 实施条件：

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4. 评价标准：

| 测试内容                  | 评分细则                 | 分值  | 扣分 | 得分 |
|-----------------------|----------------------|-----|----|----|
| 职业素养<br>(15分)         | 着装整洁、妆容符合商务助理岗位要求；   | 3   |    |    |
|                       | 仪表端庄、观察敏锐，表情及动作自然得体； | 3   |    |    |
|                       | 体现良好的精神风貌和职业感；       | 3   |    |    |
|                       | 遵守考场纪律，懂礼仪，讲礼貌       | 3   |    |    |
|                       | 诚实守信，未使用素材库以外材料；     | 3   |    |    |
| 接待知识<br>(5分)          | 熟悉商务接待礼仪规范；          | 1   |    |    |
|                       | 熟悉商务接待流程；            | 2   |    |    |
|                       | 熟悉外事接待服务规范；          | 2   |    |    |
| 工作日程<br>安排撰写<br>(30分) | 文体格式正确；              | 5   |    |    |
|                       | 语法正确，用词准确；           | 10  |    |    |
|                       | 信息全面，内容完整；           | 10  |    |    |
|                       | 文笔流畅，表述清晰，逻辑性强，图文并茂； | 5   |    |    |
| PPT制作<br>(35分)        | 跨文化交际要素；             | 2   |    |    |
|                       | 内容要点全面；              | 12  |    |    |
|                       | 语言层次清楚、表达流畅；无语法错误；   | 8   |    |    |
|                       | 句式有变化，结构不单调；         | 8   |    |    |
|                       | PPT图案与布局美观大方；        | 3   |    |    |
|                       | 有效张数5张以上；            | 2   |    |    |
| PPT陈述<br>(10分)        | 跨文化交际礼仪和表达；          | 2   |    |    |
|                       | 仪表端庄、表情及动作自然得体；      | 2   |    |    |
|                       | 充满自信和语言表达清晰，逻辑性强；    | 3   |    |    |
|                       | 语音正确，语速适中，没有明显地方口音；  | 2   |    |    |
|                       | 能在规定时间内（10分钟）完成任务；   | 1   |    |    |
| 操作规范<br>(5分)          | 文档提交齐全；              | 2   |    |    |
|                       | 素材丰富，素材库符合要求；        | 3   |    |    |
|                       | 合计                   | 100 |    |    |

试题编号： 3-1-2

1. 工作任务： 甲骨文公司想进一步拓展中国市场的业务，公司经理 Robert Brown 打算于 2022 年 11 月 25 日 (On Nov. 25, 2022, Wednesday) 举办一次大型企业推介会议，会上经理 Robert Brown 将做一个甲骨文公司的企业简介，请根据以下背景资料，协助经理按要求撰写一份参会邀请函；并准备一份公司介绍的 PPT 文稿；并口头展示 PPT 文稿内容（10 分钟内）。

**Background Information:**

Oracle Corporation wants to expand and further promote their business in China market. Robert Brown, the manager of the company planned to hold a promotion conference in Beijing Hotel next month (On Nov. 25, 2022, Wednesday).

Specific information for the conference as follows:

会议时间 (Time): 2022 年 11 月 25 日 (On Nov. 25, 2022, Wednesday)

会议地点 (place): 北京饭店 Beijing Hotel

会议主题 (subject) : 甲骨文中国业务 Oracle's business in China

会议目的 (purpose): 进一步拓展甲骨文中国的业务 Further Expand Oracle's business in China

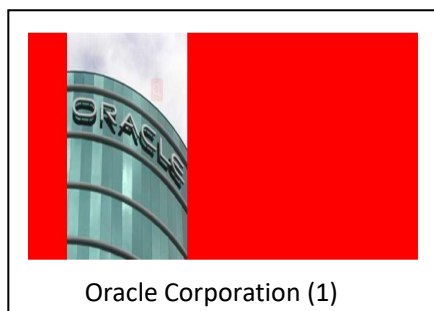
参会人员(participants): 甲骨文中国合作伙伴及开发商

Oracle's Partners and its Developers in China

会议组委会地址(address of Conference Organization Committee):

北京市朝阳区霄云路 36 号国航大厦 1503 邮政编码 100020

Room 1503 Air China Building, No. 36 Xiaoyun Road Chaoyang District, Beijing City, China



**Oracle Corporation** is a California-based software company, first set up as a Software Development Lab by the founder Larry Ellison in 1977. Oracle developed the world's first commercial relational database (RDBMS) in 1983 and the company changed its name to "Oracle Corporation". In the past 40 years, Oracle Corporation has grown to the world's leading information management software provider and independent software company. Oracle Technology is found in almost every industry, with 98 out of

**100 Top Fortune companies** using it in their data centers.

Today, their RDBMS are widely used in a variety of operating environments, such as **Windows, NT, UNIX-based** mini-computers, IBM mainframes, and some dedicated hardware operating system platforms. Oracle is now the world's second-largest software company after Microsoft, with sales of \$26.8 billion in 2010.

Now Oracle employs more than 63,000 professionals worldwide and 31,000 in the United States. Interestingly, even in the United States, 40 percent of Oracle's technical staff (mostly programmers) are Indian, followed by the Chinese and the Americans.

Common Oracle software products include Oracle Financial; Oracle Manufacturing Software; Oracle Human Resources Software (Oracle Human Resources); Oracle automatic control software (Oracle Automotive); Oracle Exchange.

The company offers its Oracles 9ie-Business Platform and Oracle E-Business Suite, along with related consulting education and support services in more than 145 countries around the world.

### **Oracle China**

In 1989, Oracle formally entered China's market and became the first global software giant to open offices in China. In July 1991, after nearly two years' hard work, Oracle established a wholly-owned company in Beijing —Beijing Oracle Software System Co. Ltd.--- to better exploit and serve the rapidly growing market there.

On August 8<sup>th</sup>, 2000, Oracle China formally opened its new offices in the China World Trade Center, Beijing. This opening showed the development of Oracle's long-term involvement and commitment in the Chinese market.

Oracle Corporation have been in China for over 30 years. At present, Oracle China has set up branches in Beijing, Shanghai, Guangzhou, Shenzhen and Chengdu, There are over 11,000 customers , 1,000 Certification Partners and 4,000 employees in China, mainland. Through Oracle Technology Network, the company established a 260,000 member developer community in Beijing, Shanghai and Shenzhen. There is the R & D Center Consulting Service Center in Chengdu, the Customer Support Center in Dalian, the Partner Solutions Center in Beijing and Shenzhen, the Financial Center of Excellence in Chengdu, 13 branches and 16 offices.

By speeding up the localization of products, applications, channels and service. Oracle has realized a continuing and healthy development of its business in China.

### **As Mr. Brown's secretary, you are asked to assist him to complete the following tasks:**

Task 1: You are required to write **an invitation letter** in the name of the manager to invite the people involved to attend the conference.

Task 2: Please prepare a **PPT(演示文稿)** to present Oracle Corporation, then give an oral presentation.

Within 10 minutes.

2. 考核时量: 90 分钟 (笔试和准备时间: 80 分钟, 口试时间: 10 分钟)

### 3. 实施条件:

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

### 4. 评价标准：参考试题 3-1-1 评分细则

试题编号： 3-1-3

1. 工作任务： 海尔集团公司是一家智能家用电器生产兼贸易商。海尔的产品质量优良，深受全世界用户的喜爱。欧洲某电器产品进出口贸易公司想大批量进口海尔的小型冰箱及相关家电产品。公司董事长 **Mr. Rachel Green** 计划来中国进行为期四天的实地商务考察和洽谈。海尔集团董事长（**Mr. Zhang**）非常重视此次商务活动，并决定亲自参与接待工作。要求助理 Susan 根据所给信息，做一份接待行程安排表，准备一份公司简介讲演 PPT 文稿；并口头展示 PPT 文稿简介内容（10 分钟内）。

#### Background Information:



Mr. Rachel Green are very interested in Haier's mini-refrigerators and plan to import a large number of refrigerators to European market. He plans a four-day visit to Haier's head company. His main activities are as follows:

Mr. Rachel Green will arrive at Qingdao International Airport on Flight EA 465 at 2:00 p.m. on Dec. 12, 2022, Monday. Miss Susan will meet and pick up him at the airport, then take him to Qingdao Sea Sky Hotel at 2:30. Mr. Zhang, the president of Haier Group will have supper with him at 7:00 p.m. .

On December 13, Tuesday: Mr. Zhang will have an appointment with Mr. Green and give him a brief company presentation at 9:00 a.m. in Room 9805 in Qingdao Sea Sky Hotel, then show him around the refrigerator's factory and workshops from 10:00 to 12:00 a.m. and have lunch with him at 12:30 p.m. In the afternoon, Mr. Zhang, with Wang Bing and Li Min, the managers of the Group, will have an

appointment with Mr. Green and negotiate the new cooperation and sales agreement at 2:00 a.m. in Room 9805 in Qingdao Sea Sky Hotel. In the evening, Mr. Zhang will have supper with Mr. Green at 6:30 p.m.

On December 14, Wednesday: Mr. Zhang with Susan will show Mr. Green around Qingdao City, They will leave by car at 7:00 a.m. and arrive at **Mount Lao**, Qingdao at 9:00 a.m, where they can enjoy the scenery and Chinese culture, leave Mount Lao by car at 11:30 for lunch at 12:30 p.m. In the afternoon, They will enjoy “**Qingdao Marine Yacht Tour**” from 1:00 p.m. to 4:00 p.m., and will return to Qingdao Sea Sky Hotel at 5:30 p.m.. In the evening, Mr. Zhang will have supper with Mr. Green at 6:30 p.m.

On December 15, Thursday: Susan will pick up at 9:00 a.m. and send Mr. Green to Qingdao Sea Sky Hotel at 10:00 a.m. Mr. Green will board the flight AY 463 at 11:15 a.m.

Haier ( also named Haier Group) , was first established in Qingdao in 1984. On the way ahead, Haier adheres to the users’ demand as the center of the innovation system and the sustainable and healthy development of enterprises. With nearly 40 years’ development, it has become one of the world's largest household appliance manufacturers from the collective small plant.

"Haier" has become the first brand for global white goods. There are more than 70,000 employees in the group all over the world and its turnover amounts to 1357 billion yuan of globalization group company in 2020.

Haier has got a lead position as a global brand. Haier Group has established a total of 64 trading companies (19 located overseas), 29 manufacturing plants (24 overseas), 8 design centers (5 overseas) and 16 industrial parks (4 overseas). Haier has a 58, 800-strong sales network.

Guided by the branding strategy of CEO Zhang Ruimin (张瑞敏), Haier has advanced through the ‘brand building (品牌塑造)’, ‘diversification (产品多元化)’, and ‘internationalization’ stages. With brand strategy ( 1984~1991 ) : produce refrigerator only, accumulate management experience of enterprises; With diversification ( 多元化 ) strategy ( 1992~1998) : produce from one product to various products; With international strategy ( 1998~2005) : being sold in the main global economic area market; and since 2005, with "Global Branding (品牌国际化)." Haier has enjoyed a growing international reputation.

The companies’ main products include refrigerators, air conditioners, washing machines, televisions, water heaters, personal computers, mobile phones, and kitchen appliances which have been rated as "Top Brands (顶级品牌 )" in China. Haier’s refrigerators and washing machines are among China’ s "Top Global Brands."

Of all the Chinese household appliance companies, Haier by far leads the way in the creation of international, national, and industry standards. Haier management models such as “OEC,” “ market chain,”and “Integration of Individuals and Goals" have been case studies (案例研究) in many world’s famous universities. Haier’s “market chain” management model has been included in the European Union’ s case study (案例研究) library.

Haier's service concept is that users are the soil of enterprise survival. Haier sticks to selling the credibility first before products. Quality is the life of products and reputation is the foundation of enterprises. Product quality is not the standard, but users' satisfaction is the goal. Marketing is not "Selling" but "Buying" namely through the sale of products to establish product reputation and to "buy" customers' loyalty.

**As Mr. Zhang's assistant, you are asked to assist him to complete the following tasks:**

Task 1: You are required to make "Itinerary for Mr. Rachel Green".

Task 2: Please prepare a PPT(演示文稿) on **Haier Group Presentation**, then give an oral presentation.

Within 10 minutes.

2. 考核时量: 90 分钟 (笔试和准备时间: 80 分钟, 口试时间: 10 分钟)

3. 实施条件:

| 项目 | 基本实施条件                                    | 备注 |
|----|-------------------------------------------|----|
| 场地 | 50 台计算机实训室 (机房) 1 间。                      | 必备 |
| 设备 | 台式, Win7 操作系统, 必备 office 2010 版, 不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                                  | 自备 |

4. 评价标准: 参考试题 3-1-1 评分细则

试题编号: 3-1-4

1. 工作任务: ABC 贸易公司即将推出一款新型手机 Model: Sweet-voice 2022, 公司经理 Mr. Harmer 将举办一次大型促销推介会议, 会上经理将做详细的产品简介, 为了进一步促进与合作商们的友好关系, 感谢他们长期以来对公司的帮助和支持, Mr. Harmer 将在会议前夕 (2022 年 12 月 18 日晚 6:30; at 6:30 p.m. December 18th, 2022) 在广州白天鹅大酒店 (The White Swan Hotel) 举行隆重的欢迎宴, 宴会上 Mr. Harmer 要做正式的欢迎辞。请根据以下背景资料, 协助经理按要求撰写一份英语欢迎辞, 并准备一份产品介绍的 PPT 文稿; 并口头展示 PPT 文稿内容 (10 分钟内)。

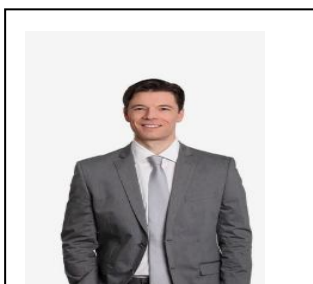
**Background Information:**

Promotion Conference Time : December 19<sup>th</sup> -20, 2022

Promotion Conference Place : The White Swan Hotel

Welcome dinner Time : at 6:30 p.m. December 18th, 2022

Welcome dinner Place : Room 407 The White Swan Hotel





## **Background Information:**

ABC Trading Company, established in 2000, is a manufacturer of mobile phones. It is located in Guangdong, China. Its main products include mobile phones, smart watches, mobile phone accessories. Its products are well-received both at home and abroad, and its main markets include North America, Western Europe and Northern Europe. There are roughly 100 employees. A new model of mobile phone (Sweet-voice 2022) will be launched into market next month (December, 2022).

In order to make their partners and customers better understand the new product, Mr. Harmer decides to hold a promotion conference and give a product presentation to the distributors at the conference.

ABC Trading Company have many our old friends and regular partners and customers. In the past ten years, the company has developed a mutually beneficial and very solid relationship with them. With the partners' and customers' help, support and understanding, the company has cooperated well for almost 20 years and made a remarkable achievement.

Therefore, Mr. Harmer, the manager of marketing department of ABC Trading Company, is prepared to hold a dinner at The White Swan Hotel on the eve of the conference at 6:30 p.m. December 18th, 2022. At dinner, Mr. Harmer wants to give a formal welcome speech.

The latest model of our mobile phone – Sweet-voice 2022. This new model has many features. If you look at the screen behind me showing a picture of Sweet-voice 2022 and its functions, you'll see that it is small enough to fit right into the palm of your hand. It has a decent weight and an internal antenna. The phone includes a WAP browser so you can connect to the Internet, as well as SIM based information services. There is a 400-name internal phone book in addition to those that you can store on the SIM card, and there is a space for up to 52 voice dialing slots, which serves as the selling point of this model. The 2022 model comes with 48 ring tones, with space for 10 more for downloading the ring tones from the Internet, plus a ring tone composer. A vibrating alert discreetly informs you of the incoming calls and messages, while five games will stop you from getting bored. Of course, it has all the common features such as clock, alarm, reminders, stopwatch, countdown timer, calculator, currency converter, etc. There are written specifications with each one, which you can study at your convenience.

How and where to distribute the product. The launch date for the Sweet-voice 2022 will be December 30, 2022 since it will definitely be a season to buy new mobile phones as presents for the New Year or the Spring Festival. It will then be in stock in all registered retail outlets throughout the country. We will also be making the phone available by mail order and online order with a guaranteed 6 days delivery. We provide 12 months guarantee for mobile phones.

Pricing comes along with the product going on the market. At present, the new model will retail at approximately 3,000 Yuan. Our MOQ (minimum Order Quantity 最低订货限量) is 1000pcs. It should be quite a reasonable price considering the quality and the advanced features.

You can enjoy a clearer picture of the new model – Sweet-voice 2022. I'm sure you will be 100% behind this model.

If you want to place an order, please contact Mr. Harmer at 15867897766 or send us e-mail: abctcharmer@126.com.

**As Mr. Harmer's assistant, you are asked to assist him to complete the following tasks:**

Task 1: You are required to write "A Welcome Speech" in the name of the manager.

Task 2: Please prepare a PPT(演示文稿) to present the new product---Sweet-voice 2022, then give an oral presentation. Within 10 minutes.

2. 考核时量: 90 分钟 (笔试和准备时间: 80 分钟, 口试时间: 10 分钟)

3. 实施条件:

| 项目 | 基本实施条件                                    | 备注 |
|----|-------------------------------------------|----|
| 场地 | 50 台计算机实训室 (机房) 1 间。                      | 必备 |
| 设备 | 台式, Win7 操作系统, 必备 office 2010 版, 不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                                  | 自备 |

4. 评价标准: 参考试题 3-1-1 评分细则

试题编号: 3-1-5

1. 工作任务: ABC 集团有限公司公司市场部经理 Mr. Harmer 将举办一次大型促销推介会议 (Promotion Conference), 特邀请公司的一些重要的战略合作伙伴参加本次会议,并设晚宴招待贵宾。本次促销推介会议宗旨在于促进公司产品更好的销售,同时加速双方公司更好更快的发展,建立长久的合作伙伴关系。请根据以下背景资料, 请为总经理准备一个晚宴欢迎词, 并准备一份产品介绍的 PPT 文稿; 并口头展示 PPT 文稿内容 (10 分钟内)。

**Background Information:**

Promotion Conference Time : December 8th, 2022

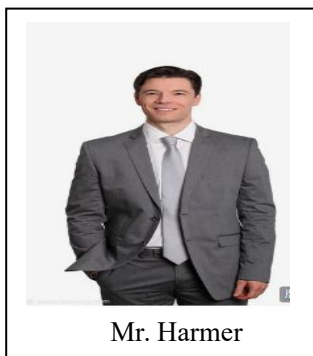
Promotion Conference Place : The White Swan Hotel

Welcome Dinner Place : Room 407 The White Swan Hotel

Subject: Company's New Product Promotion

Some related information: About 100 people will attend the dinner. The main members of each company

will present. A copy of the detailed draft program is enclosed. An overnight accommodation will be provided.



### Background Information:

#### Overview of the Company

ABC Group Co, Ltd. was established in November 2012. It is a beauty brand company with its own brand as the core and agency brands cooperating with each other and developing at the same time. The company is highly accommodating to its employees, provides part-time and internship platforms for students, is very youthful, and encourages employees to start their own businesses as well as widely adopt their opinions. In addition to independent research and development, ABC Group Co, Ltd. continues to communicate and cooperate with international brands, introducing international high-end brands into the Chinese market, such as EviDenS de Beauté, kiko and other skin care and color cosmetics products to provide more products for domestic consumers. In addition, it adopts online and offline multi-channel sales to meet the needs of different customers and improve their shopping experience.

#### Culture of the Company:


Corporate mission is to let people enjoy the beauty of skin;

Corporate values is that of “customers first, simple assistance and value creation”

#### Company’s New Products

Products are the key to a company’s survival and development. ABC Group Co, Ltd. is a company that independently develops skin care and beauty products, and introduces international high-end products, with creams and masks being highly representative.

|  |                                                                        |                                                                                                                                                                                                                                              |
|--|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>1.产品名称<br/>2.产地<br/>3.用途<br/>4.适合肤质<br/>5.材料<br/>6.净含量<br/>7.功效</p> | <p>1.Name of the product: Amino Acid Mud Mask.<br/>2.Place of origin: China<br/>3.Use: Face<br/>4. Suitable for skin: Any skin type<br/>5. Material: Illite hydromica、 Amino acid<br/>6. Net content:90ml<br/>7. Efficacy: Deep cleaning</p> |
|--|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                                                   |                                                           |                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | 1.产品名称<br>2.产地<br>3.用途<br>4.适合肤质<br>5.材料<br>6.净含量<br>7.功效 | 1.Name of the product: Red Pomegranate Mineral Cream<br>2.Place of origin: China<br>3.Use: Face<br>4. Suitable for skin: Dry skin<br>5. Material: Nicotinamide, amino acid<br>6. Net content: 50ml<br>7. Efficacy: Nourish, replenish water |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Company's Prospect**

1. Relying on the combination of traditional materials and modern technology to create its own safe and effective skin care products; Establishing its own exclusive team and intelligent system, including logistics, intelligent office and customer service, to further improve work efficiency.
2. With self-owned brands as the core, the dual business-driven development of private brands and agency business
3. The company has a self-starting mechanism, and it encourages employees to actively start their own business, express their ideas and promote innovative development.

**As Mr. Harmer's assistant, you are asked to assist him to complete the following tasks:**

Task 1: You are required to write "A Welcome Speech" in the name of the manager.

Task 2: Please prepare a PPT(演示文稿) to present the new products of the company.

2. 考核时量: 90 分钟 (笔试和准备时间: 80 分钟, 口试时间: 10 分钟)

3. 实施条件:

| 项目 | 基本实施条件                                    | 备注 |
|----|-------------------------------------------|----|
| 场地 | 50 台计算机实训室 (机房) 1 间。                      | 必备 |
| 设备 | 台式, Win7 操作系统, 必备 office 2010 版, 不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                                  | 自备 |

4. 评价标准: 参考试题 3-1-1 评分细则

试题编号: 3-1-6

1. 工作任务: 湖南万里纺织品有限公司计划于七月推出一款新的产品, 一种防水防盗旅行电脑背包。美国标准纺织有限公司进口部经理乔治·潘恩将应邀出席参加产品发布会, 并在发布会上做

主题演讲。万里公司销售总经理迈克尔·杨( Michael Young)向助理李丽(Lily )讲述了潘恩先生的来访大致行程方案。要求你以助理 Lily 的身份，根据下面迈克尔·杨( Michael Young)与助理李丽(Lily )的交流内容，做一份接待 Mr. George Payne 行程安排表，根据所提供的产品信息，准备一份产品简介 PPT 讲演文稿；并口头展示 PPT 文稿简介内容（10 分钟内）。

**Background Information:**

**Michael Young and Lily are talking about Mr. Payne's activities in Changsha. The following is the dialogue between Lily and Michael Young.**

**Michael:** Mr. Payne will arrive in Changsha International Airport at 4:30 p.m. on 22<sup>nd</sup> July. You need to go to the airport to pick him up and then drive him to the Huatian Hotel .

**Lily:** OK, no problem. It generally takes about one hour and a half to go to the hotel from the airport. So, we may get to the hotel at about 6 p.m. and I'll help him finish the check-in procedure. On the 23<sup>rd</sup>, July , I will arrange him to visit our company from 8:30 to 11:00, and leave him free in the afternoon. Mr. Payne may need some time to prepare for his speech.

**Michael:** Good, that sounds reasonable. The product launch will start at 8:30 a.m. on the 24<sup>th</sup>, July. Mr. Payne is scheduled to give his speech from 9:30 a.m. to 10:00 am. After the product launch, Mr. Payne wants to go sightseeing and shopping. Do you have any ideas?

**Lily:** Yes. How about going to Yuelu Mountain for sightseeing from 2:00 to 5:00 in the afternoon? On the 25<sup>th</sup> July, we plan to visit the Hunan Provincial Museum from 9:00 to 11:30 in the morning and walk along the Pedestrian Street on Huangxing Road for shopping from 2:30 to 4:30 in the afternoon?

**Michael:** Great. What about the last day?

**Lily:** On Monday, the 26<sup>th</sup>, July, the Flight BA88 will leave Changsha for **Los Angeles** at 9:00 am. So I'll pick him up at the hotel at 6:00 am. Is that all right?

**Michael:** Good. Please draft the itinerary and send it to me soon. Oh, don't forget to book a single room for him at Huatian Hotel.

**Lily:** No problem. Goodbye!

**Michael:** Goodbye.

**The following are the detailed information of the new product to be launched:**

**Item Name : Smart Laptop Backpack**

**Item No:** JP1809

**Size:** 16 inches and 28\*14\*40cm

**Weight:** 0.64kg with large capacity

**Material:** Waterproof polyester fabric and fashion zippers

**Structure:**

Multi-compartments to keep things organized;

2 Large Main Pocket with laptop compartment fits 15 inch;

2 Pencil pocket and 4 small things pocket;

1 Front Zipper Pocket for easy access;

Side with USB charging design;

Back with luggage belt design, free your shoulder pressure when going with luggage;

Free to go outside, convenient to get mobile charged.

**Features:**

01. Anti theft lock backpack

02. USB charging port design

03. 2 main pocket with function pockets

04. Luggage trolley belt at back

05. Breathable back and shoulder strap



Picture (1)



Picture (2)

Main pocket compartment show



Picture (3)



Picture (4)



Picture (5)



Picture (6)

As Mr. Michael Young’s assistant, you are asked to complete the following tasks:

Task 1: You are required to make “Itinerary for Mr. Rachel Green” .

Task 2: Please prepare a PPT(演示文稿) on product presentation of Smart Laptop Backpack , then give an oral presentation. Within 10 minutes.

2. 考核时量：90 分钟（笔试和准备时间：80 分钟，口试时间：10 分钟）

3. 实施条件：

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4. 评价标准：参考试题 3-1-1 评分细则

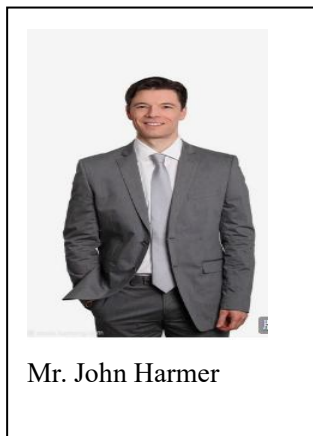
试题编号： 3-1-7

1. 工作任务：ABC 公司是一家集研发、生产、销售、服务于一体的家电企业，下个月公司即将推出一款新型真空吸尘器 (Model: BXC1A Vacuum Cleaners)。为了推广新产品及扩大销售渠道，公司诚邀各级经销商 (dealer franchisers) 于 2022 年 12 月 9 日下午 2:30 (at 2:30 p.m. December 9th, 2022) 在长沙瑞吉酒店 (The St..Regis) 参加新品发布会 (New Product Release)，会上经理 (Mr. John Harmer) 将做详细的产品简介。请根据以下背景资料，协助经理按要求撰写一份邀请信，并准备一份产品介绍的 PPT 文稿；并口头展示 PPT 文稿内容 (10 分钟内)。

**Background Information:**

New Product Release Time : at 2:30 p.m. December 9th, 2022

New Product Release Place : The St..Regis



**Technological parameter (参数) is as follows:**

|                 |       |                |           |
|-----------------|-------|----------------|-----------|
| Model           | BXC1A | Vacuum suction | 190mbar   |
| Capacity        | 2L    | Tank diameter  | 215*230mm |
| Working voltage | 220v  | Height         | 56cm      |
| Power           | 1000w | Matching part  | 36mm      |
| Air flow rate   | 48L/S | Power code     | 18m       |

**Background Information:**

ABC Company, established in 2000, integrates development and manufacturing in-house of home appliance. It is located in Changsha, China and specializes in manufacturing all types of home appliance and related products. Its products are well-received both at home and abroad, and its main markets include North America, Western Europe and Northern Europe.



A new model of BXC1A Vacuum cleaners will be launched into market next month (December, 2022). In order to make their partners and customers better understand the new product and promote the new vacuum cleaners Mr. John Harmer decides to hold a new product release and give a product presentation to the dealer franchisers at the conference.

The latest model of our BXC1A Vacuum cleaners in a low-noise design, this machine is small, handy and strong in suction. It has multi-purpose attachments that fix to the main unit easily. The product is suitable for families, members' clubs, workshops, factory premises, office buildings and other large-scale public places.

There are stainless steel tank and resistant our and alkali plastic tank. Both are durable. The machine can vacuum dust The suction power is huge. All the suction hoses and accessories made of high quality material so they are durable. The beautifully designed machine, is the vacuum cleaner design back. Both in narrow channels, pipes, escalators can be free to use. Equipped with a full set of standard fittings for use in high altitude or ground-based, highly engineered air-frame, comfortable shoulder use, apply to hotels, guesthouses, offices and other places

**As Mr. Harmer's assistant, you are asked to assist him to complete the following tasks:**

Task 1: You are required to write "A Welcome Speech" in the name of the manager.

Task 2: Please prepare a PPT(演示文稿) to present the new product---**Model: BXC1A Vacuum Cleaners**, then give an oral presentation. Within 10 minutes.

2. 考核时量: 90 分钟 (笔试和准备时间: 80 分钟, 口试时间: 10 分钟)

3. 实施条件:

| 项目 | 基本实施条件                                    | 备注 |
|----|-------------------------------------------|----|
| 场地 | 50 台计算机实训室 (机房) 1 间。                      | 必备 |
| 设备 | 台式, Win7 操作系统, 必备 office 2010 版, 不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                                  | 自备 |

4. 评价标准：参考试题 3-1-1 评分细则

试题编号： 3-1-8

1. 工作任务： 广东志高空调有限公司想进一步拓展海外市场的业务，公司经理 Mr. Li 打算于 2022 年 4 月 12 日 (On April. 12, 2022, Wednesday) 举办一次大型企业产品推广会议，会上经理 Mr. Li 将为志高空调有限公司最新款空调进行产品推广简介，请根据以下背景资料，协助经理按要求撰写一份客户接待对话（机场篇）；并准备一份公司最新产品介绍的 PPT 文稿；并口头展示 PPT 文稿内容（10 分钟内）。

**Background Information:**

Guangdong Chigo Air Conditioning Co., Ltd wants to expand and further promote their business in overseas market. Mr. Li, the manager of the company planned to hold a promotion conference at the Intercontinental Foshan next month (On April. 12, 2022, Wednesday).

Specific information for the conference as follows:

会议时间 (Time): 2022 年 4 月 12 日 14 点-16 点 (On April.12, 2022, Wednesday 2 p.m. -4p.m.)

会议地点 (place): 佛山洲际酒店 Intercontinental Foshan

会议主题 (subject) : Chigo Air Conditioning Products Promotion

会议目的 (purpose): 进一步拓展志高空调海外业务 Further Expand the Overseas Market of Chigo Air Conditioning Co., LTD

参会人员(participants): 志高空调海外合作伙伴及开发商

Chigo Air Conditioning's Partners and its Developers in overseas market

会议组委会地址(address of Conference Organization Committee):

广东省佛山市南海区灯湖东路 20 号佛山保利洲际酒店 2308 房间, 佛山, 528200, 中国  
Room 2308 Intercontinental Foshan No.20 Denghu East Road , Nanhai District, Foshan, 528200, Mainland China



1. Mr. Li

2. Floor standing type: 88

3. CHIGO

Founded in 1994, Guangdong Chigo Air Conditioning Co., Ltd. It is a core enterprise of CHIGO Holdings (stock code: 00449.HK) , a company listed on the main board of the Hong Kong Stock Exchange. It is headquartered in Nanhai District, Foshan City, the key manufacturing city in the Guangdong-Hong Kong-Macao Greater Bay Area . The group covers residential air conditioning, commercial air conditioning, refrigerators, washing machines, refrigeration equipment, household appliances, and other fields.

After more than 20 years of rapid and steady development, now the company has two major production bases in Foshan and Jiujiang. The annual design capacity of residential air conditioners reaches 10 million sets, and the business covers more than 200 countries and regions around the world.

In order to make their partners and customers better understand the latest product, Mr. Li plans a promotion conference and introduces the latest product presentation to the distributors at the conference.

Therefore, a promotion conference hosted by Mr. Li, the manager of the company of CHIGO, is prepared at the Intercontinental Foshan On April.12, 2022, Wednesday 2 p.m. -4p.m..

The model of the latest product that we are going to introduce is Floor standing type 88. as it is showed on the screen. This is the picture of 88 which has many features. Firstly, it is environmental refrigerant. R32,R290( 环保型冷媒 ) ,the internationally recognized environmental refrigerants, are adopted to meet international environmental safety and energy efficiency standards. Compared with previous R410(冷媒), R32 could reduce the GWP(global warming potential) by 66% and R290 can even reach to 99%,thus the energy efficiency goes up for another 2-9%.

Secondly, Internal thread copper pipe.The use of high-quality threaded copper pipes can improve the heating exchange efficiency up to 30%, making stronger cooling and heating.

Thirdly, High- quality compressor. It will provide more stable power for reliable operation by adopting international famous brand high-quality compressors.

On the basis of the three features above, we designed a more healthy 88 for our customers. Here I present Advanced healthcare system: High-density filter, Silver ion antibacterial screen, Cold catalyst filter and negative ion generator make air cleaner.

How and where to distribute the product . The launch date for the 88 will be On April. 12, 2022,

Wednesday, since it will definitely be a season to buy new air-conditioning for the coming summer. It will then be in stock in all registered retail outlets throughout the country. We will also be making the product available by mail order and online order with a guaranteed 15 days delivery. We provide 10 years guarantee for our products.

Pricing comes along with the product going on the market. At present, the new model will retail at approximately 700-1000 USD. Our MOQ (minimum Order Quantity 最低订货限量) is 1000pcs. It should be quite a reasonable price considering the quality and the advanced features.

You can enjoy a clearer picture of the new model – 88. I'm sure you will be 100% behind this model.

If you want to place an order, please contact Mr. Li at 18677662828 or send us e-mail: chigocharmer@126.com.

**As Mr. Li's secretary, you are asked to assist him to complete the following tasks:**

Task 1: You are required to write **an situational conversation** (meet at the airport) to accompany the manager Mr. Li to pick up the people involved to attend the conference at the airport.

Task 2: Please prepare a **PPT(演示文稿)** to present the latest floor standing type air conditioning (model. 88), then give an oral presentation. Within 10 minutes.

2. 考核时量: 90 分钟 (笔试和准备时间: 80 分钟, 口试时间: 10 分钟)

3. 实施条件:

| 项目 | 基本实施条件                                    | 备注 |
|----|-------------------------------------------|----|
| 场地 | 50 台计算机实训室 (机房) 1 间。                      | 必备 |
| 设备 | 台式, Win7 操作系统, 必备 office 2010 版, 不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                                  | 自备 |

4. 评价标准: 参考试题 3-1-1 评分细则

试题编号： 3-1-9

1. 工作任务： Haier Group 一家洗衣机和冰箱等家电的生产和贸易企业，今年狠抓生产质量和锐意创新，努力开发国内外销售渠道，今年产销两旺，喜获丰收。时近年末，公司公布了本年度的年报和公司业绩报告。经理 Rachel Smith 决定于 2022 年 12 月 27 日下午两点半，召集公司全体职工大会，大会特别邀请了欧洲经销商 franchiser（Mr. Schulz）和美国的海尔产品经销商 franchiser（Mr. Larry Hunter）参会。届时经理将在大会上作公司业绩总结报告。请根据以下背景资料，请以总经理办公室的名义，于 2022 年 12 月 25 日，拟向公司全体员工发一份会议通知，并为经理准备一份公司业绩报告 PPT 讲演文稿；并口头展示 PPT 文稿内容（10 分钟内）。

**Background Information:**

In order to make shareholders and other interested people know information about the company's activities and financial performance. At the end of the 2021 financial year, a branch of Haier Group released its report on company's performance on the basis of making and selling refrigerators and washing machines.

In the report, it is compared the 2020 year's and 2021 year's business performance performance with some graphs. The specific information is as follows:

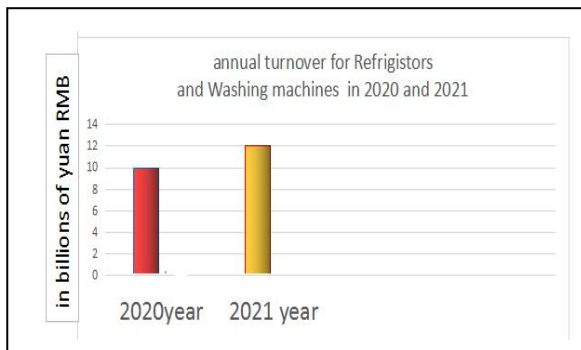


Figure 1

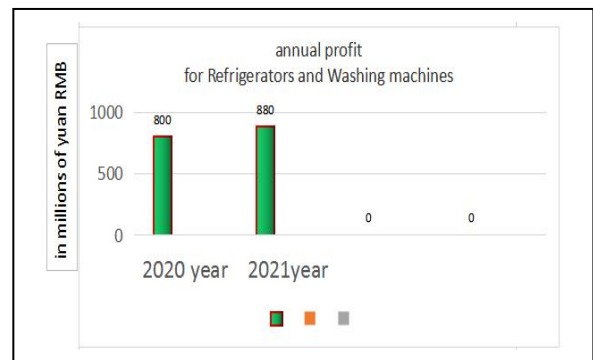


Figure 2

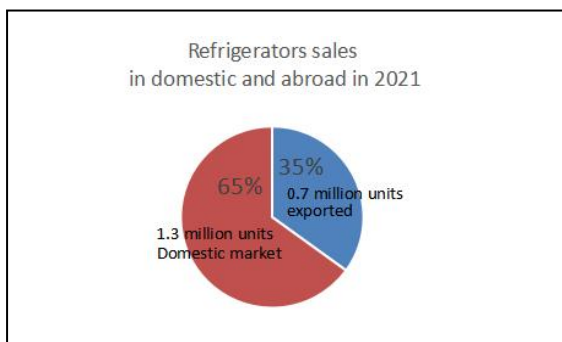


Figure 3

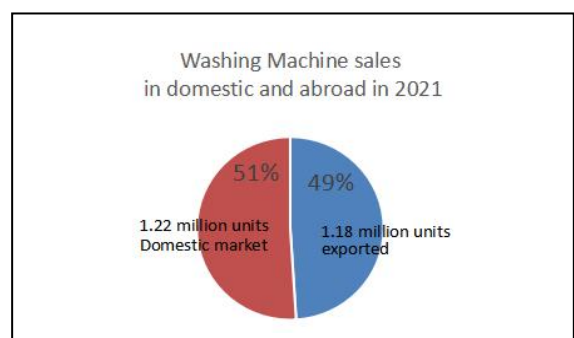


Figure4

The company will hold a staff meeting at 2:30 p.m. on Dec 27, 2022, Tuesday. All members of the company are required to attend the meeting. The meeting will be held in the No. 4 Conference. Two special overseas franchisers (Mr. Schulz and Mr. Larry Hunter) will also attend the meeting.

The manager will give a report on the sales performance of refrigerators and washing machines. The main content of his presentation is as follows:

Good afternoon, ladies and gentleman;

I am pleased to announce that the year 2021 has been a very good and successful year for our company in the whole.

We all know that our company specializes in making and selling refrigerators and washing machines. Our products are well-received from both domestic and abroad markets and popular with customers.

As you can see from this bar graph (Figure 1) for the year 2021, our business is getting big increasingly. The annual turnover of refrigerators and washing machines reached 12 billion yuan. That's an increase of about 20% over the previous year.

Then please look at the next bar graph (Figure 2), our annual profit of refrigerators and washing machines amounted to 880 million yuan, that is an increase of over 10% over 2020.

Do you know how much the total output of our main products and what are our main markets?

Firstly, our leading export markets are the United States and some European countries.

These next two pie graphs show us the total output of our main products, refrigerators and washing machines. As shown in the pie graph (Figure 3) on the left, the total output of refrigerators stood at 2.0 million units, 65% of which were sold in domestic market and 35% of which were exported.

From the pie graph (Figure 4) on the right, The total output of washing machines in 2021 was 2.4 million units, 51% of which were sold in domestic market and 49% of which were exported.

With all of your effort, the company puts great emphasis both overseas and domestic markets and has obtained great achievement.

Our domestic market shares are increasing steadily, we took 25% of the refrigerator market and 20% of the washing machine market. These two figures place us No.1 in both markets.

It has been a very good and successful year for our company!

However, this may not continue. The next year, material prices will be up, and sales may be affected

by Convid-19.

So it is a very challenging time in the industry, and we have to adapt very quickly to the market.

**As Susan's assistant, you are asked to assist him to complete the following tasks:**

**Task 1:** You are required to write "Notice About A Staff Meeting" and make it in public on Dec. 25, 2022.

**Task 2:** Please prepare a PPT(演示文稿) on Company performance, then give an oral presentation.

**Within 10 minutes.**

2. 考核时量: 90 分钟 (笔试和准备时间: 80 分钟, 口试时间: 10 分钟)

3. 实施条件:

| 项目 | 基本实施条件                                    | 备注 |
|----|-------------------------------------------|----|
| 场地 | 50 台计算机实训室 (机房) 1 间。                      | 必备 |
| 设备 | 台式, Win7 操作系统, 必备 office 2010 版, 不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                                  | 自备 |

4. 评价标准: 参考试题 3-1-1 评分细则

试题编号: 3-1-10

1. 工作任务: ABC 贸易公司是一家智能手机和智能手表生产兼贸易商。一直以来公司既注重生产质量, 同时也非常重视售后及客户服务。公司售后服务部在经理 Susan 的管理下工作开展井然有序。但昨天 Susan 收到一封国外客户的投诉信, 收到的货物有破损和刮痕, 非常不满意。请根据以下背景资料, 协助经理按要求找出问题的原因, 给客户撰写一份英语道歉信和解决办法; 为了更好的提高用户满意度, Susan 决定尽快召开部门员工大会, 主题为: How to Deal with Complaints, 请你为她准备一份讲演 PPT 文稿; 并口头展示 PPT 文稿内容 (10 分钟内)。

**Background Information:**

*Ms. Susan 's address: No. 58 Huangshi Road Guangzhou City*



Ms. Susan



Logo of the company



Sweet-voice 2022

**Background Information:**

ABC Trading Company which was established in 2000 is located in Guangdong, China. The company specializes in manufacturing mobile phones together with smart watches and mobile phone accessories. There are five Departments -- Personnel Departments, Production Departments, Finance Departments, Marketing Departments and After-sales Departments in the company. The company enjoys a very good reputation and its products are well-received both at home and abroad, and its main markets include North America, Western Europe and Northern Europe. There are roughly 100 employees.

Susan, the manager of the After-sales Departments is very capable and efficient, her telephone number is 15867897786, and e-mail address is abctcsusan @126.com. Susan always pays attention to customers' complaints. Last Friday, Susan received a letter from a overseas' customer complaining about goods delivery. The letter is as follow:

24 September, 2022

Breite Str. 35 D-09249

Chemnitz Germany

Dear Ms Susan,

Our order number 54998 of 2<sup>nd</sup> September 2022

We are sorry to have to inform you that we are highly dissatisfied with your latest delivery.

Some of the mobile phones are badly scratched. some of the mobile phone accessories are missing and the adaptors we ordered for our mobile phone loaders do not work as both of them arrived broken. Apart from that, the smart watches which we ordered at the same time have still not arrived, although delivery was due on 15 March.

Could you please look into what has happened and let us know when we can expect the consignment?

Thank you for your trouble. We are sure we will hear from you very soon.

Yours sincerely

Monika Olszewska

Purchasing Department



After investigation, It turned out that the goods were packaged in a mix-up box in the sales department. The damage was caused by a problem with the packaging. ABC company should be responsible for the damage. Susan decide to send out the consignment and make sure that the customer can receive the goods by 30 March at the latest.

In order to improve their service efficiency, on Monday morning next week at 9:00 Susan held a staff meeting and gave a talk to all members of the department about how to deal with complaints effectively, and “what should we do and what should not we do? ”

The following are the content of her talk.

Good morning, everybody. Right, Since every one is here, Let’s get started.

ABC Trading Company gets complaints, just like every other business. Our policy is: if a customer complains, we must deal with the complaint immediately and politely.

Some companies ignore customers’ complaints but we mustn’t follow to do that because then we just get more. A lot of firms with plenty of business think they needn't bother with customers who complain and they don't take the time to reply to them. Some of these businesses continue to succeed, of course, but a lot of them will **pay the price of** lost business, and their reputation will suffer.

Now, what do we have to do if a customer phones to make a complaint?

First of all, be polite. That’s very important. I had to phone a supplier last week to complain about a delayed consignment and the man I spoke to was so impolite. But at ABC Trading Company we must listen carefully to the customer, then apologize, we should also apologize again in our follow-up letter. I know that some firms say that we don't have to send a follow-up letter, but we always send one.

One last thing, complaints can sometimes be good for a company. Dealing effectively with a customer who has a problem can make him or her into a more loyal customer. Complaints can also show up weaknesses in our delivery process or faults in our products, Look into these things after complaints. That way you’ll avoid any problems in the future.

Right, I think that’s all I want to say. So, to sum up, deal with complaints quickly and politely and try to make sure that the problem doesn’t happen again.

Does anyone have any questions?

**As Susan’s assistant, you are asked to assist him to complete the following tasks:**

**Task 1:** You are required to write “**A Letter of Apology**” in the name of Susan.

**Task 2:** Please prepare a PPT(演示文稿) on **How to Deal with Complaints**, then give an oral presentation. Within 10 minutes.

2. 考核时量: 90 分钟 (笔试和准备时间: 80 分钟, 口试时间: 10 分钟)

3. 实施条件:

| 项目 | 基本实施条件                                    | 备注 |
|----|-------------------------------------------|----|
| 场地 | 50 台计算机实训室 (机房) 1 间。                      | 必备 |
| 设备 | 台式, Win7 操作系统, 必备 office 2010 版, 不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                                  | 自备 |

4. 评价标准: 参考试题 3-1-1 评分细则

**考核技能: 商务文书翻译 (10 套)**

试题编号: 3-2-1

1. 工作任务: 文书翻译包括三个工作任务: 1. 英译汉; 2. 汉译英 (短文翻译); 3. 英译汉 (短文翻译);

**Task one Translate the following sentences into Chinese. (20%)**

1. Only in recent years have people begun to realize the importance of wildlife protection.
2. We are excited to learn that everyone can visit the newly-built museum for free.
3. Currently, firms selling to the Chinese market mostly focus on the country's youth.
4. Although he designed buildings throughout the world, he was perhaps best known for his work in Japan.
5. The employees are anxious, not only because they might find themselves out of a job, but also because they have no genuine satisfaction or interest in life.

**Task two Translate following Chinese into English. (20%)**

如今运用智能手机几乎能够处理所有的银行业务。许多大银行允许你使用智能手机支付账单或者转账。专家声称在不久的将来，大约 70% 的美国人将会使用移动银行业务。但是他们有些人担心移动银行的安全问题。如果你经常使用智能手机处理银行业务，最好给你的手机装上杀毒软件并且给你的手机设置一个密码。

**Part three Please translate the following passage into Chinese. (40%)**

The interview gives both you and the employer the opportunity to discuss your interest in a particular job and assess your ability to successfully undertake the role being offered.

For you it is your chance to convince the employer that you would be a good, productive employee. It is also an opportunity to find out more about the job on offer, the organization, what kind of employer they are and what scope there is for advancement. Your aim is to show them that you are the best candidate for the job.

For the employer it is an opportunity to meet you and imagine how you might fit their business environment. It provides them with a means of assessing your behavior, personality and general suitability for the position on offer.

2. 考核时量： 60 分钟

3. 实施条件：

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4. 评分标准：

| 测试内容                  | 评分细则                       | 分值 | 扣分 | 得分 |
|-----------------------|----------------------------|----|----|----|
| 职业素养<br>(15 分)        | 着装整洁、妆容符合商务助理岗位要求；         | 3  |    |    |
|                       | 仪表端庄、观察敏锐，表情及动作自然得体；       | 3  |    |    |
|                       | 体现良好的精神风貌和职业感；             | 3  |    |    |
|                       | 遵守考场纪律，懂礼仪，讲礼貌             | 3  |    |    |
|                       | 熟练 office 办公软件，编辑、排版和美化文案； | 3  |    |    |
| 句子翻译<br>英译中<br>(20 分) | 准确理解英语文本；                  | 5  |    |    |
|                       | 熟练运用翻译技巧和英语语言综合知识；         | 5  |    |    |
|                       | 准确地翻译术语表达准确；用词贴切，行文流畅；     | 5  |    |    |
|                       | 信息全面，内容完整；                 | 5  |    |    |

|                      |                           |     |  |
|----------------------|---------------------------|-----|--|
| 短文翻译<br>中译英<br>(20分) | 符合跨文化交际商务礼仪和表达;           | 2   |  |
|                      | 熟练运用翻译技巧和英语语言综合知识;        | 3   |  |
|                      | 内容要点全面; 语言层次清楚、表达流畅;      | 8   |  |
|                      | 无语法错误; 英语句式表达符合英语习惯; 有变化, | 5   |  |
|                      | 语气和文体风格与原文一致;             | 2   |  |
| 短文翻译<br>英译汉<br>(40分) | 符合跨文化交际商务礼仪和表达;           | 5   |  |
|                      | 商务知识运用准确, 所涵盖的商务概念清晰;     | 5   |  |
|                      | 忠实地表达原文的全部意思;             | 20  |  |
|                      | 表达自然流畅; 无漏译和误译;           | 5   |  |
|                      | 熟练运用翻译技巧和英语语言等综合知识;       | 5   |  |
| 操作规范<br>(5分)         | 能在规定时间内完成翻译任务;            | 2   |  |
|                      | 体现诚实守信、耐心细致; 卷面工整;        | 3   |  |
|                      | 合计                        | 100 |  |

试题编号: 3-2-2

1.工作任务: 文书翻译包括三个工作任务: 1.英译汉; 2. 汉译英(短文翻译); 3.英译汉(短文翻译);

**Task one Translate the following sentences into Chinese. (20%)**

1. The price is fairly cheap for such a big house, but you have to take into account the money you'll spend on repairs.
2. Lacking further hard evidence of the bombing it self,the police could hardly tell who might be responsible.
3. The marketing manager has little confidence in talking the board of directors out of the plan about the launching of a new product.
4. The merger raises a number of issues which will need to be addressed as a matter of urgency and in a manner which is fair to employees of both companies.

5. It is desirable for a teacher to have a genuine capacity to understand the minds and feelings of children, since most teachers are schoolteachers.

**Task two Translate following Chinese into English. (20%)**

在一部小预算的电影里，他穿着磨破的鞋子和脏兮兮的衣服，扮演了一名贫穷又无家可归的人。在一幕场景中，他被一场暴风雪困在一片多山的区里。尽管他克服了许多困难，但是他还是运气不好的。粥都吃完了，他只好挑出一只鞋子煮来吃。他切下皮革的鞋底，像烙饼一样地咀嚼起来。据一名女演员所说，他的表演是如此地令人信服而又逗人发笑的，以致在场的所有人都忍不住大笑起来。

**Part three Please translate the following passage into Chinese. (40%)**

It is said that in the year of 300 AD, there was a kind old man, whose name was Saint Nicholas. He was always ready to help the poor and often gave presents to them. Today, Father Christmas is an imaginary figure, but nearly all young children believe in him. They think he is a happy old man with a long white beard and a long red robe. On the night of the 24th of December every year, Father Christmas from some cold northern land comes down the chimney of the fireplace to put presents by the beds of children or to fill their stockings.

2. 考核时量： 60 分钟

3. 实施条件：

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4. 评分标准：参考试题 3-2-1 评分细则

试题编号： 3-2-3

1.工作任务：文书翻译包括三个工作任务： 1.英译汉； 2. 汉译英（短文翻译）； 3.英译汉（短文翻译）；

**Task one Translate the following sentences into Chinese. (20%)**

1. The increase in international trade has resulted in a demand for employees with the ability to communicate in a foreign language.

2. A new digital technique has been developed that can identify whether two works of art are made by the same artist.

3. As a general rule, it is better to focus on the content of a presentation as a means of attracting your audience's attention.

4. To communicate precisely what you want to say, you will frequently need to define key words.

5. The company's cost peaked at US\$10 million in June before dropping drastically down to US\$3 million in October.

**Task two Translate following Chinese into English. (20%)**

我的妹妹很喜欢旅行。自从毕业以来，她就下定决心要组织一次往一座古庙的旅行。因为交通费用昂贵，她决定骑自行车去，毫不担心其中的不利情况。顽固的态度一直都是她的缺点，一旦她下定决心要做的事，就没有人能说服她改变主意。最后，我们像往常一样让步，尽管我们更喜欢乘火车去。我们准备好了所有东西，包括时间表、可靠的天气预报，还有保险，就开始了旅程。

**Part three Please translate the following passage into Chinese. (40%)**

Distinguished guests, Ladies and Gentlemen, Good evening!

It is a special honor for me to have a chance to speak on behalf of all the members of our delegation. I would like to express our sincere thanks to Miss Lin for inviting us, and for all the hard work and thought you have given to the arrangements for our visit. We are also grateful for such a marvelous dinner tonight.

I enjoyed meeting and talking to you, and sharing the time together. As we say, well begin is half done. I hope we will be able to maintain this good relationship and make next year another great one together.

In closing, I would like to invite you to join me in a toast. To our company and our friendship! To the health of our Chinese friends! Cheers!

2. 考核时量： 60 分钟

3. 实施条件：

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4. 评分标准：参考试题 3-2-1 评分细则

试题编号： 3-2-4

1. 工作任务：文书翻译包括三个工作任务： 1. 英译汉； 2. 汉译英（短文翻译）； 3. 英译汉（短文翻译）；

**Task one Translate the following sentences into Chinese. (20%)**

1. Only in recent years have people begun to realize the importance of wildlife protection.

2. We are excited to learn that everyone can visit the newly-built museum for free.

3. Currently, firms selling to the Chinese market mostly focus on the country's youth.

4. Although he designed buildings throughout the world, he was perhaps best known for his work in Japan.

5. Learning to cope with a health problem can contribute to a better life.

**Task two Translate following Chinese into English. (20%)**

今天的野生动植物却是因为人类的伤害而消失或处在危险中。例如，老虎被猎杀以获取做地毯的皮毛，以致它们只能生活在安全的保护区里；草地被毫不怜悯地破坏，以致沙尘暴开始影响遥远的城市。我们应该意识到自然平衡的重要，更加注意野生动植物的保护。

**Part three Translate the following passage into Chinese. (40%)**

Wal-Mart Stores, Inc. was founded by American retail legend Sam Walton in 1962. 40Years later, Wal-Mart serves more than 176 million customers per week. It is the world's largest private employer and retailer with over 1.9 million employees worldwide and more than 7,000 stores in 15 countries. There are 176,000,000 customers on average coming to Wal-Mart each week.

Wal-Mart came to China in 1996. The first Supercenter and SAM'S CLUB were opened in Shenzhen, Guangdong Province. Today there are 104 units in 55 cities, including 99 Supercenters, 3 SAM'S CLUBs and 2 Neighborhood Markets. Across China, Wal-Mart employs over 50,000 employees.

In China, we follow the Wal-Mart tradition. We strive to provide our customers with friendly service and a wide selection of quality products at Every Day Low Price.

Wal-Mart Stores 沃尔玛公司

legend 传奇人物

Sam Walton 山姆·沃尔顿

Supercenter 沃尔玛购物广场

SAM'S CLUB 山姆会员商店

Neighborhood Markets 沃尔玛社区店

2. 考核时量： 60 分钟

3. 实施条件：



| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4.评分标准：参考试题 3-2-1 评分细则

试题编号： 3-2-5

1.工作任务：文书翻译包括三个工作任务： 1.英译汉； 2. 汉译英（短文翻译）； 3.英译汉（短文翻译）；

**Task one Translate the following sentences into Chinese. (20%)**

1. The works of this brilliant composer are beyond criticism.
2. The employer's failure to protect its employees against smoking causes an employee to quit her job.
3. In large companies the shareholders have very little to do with their day-to-day running.
4. Before we can decide where to buy our materials, we require as much information as we can get on the suppliers.
5. It is important to sound polite when answering the phone, whoever it is from.

**Task two Translate following Chinese into English. (20%)**

“更快！更高！更强！”代表着奥运精神。但是公平却是这一格言的基础。只有当你公平地赢

得比赛，你和你的祖国才会承受这样的光荣。但如今，不像古代那些诚实的奴隶参赛者，有些没有希望的运动员无法承受训练的痛苦，于是在参加比赛时作假。奖牌似乎有某种魔力使他们作假，奖金也已经代替了奥运格言成为了他们唯一的目标。

**Part three Please translate the following passage into Chinese. (40%)**

Distinguished guests, Ladies and Gentlemen,

We are very happy to have Mr. Jones and his party here with us tonight.

Confucius once said, "What a joy it is to have friends coming from afar!" Mr. Jones is a new friend of ours. He and his party come from the other side of the earth, so our joy tonight is beyond expression.

Mr. Jones is the president of Pacific Trade Company and a new friend of ours. He has come here this time to visit our company and negotiate a contract with us.

And I believe through our mutual efforts, it will bring in more investments and lead to more cooperation.

We will do our best to make your visit a comfortable and fruitful one. I believe your visit will surely promote our business relations and our friendship.

I'd like to propose a toast to the further development of the trade relations between our two countries and to the health of all the friends and comrades here present!

2. 考核时量： 60 分钟

3. 实施条件：

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4. 评分标准：参考试题 3-2-1 评分细则

试题编号： 3-2-6

1. 工作任务：文书翻译包括三个工作任务： 1. 英译汉； 2. 汉译英（短文翻译）； 3. 英译汉（短文翻译）；

**Task one Translate the following sentences into Chinese. (20%)**

1. Not all workers are trained sufficiently to get used to the new production method.

2. The rising price of medicine is among the most worrying problems facing the country.
  
3. The country's transformation into a market economy can be slow and difficult.
  
4. The company has just introduced the latest computer technology into the departments of Marketing and Sales.
  
5. We are very much impressed by the high quality and competitive price of your products.

**Task two Translate following Chinese into English. (20%)**

目前，英语在许多国家被作为官方语言或通用语言频繁地使用，例如美国、新加坡、马来西亚和一些非洲的国家。这些国家的英语都以英式英语为基础，能很好地为以英语为本族语的人所理解。但是实际上，这些英语在口音、拼写、表达和词汇的使用方面都在逐渐变化。

**Part three Please translate the following passage into Chinese. (40%)**

Motorola has been a global leader in innovation in telecommunications. In China, Motorola has invested US \$600 million in R&D centers and labs in Beijing, Tianjin, Shanghai, Nanjing, Chengdu and Hangzhou. The number of R&D staff is about 3,000 now.

Motorola China R&D Institute has now become one of the world-class R&D bases at Motorola. It is also the largest R&D institute global companies set up in China.

2. 考核时量： 60 分钟
3. 实施条件：

| 项目 | 基本实施条件             | 备注 |
|----|--------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。 | 必备 |

|    |                                           |    |
|----|-------------------------------------------|----|
| 设备 | 台式, Win7 操作系统, 必备 office 2010 版, 不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                                  | 自备 |

4.评分标准: 4.评分标准: 参考试题 3-2-1 评分细则

试题编号: 3-2-7

1.工作任务: 文书翻译包括三个工作任务: 1.英译汉; 2. 汉译英(短文翻译); 3.英译汉(短文翻译);

**Task one Translate the following sentences into Chinese. (20%)**

1. Shopping for clothes is not the same experience for a man as it is for a woman.
  
2. Modern medicine has become a more exciting field of study as a result of the two recent changes.
  
3. We hope to discuss the terms of payment at your earliest convenience.
  
4. American university students are usually under pressure because their academic performance will affect their future careers.
  
5. With the rapid development of petroleum industry, more and more oil products of high quality are being turned out.

**Task two Translate following Chinese into English. (20%)**

4月22日是地球日, 地球上的每个人都应该关爱并保护地球。  
 在过去100年内, 地球温度升高了1华氏度, 是什么原因? 又是怎么造成的? 科学家也不十分确定。

温室效应是地球发生变化的一个重要原因，另一个原因是气候变化。

人类能够影响地球上的空气、陆地和水。对我们而言，我们可以采取更多的措施来保护地球。比如说，我们可以少用冰箱。我们可以告诉更多的人如何去保护地球。

**Part three Please translate the following passage into Chinese. (40%)**

**Electric Kettle**

Electric Kettle, produced by the factory, is the latest rapid appliance products which can boil water and beverages. Applicable in the family, institutions and enterprises, and other units. It has many advantages such as rational construction, advanced technology, high thermal efficiency, less power consumption, dependable performance, safety and health, etc.

Notes:

Before using this product, we must review power lines capacity for usage.

Do not use without water so as to avoid damage to electric tube.

Attention to the spillover of boiling water to prevent leakage.

Notes: thermal efficiency 热效率

power lines capacity 电源线路容量

electric tube 电热管

Spillover 外溢

leakage 漏电

2. 考核时量： 60 分钟

3. 实施条件：

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4. 评分标准：参考试题 3-2-1 评分细则

试题编号： 3-2-8

1. 工作任务：文书翻译包括三个工作任务： 1. 英译汉； 2. 汉译英（短文翻译）； 3. 英译汉（短文翻译）；

**Task one Translate the following sentences into Chinese. (20%)**

1. Meetings can not always succeed in solving problems under discussion.
2. It is no good simply keeping him from doing what he wants to.
3. Elections to positions in student organizations arouse much enthusiasm among the freshmen.
4. The latest research suggests that eating chocolate may not only lift your spirits, it may also be good for your heart.
5. These suggestions are unlikely to be accepted by the majority of members.

**Task two Translate following Chinese into English. (20%)**

温室效应是地球发生变化的一个重要原因，另一个原因是气候变化。

随着地球变暖，降雨量与之增多，海平面上升，进而影响动植物和人类的生长。在一个太平洋岛屿，由于海平面上升，岛上的 100 位居民不得不转移到高地。这些居民不再能生活在沿海地区。而在此之前，已经有两座无人居住的岛屿于 1999 年沉入海下。科学家表示，到 2100 年，海平面还会上升约一米。

**Part three Please translate the following passage into Chinese. (40%)**

April 22 is Earth Day. Everyone on earth should care about and protect the earth!

The earth has warmed by about 1 °F (华氏度) over the past 100 years, but why and how? Well, scientists are not quite sure.

Greenhouse effect is a very important reason for the change the earth. Climate change is another important reason.

When the earth becomes warmer, there may be more rain and a rise in sea level. It will affect the growth of plants, animals and people. On a Pacific island, 200 people have to move to higher ground because the sea is rising. These people can no longer live on the coast. Before that, two islands without people went under water in 1999. Scientists say that the seas can rise by nearly one meter by 2100.

People can affect the earth's air. We can tell more people about protecting the earth. For example, we can use fridges less. We can tell more people about protecting the earth.

2. 考核时量： 60 分钟

3. 实施条件：

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4. 评分标准：参考试题 3-2-1 评分细则

试题编号： 3-2-9

1. 工作任务：文书翻译包括三个工作任务： 1. 英译汉； 2. 汉译英（短文翻译）； 3. 英译汉（短文翻译）；

**Task one Translate the following sentences into Chinese. (20%)**

1. The director is disappointed because he has not found anyone in the applicants who is particularly qualified for this job.
2. We believe that quality is the soul of an enterprise, which is the reason why we attach great importance to quality control.
3. In addition to his major, John had taken up some courses on economics in college so that he could find a good job after graduation.

4. If the delivery time indicated is 14 days, the goods will be sent to you within this time regardless of when the order is placed.
  
5. The aim of this report is to assess the main reasons for staff complaints about working conditions and propose ways of improving the situation.

**Task two Translate following Chinese into English. (20%)**

电水壶的使用说明

本厂生产的电热水壶是最新式的快速煮沸开水及饮料的家用电器产品。适用于家庭、机关、企事业单位。其结构合理，工艺先进，并具有热效率高、耗电量少、性能可靠、安全卫生等优点。

电水壶使用注意事项：

1. 本产品启用前，必须检查电源线路容量，然后方可使用。
2. 切勿将插座、插头浸水或溅湿，防止漏电，严禁将壶体浸入水中。
3. 严禁无水使用，以免损坏电热管。
4. 水沸时注意外溢，防止漏电。

**Part three Please translate the following passage into Chinese. (40%)**

At present, English is frequently spoken as an official or common language in many countries, such as America, Singapore, Malaysia and some African countries. All based on British English, the English spoken in these countries can be well understood by native English speakers. But actually, these Englishes have been gradually changing in accents, spellings, expressions and the usage of vocabulary.

2. 考核时量： 60 分钟
3. 实施条件：



| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

#### 4.评分标准：参考试题 3-2-1 评分细则

试题编号： 3-2-10

1.工作任务：文书翻译包括三个工作任务： 1.英译汉；2. 汉译英（短文翻译）； 3.英译汉（短文翻译）；

#### **Task one Translate the following sentences into Chinese. (20%)**

1. A careers adviser provides information, advice and guidance to help people make realistic choices about their education, training and work.
2. Our management technique has been proven to be the most effective way to get into a target market and acquire potential customers.
3. Our program is aimed to train the right candidates in all aspects of business and marketing as well as in communication and team leadership.
4. The focus is to prepare them for a position as the general manager of a location, overseeing the marketing and sales campaigns.
5. Employees working in the hotel should bear in mind that they can never be too polite to the guests.

#### **Task two Translate following Chinese into English. (20%)**

摩托罗拉公司一直是全球电子通讯领域研发的领导者。摩托罗拉在中国的研发投资达6亿美元，在北京、天津、上海、南京、成都和杭州等6个城市建立了17个研发中心和实验室（4分），研发人员约3000人。

摩托罗拉中国研究院已经成为摩托罗拉的全球研发基地之一，也是跨国公司在中国建立的最大的研发机构。

**Part three Please translate the following passage into Chinese. (40%)**

My sister was fond of traveling. Ever since graduating, she had been determined to organize a trip to an old temple. Since transporting fare was expensive, she decided to use a bicycle to cycle there not caring about the disadvantages. Her stubborn attitude was always her shortcoming. Once she made up her mind to do something, no one could persuade her to change her mind. Finally, we gave in as usual though we preferred to take a train. After we prepared everything, including the schedule, reliable weather forecast and the insurance, we began our trip.

2. 考核时量： 60 分钟

3. 实施条件：

| 项目 | 基本实施条件                                 | 备注 |
|----|----------------------------------------|----|
| 场地 | 50 台计算机实训室（机房）1 间。                     | 必备 |
| 设备 | 台式，Win7 操作系统，必备 office 2010 版，不提供网络环境。 | 必备 |
| 工具 | 自备英汉双语词典                               | 自备 |

4. 评分标准：参考试题 3-2-1 评分细则