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试卷代号 **b**

高等学校英语应用能力考试(A 级)

PRACTICAL ENGLISH TEST FOR COLLEGES



试 题 册

(GZAES)

注 意 事 项

- 一、将学校、姓名、学校代号、准考证号和试卷代码 (a 或 b) 填涂在答题卡上。
- 二、所有答案均应做在答题卡上，写在试题册上的答案一律无效。翻译和作文做在答题卡的反面。
- 三、客观题必须用 **2B** 铅笔答题；主观题使用黑色字迹签字笔填写，不得使用其他笔。注意保持答题卡卷面整洁、清楚。
- 四、多项选择题每题只能选一个答案，多选作答错处理。选定答案后，在相应字母的中间画一条横线。画线的浓度要盖过字母底色。
- 五、考试时间为 120 分钟。考试结束时，把试题册、答题卡放在桌上。监考人员收卷后考生才可离开考场。

高等学校英语应用能力考试委员会编制

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Part I**Listening Comprehension****(20 minutes)**

Directions: *This part is to test your listening ability. It consists of 4 sections.*

Section A

Directions: *This section is to test your ability to understand short dialogues. There are 5 recorded dialogues in it. After each dialogue, there is a recorded question. Both the dialogues and questions will be spoken **only once**. When you hear a question, you should decide on the correct answer from the 4 choices marked A), B), C) and D) given in your test paper. Then you should mark the corresponding letter on the Answer Sheet with a single line through the center.*

Example: *You will hear:*

You will read:

- A) New York City.
- B) An evening party.
- C) An air trip.
- D) The man's job.

*From the dialogue we learn that the man is to take a flight to New York. Therefore, **C) An air trip** is the correct answer. You should mark C) on the Answer Sheet with a single line through the center.*

[A] [B] [C] [D]

Now the test will begin.

1. A) A new project. C) An annual budget.
B) A sales report. D) A marketing plan.
2. A) Applying for a bank loan. C) Asking her parents for help.
B) Selling her house. D) Borrowing money from the man.
3. A) A manager. C) A programmer.
B) A receptionist. D) A secretary.
4. A) She will see a doctor. C) She is away on business.
B) She will visit a client. D) She is busy with her presentation.
5. A) He will do business in China. C) He is going to visit China.
B) He has a Chinese friend. D) He will further his education in China.

Section B

Directions: *This section is to test your ability to understand short conversations.*

There are 2 recorded conversations in it. After each conversation, there are some recorded questions. Both the conversations and questions will be spoken **two times**. When you hear a question, you should decide on the correct answer from the 4 choices marked A), B), C) and D) given in your test paper. Then you should mark the corresponding letter on the Answer Sheet with a single line through the center. Now listen to the conversations.

Conversation 1

- | | |
|----------------------------|-----------------------------|
| 6. A) Room service. | C) Late check out. |
| B) A room upgrade. | D) A morning call. |
| 7. A) Buy a flight ticket. | C) Book a restaurant table. |
| B) Organize a taxi. | D) Change the room. |
| 8. A) To the airport. | C) To the town center. |
| B) To the bus station. | D) To the city museum. |

Conversation 2

- | | |
|--------------------------|-----------------------------|
| 9. A) Polish her resume. | C) Contact the interviewer. |
| B) Visit the company. | D) Research the company. |
| 10. A) Be honest. | C) Listen carefully. |
| B) Take notes. | D) Mind her manner. |

Section C

Directions: In this section you will hear a recorded short passage. The passage is printed in the test paper, but with some words or phrases missing. The passage will be read **two times**. You are required to put the missing words or phrases on the Answer Sheet in order of the numbered blanks according to what you hear. Now the passage will begin.

Many people decide to start as a secretary in order to make their way to a higher position in the future. Good secretaries have to have excellent communication skills. They are able to work in a team, 11 details and be good with a computer. Some secretaries may work for one person in a 12 assistant role. Some may 13 of an entire office of staff. And some may also perform other 14 such as human resources. The responsibilities of a secretary may vary, but usually include arranging appointments, 15 and answering emails, preparing reports, acting as a receptionist and organizing meetings.

Section D

Directions: This section is to test your ability to comprehend short passages. You will hear a recorded passage. After that you will hear five questions. Both the passage and the questions will be read **two times**. When you hear a question, you should complete the answer to it with a word or a short phrase (**in no more than 3 words**). The questions and incomplete answers are printed in your test paper. You should write your answers on the Answer Sheet correspondingly. Now listen to the passage.

16. What should you do first to be a salesperson?
You must _____.
17. Why is it important for salespersons to form relationships with people very quickly?
Because if they can't do that, they won't be able to sell people _____.
18. What is the third point the speaker has mentioned?
To set higher _____ for yourself.
19. What can you ask the best salespeople in your company for?
For _____.
20. What are elderly salespeople often willing to share with you?
Their _____.

Part II Structure (10 minutes)
Directions: This part is to test your ability to construct grammatically correct sentences. It consists of 2 sections.

Section A

Directions: In this section, there are 10 incomplete sentences. You are required to complete each one by deciding on the most appropriate word or words from the 4 choices marked A), B), C) and D). Then you should mark the corresponding letter on the Answer Sheet with a single line through the center.

21. Employees don't have to be best friends; they just need to get the job _____.
- | | |
|---------|----------|
| A) done | C) to do |
| B) do | D) doing |

22. _____ you are one of the lucky few who works in a high-demand career, finding a new job can be challenging.
 A) Unless C) If
 B) As D) Since
23. We wouldn't have driven all this way if we _____ the museum was closed.
 A) knew C) had known
 B) know D) will know
24. Unfortunately, some situations won't work themselves out _____ their own.
 A) with C) in
 B) on D) about
25. _____ you need now is a budget to control your spending.
 A) That C) Where
 B) Which D) What
26. _____ as a tourist city, Hangzhou is famous for its West Lake.
 A) Knowing C) Be known
 B) Known D) To know
27. No matter _____ angry the customer might be, you need to remain calm and listen without interrupting.
 A) what C) how
 B) when D) where
28. Have you read the book from _____ this well-known saying is taken?
 A) that C) which
 B) what D) when
29. _____ employees may have areas they disagree on, there are often still areas of agreement.
 A) Ever since C) As if
 B) Now that D) Even though
30. The more communication you have between leaders and workers, _____ your workers feel.
 A) best supported C) better supported
 B) the more supported D) well supported

Section B

Directions: *There are 5 incomplete statements here. You should fill in each blank with the proper form of the word given in brackets. Write the word or words in the corresponding space on the Answer Sheet.*

31. In order to reach a solution, all parties need to be in (agree) _____ about the action to be taken.
32. To be more effective at work, you need to learn how to manage your time more (efficient) _____.
33. The customer complained that she (treat) _____ unfairly by the shop assistant.
34. Some retailers require customers to create an account before (complete) _____ their purchase.
35. As the Internet grows, it's (easy) _____ than ever for shoppers to compare items from one retailer with similar items from another.

Part III Reading Comprehension (40 minutes)

Directions: *This part is to test your reading ability. There are 5 tasks for you to fulfill. You should read the reading materials carefully and do the tasks as you are instructed.*

Task 1

Directions: *After reading the following passage, you will find 5 questions or unfinished statements, numbered 36 to 40. For each question or statement, there are 4 choices marked A), B), C) and D). You should make the correct choice and mark the corresponding letter on the Answer Sheet with a single line through the center.*

Company policy: It is the policy of this company to ensure a safe, healthful workplace for all its employees. Injury and illness losses from incidents are costly and preventable (可预防的). This company will employ an effective accident and illness prevention program that involves all its employees in the effort to eliminate workplace hazards (危险).

Management: Management is responsible for preventing workplace incidents, injuries and illnesses. Management will provide top-level support of safety program initiatives. Management will consider all employee suggestions for achieving a safer, healthier workplace. Management will also keep informed about workplace

safety and health hazards, and it will regularly review the company safety and health program.

Supervision: Supervisors are responsible for supervising and training workers in safe work practices. Supervisors must enforce company safety rules and work to eliminate hazardous (危险的) conditions. Supervisors shall lead safety efforts by example.

Safety Committee: The safety committee includes employer and employee representatives who are responsible for recommending safety and health improvements in the workplace. The committee is also responsible for identifying hazards and unsafe work practices, removing obstacles to incident prevention and helping the company evaluate the accident and illness prevention program.

Employees: All employees are expected and encouraged to participate in safety and health program activities including the following: reporting hazards, unsafe work practices and accidents immediately to their supervisors; wearing required personal safety equipment; and participating in and supporting safety committee activities.

36. To make its workplace safe and healthful for its employees, the company will _____.

- A) provide safety training for its employees
- B) send more supervisors to its workplaces
- C) adopt an accident and illness prevention program
- D) install special safety devices in its workplaces

37. The responsibility of the company's management is to _____.

- A) ensure the high quality of its products
- B) collect employees' comments and feedback
- C) work out a safety and health program for the company
- D) prevent workplace incidents, injuries and illnesses

38. The safety committee consists of _____.

- A) health and safety representatives
- B) employer and employee representatives
- C) department managers and union representatives
- D) employees of different ages and backgrounds

39. When seeing unsafe work practices, employees should _____.

- A) report them to their supervisors at once
- B) ask a supervisor in your company to review them
- C) file a complaint to your employer
- D) stop them immediately

40. The passage is mainly about a company's _____.

- A) safety and health policy
- B) safety committee
- C) decision-making process
- D) safe work practices

Task 2

Directions: *This task is the same as Task 1. The 5 questions or unfinished statements are numbered 41 to 45.*

Paying your bills online makes it a much easier process. This can free up time, save you money and just make your life much easier. You have several options when it comes to paying your bills online. In reality you will probably use a combination of the different options to pay the majority of your bills online.

When you pay your bills online you should schedule payment a few days before the payment is due. This will allow the payment to be on time if there is a holiday or weekend. Additionally, it gives you time to make corrections if the payment did not go through for some reason.

You can set up reminders in your budgeting software that will let you know that your payment should have been drafted from your account. This will help you keep a running balance of your checking account, and decrease the likelihood of overspending. You can save on banking fees if you stop yourself from overdrawing your account.

Although it is tempting to simply forget about your bills once you have set up automatic payments, it is important to check periodically to make sure that everything is being paid on time. This will prevent you from letting a mistake slide. You should still open your bills each month to make sure the payment has not gone up or that the account number hasn't changed.

41. The writer believes that by paying your bills online, you can _____.

- A) lead a happy life
- B) enjoy a perfect life
- C) make your life easier
- D) have a more healthier life

42. In order to pay your bills on time, you are advised to _____.

- A) write down your payment dates
- B) keep a written list of expected bills
- C) pay a deposit before the payment is due
- D) schedule payment a few days in advance

43. To keep a running balance of your checking account, the writer suggests _____.
- A) keeping your spending in check
 - B) using budgeting software to remind you
 - C) spending your money according to a set plan
 - D) having a monthly budget based on your income

44. To prevent you from letting a mistake slide, you should _____.
- A) check you bills periodically
 - B) set up automatic payments
 - C) contact your bank regularly
 - D) limit the number of payments online

45. The passage is mainly about how to _____.
- A) schedule your payment
 - B) pay your bills online
 - C) use your budgeting software
 - D) save on banking fees

Task 3

Directions: Read the following passage. After reading it, you are required to complete the outline below it (No.46 to No.50). You should write your answers briefly (in no more than three words) on the Answer Sheet correspondingly.

SkillsYouNeed.com

Founded in July 2011, SkillsYouNeed.com is a new and expanding web-service. Based in the heart of Wales, we are a small independent business, researching and writing our own materials. With years of experience in education, both face-to-face and through distance learning, we provide professional and personal skills to help improve people's lives.

SkillsYouNeed.com attracts a diverse and growing international audience. Our content is not only used by individuals but also by schools, colleges, universities and commercial organisations around the world.

We are happy that our content is also used in books, journals, teaching materials, training resources, web sites and student assignments globally.

Our aims are to offer a free service accessible to all and to produce and publish high-quality information about essential life skills.

SkillsYouNeed.com currently depends on revenue earned via advertising, eBook sales and your donations to cover essential costs and allow us to further develop our services.

We welcome your feedback -- please use our contact page to get in touch.

SkillsYouNeed.com

Founding time: in 46

Base: in Wales

Business type: a small 47 business

Service: providing professional and 48 to help improve people's lives

Content used: 1) by schools, colleges, universities and commercial organisations;
2) in books, journals, teaching materials, training resources, web sites and student assignments

Aims: 1) offering a free service accessible to all;
2) producing and publishing 49 about essential life skills

Revenue: via advertising, 50 and donations

Task 4

Directions: The following is a list of terms related to risk management. After reading it, you are required to find the items equivalent to those given in Chinese in the table below. Then you should mark the corresponding letters with a line through the center in order of the numbered blanks, 51 through 55, on the Answer Sheet.

- A ----- Accident type
- B ----- First aid
- C ----- Risk assessment
- D ----- Unknown risk
- E ----- Crisis management plan
- F ----- Risk control
- G ----- Bodily injury
- H ----- Industrial accident
- I ----- Market value
- J ----- Occupational disease
- K ----- Risk prevention
- L ----- Partial loss
- M ----- Loss control
- N ----- Effective date
- O ----- Proof of loss
- P ----- Indirect loss
- Q ----- Claim form

Examples: (Q) 索赔表 (J) 职业病

- | | |
|--------------|----------|
| 51. () 身体伤害 | () 间接损失 |
| 52. () 风险评估 | () 事故类型 |
| 53. () 部分损失 | () 市场价值 |
| 54. () 生效日期 | () 风险控制 |
| 55. () 意外风险 | () 风险防范 |

Task 5

Directions: Read the following complaint letter. After reading it, you should give brief answers to the 5 questions (No.56 to No.60) that follow. The answers (in no more than 3 words) should be written after the corresponding numbers on the Answer Sheet.

Dear Mr. Smith,

My husband and I are regular customers of your restaurant over the past few years. We enjoy your food very much.

However, on Saturday, September 27, we had a poor experience. I feel it is important that you be aware of your employees' behavior.

We arrived at about 6:45pm. The waitress seemed to be annoyed. She did not smile or say anything friendly. We thought maybe she was just having a bad day. However, we ordered a hamburger without cheese for our son. When the food came, there was still cheese on it.

We told her and her response in a rude tone was "Well, you should have reminded me!" She said, "Just take it off." We couldn't just take it off because the cheese had already melted. We asked a new hamburger. She seemed very annoyed, but did get him a new hamburger. She also did not refill our drinks until we asked.

I have enclosed a copy of our bill for your reference. Please contact me at anytime about this issue at (345) 333-1234. A response from you will make us more likely to return to your restaurant in the future.

56. What does the letter writer think of the food in the restaurant?
She and her husband _____ there very much.
57. What should Mr. Smith be aware of according to the letter writer?
He should be aware of his _____.
58. What did the waitress look like when they arrived at the restaurant?
She seemed to _____.
59. What did the letter writer order for their son?
A _____.

60. What is enclosed in the letter?

A copy of _____.

Part IV Translation -- English into Chinese

(25 minutes)

Directions: This part, numbered 61 through 65, is to test your ability to translate English into Chinese. After each of the sentences numbered 61 to 64, you will read three choices of suggested translation marked A), B) and C). You should choose the best translation and mark the corresponding letter on your Answer Sheet with a single line through the center. And for the paragraph numbered 65, write your translation in the corresponding space on the Translation/Composition Sheet.

61. Since you have all the information, you should offer a solution and present a short plan on what you will do.
A) 虽然你还没有获得所有的资料, 但你仍有可能提供解决方法, 提出一个你想要做什么的计划。
B) 虽然你还没得到查阅这些资料的许可, 但你可以充分利用你手头已有的材料提出自己的想法。
C) 既然你掌握了所有信息, 你应该提供一个解决方案, 并就你将要做的事情提出一个简短计划。
62. Candidates with good people skills are highly welcomed by employers because they're more likely to work well in a team.
A) 大多数雇主都表示, 他们在面试中往往会重点考察应聘者人际沟通这一项重要的软技能。
B) 具有良好人际交往能力的应聘者很受雇主们的欢迎, 因为他们更有可能在团队中出色工作。
C) 雇主更愿意雇用人际交往能力强的求职者, 因为他们往往会在团队的工作中表现更为主动。
63. Excessive stress can make you ill, and we hope that our tips will help you reduce, manage and avoid stress.
A) 压力过度会使你患病, 所以我们希望我们的建议有助于你减轻、管理和避免压力。
B) 我们的建议会帮你减少、管控和避免压力, 我们希望你们能够按照这些建议去做。
C) 压力会造成你心理和生理变化, 因此我们建议你学习压力管理, 尽可能减少压力。

64. If you want a refund for a product or service that did not live up to your expectations, say so.

- A) 如果我公司提供的产品没达到你的期望，你可以提出退款。
- B) 如果对购买的产品提出退款，你就需要有一个退款的理由。
- C) 如果你对不符合你期望的产品或服务想要退款，请说出来。

65. Thank you very much for your letter about your conversation with our shop assistant. We are sorry to hear that you were not happy with her.

I assure you that we will look into the matter immediately and will take action to better our service.

We sincerely apologize to you, and at the same time, we would like to assure you that this will never happen again.

We are looking forwards to hearing from you soon.

Part V

Writing

(25 minutes)

Directions: *This part is to test your ability to do practical writing. You are required to write a notice. according to the following information given in Chinese. Remember to do the task on the Translation / Composition Sheet.*

说明：假设你是销售部助理，以销售部经理的 John Smith 先生的名义拟一份会议通知。

通知内容如下：

1. 定于本周五 (25 日) 下午三点在公司会议室召开全体销售人员会议；
2. 会议主要讨论公司产品价格调整后，如何向客户做好说明工作；
3. 会议还将讨论如何进一步做好客服和加大公司新产品推广等事项；
4. 会议重要，望大家准时出席会议。