

**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 give proper responses. There are 7 recorded questions in it. After each question, there is a pause. The 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.*

**Example:** *You will hear:*

- You will read:*
- A) I'm not sure.
  - B) You're right.
  - C) Yes, certainly.
  - D) That's interesting.

*From the question we learn that the speaker is asking the listener to leave a message. Therefore, C) Yes, certainly 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) Mind your head.                      C) Yes, I am.  
B) Sure.                                      D) No hurry.
2. A) See you then.                        C) Yes, please.  
B) You're welcome.                      D) Let's go now.
3. A) No, thanks.                            C) My pleasure.  
B) Here you are.                          D) Yeah, let me show you.
4. A) Not right now, thanks.              C) Sorry for that.  
B) Have a nice day.                        D) This way, please.
5. A) Have a good time.                    C) No problem.  
B) Sounds good.                          D) Take it easy.
6. A) 5 hours.                                C) 45 pages.  
B) 8 miles.                                 D) 55 dollars.

7. A) Of course not. C) Here it is.  
 B) Hold the line, please. D) After you, please.

**Section B**

**Directions:** *This section is to test your ability to understand short dialogues. There are 7 recorded dialogues in it. After each dialogue, there is a recorded question. Both the dialogues 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 dialogues.*

8. A) To advance his career. C) To find something interesting.  
 B) To work in a new environment. D) To have more time with his family.
9. A) The manager's office. C) The show room.  
 B) The information center. D) The language lab.
10. A) His appointment. C) His holiday.  
 B) His presentation. D) His order.
11. A) In a hospital. C) In a restaurant.  
 B) In a store. D) In a bank.
12. A) Asking for directions. C) Booking a table.  
 B) Buying a cinema ticket. D) Confirming an order.
13. A) The man's job search. C) The woman's company.  
 B) The man's holiday plan. D) The woman's boss.
14. A) A computer. C) A TV set.  
 B) A smartphone. D) A suitcase.

**Section C**

**Directions:** *In this section, there are 2 recorded conversations. 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**

15. A) A new project. C) An annual report.  
 B) A sales plan. D) A monthly budget.
16. A) Lack of funds. C) Housing problems.  
 B) Short of hands. D) Software problems.
17. A) To discuss the project plan. C) To update the software.  
 B) To join the man's party. D) To introduce a new app.

**Conversation 2**

18. A) To sell books online. C) To travel around the world.  
 B) To teach kids English. D) To further her education.
19. A) A college degree. C) An office.  
 B) A driver's license. D) A website.

**Section D**

**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 **three times**. During the second reading, 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. The third reading is for you to check your writing. Now the passage will begin.*

What should you do when a guest make a complaint? First, take your time and listen with 20. After the guest expresses his complaint, you can 21 to show you are listening to him and reply in a way like "I understand your problem." or "Thanks a lot for bringing up the matter to us." This will give the guest the 22 that you are supporting him. If you are the person to solve the problem, then 23 to solve it. If you cannot handle it, then 24 the right person who can solve it.

**Part II**

**Vocabulary & Structure**

**(10 minutes)**

**Directions:** *This part is to test your ability to construct correct and meaningful 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.

25. \_\_\_\_\_ it comes to self-driving cars, safety is always the number-one concern.  
A) While C) As  
B) When D) Because
26. Mike will retire next month and he \_\_\_\_\_ for the company for many years.  
A) is working C) has worked  
B) had worked D) worked
27. When you are talking with your customers, you must avoid \_\_\_\_\_ with them.  
A) to argue C) argued  
B) argue D) arguing
28. To write your paper, you need to choose a company \_\_\_\_\_ marketing strategies you will study.  
A) who C) whom  
B) whose D) which
29. These devices will enable us to take better care of our families \_\_\_\_\_ they may be.  
A) however C) whatever  
B) wherever D) whenever
30. As a customer service worker, you must apologize for the mistakes \_\_\_\_\_ and promise a solution to the problem.  
A) taken C) offered  
B) carried D) made
31. I would have sent you these photos if I \_\_\_\_\_ your email address.  
A) had known C) have known  
B) know D) knew
32. When you receive a warning at work, you should \_\_\_\_\_ it very seriously.  
A) present C) take  
B) deal D) relate

33. Due to the decline in air travel, airlines around the world \_\_\_\_\_ financial difficulties.  
A) have run into C) have taken over  
B) have broken down D) have turned on
34. Training and developing the skills of your employees benefits your company \_\_\_\_\_ the long run.  
A) under C) on  
B) for D) in
- 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.*
35. If it is your first time signing in, you will (ask) \_\_\_\_\_ to enter your contact information.
36. The textbooks I bought online are usually much (cheap) \_\_\_\_\_ than those found in the campus bookstore.
37. I bought a Huawei smartphone online because of its very (reason) \_\_\_\_\_ price.
38. Agents who listen (careful) \_\_\_\_\_ to what their clients say will be able to earn their trust.
39. If the necessary parts are readily available, I can have your printer (fix) \_\_\_\_\_ in no time.

**Part III Reading Comprehension (35 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 40 to 44. 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.*

Bus drivers must have a commercial (商业的) driver's license (CDL). This can sometimes be earned during on-the-job training. They must possess a clean driving record and may be required to pass a background check. They also must meet physical, hearing and vision (视力) requirements. In addition, bus drivers often need a high school diploma or the equivalent.

### Bus Driver Training

Bus drivers typically go through 1 to 3 months of training, but those who already possess a CDL may have a shorter training period. Part of the training is spent on a driving course, where drivers practice various skills with a bus. They then begin to drive in light traffic and finally make practice runs on the type of route that they expect to drive. New drivers make regularly scheduled trips with passengers and are accompanied (陪伴) by an experienced driver who gives helpful tips, answers questions, and grades the new driver's performance.

Some drivers' training is also spent in the classroom. They learn their company's rules and regulations, traffic laws, and safe driving practices. Drivers also learn about schedules and bus routes, fares, and how to communicate with passengers.

40. What is a must to become a bus driver?  
 A) A reference letter.  
 B) A high school diploma.  
 C) A clean driving record.  
 D) 2 years' driving experience.
41. The training period may be shorter for those who \_\_\_\_\_.  
 A) have a CDL  
 B) enjoy sound health  
 C) like to drive buses  
 D) meet vision requirements
42. When accompanying new drivers in their scheduled trips, the experienced driver can \_\_\_\_\_.  
 A) help them to collect bus fares  
 B) judge their performance  
 C) select a suitable route for them  
 D) decide on their salary level
43. One thing new drivers learn in the classroom is \_\_\_\_\_.  
 A) traffic laws  
 B) bus drivers' benefits  
 C) the bus company's history  
 D) the importance of being a bus driver

44. The passage is mainly about how to \_\_\_\_\_.  
 A) get a driver's license  
 B) pass a background check  
 C) communicate with passengers  
 D) become a bus driver

### Task 2

**Directions:** The following is a poster. After reading it, you will find 3 questions or unfinished statements, numbered 45 to 47. 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.

## Online Training Solutions for Businesses

**Provide employee training no matter the size of your organization**

Our 6 week instructor led courses and career training programs cover:

- IT and Software Development
- Management and Corporate
- Media and Design
- Soft Skills for the Workplace

**Benefits of Online Training for Employees**

- There's no need to hire a trainer. Each online course is facilitated by an expert instructor.
- Our virtual classroom eliminates the need for a physical training space.
- Employees nationwide can participate. Students can access the courses anywhere there is an internet connection.

**Instructor Led Courses**

- 6 week courses
- 300+ courses available
- New sessions begin monthly

**Career Training Programs**

- 6-12 month programs
- 100+ programs available
- Many are approved by national certifying bodies and prepare students for national certifying exams
- Helpful student support staff to help with program completion.

Notes: corporate 公司 facilitate 使便利 virtual 虚拟的 eliminate 排除

45. One subject covered in the Instructor Led Course is \_\_\_\_\_.  
 A) marketing strategies  
 B) workplace safety laws  
 C) soft skills for the workplace  
 D) career planning and job hunting
46. How long will the Career Training Programs last?  
 A) 5 weeks.  
 B) 7-12 weeks.  
 C) 1-2 years.  
 D) 6-12 months.

47. One of the benefits of the online training is that \_\_\_\_\_.
- A) there is no need for a physical training space
  - B) you don't have to pay for the training material
  - C) you get a job offer once finishing the training
  - D) a diploma is provided at the end of the training

**Task 3**

**Directions:** Read the following passage. After reading it, you should complete the information by filling in the blanks marked 48 to 52 (in no more than 3 words) in the table below. You should write your answers on the Answer Sheet correspondingly.

Being a project manager can be a stressful job. That's why we built ProjectManagement.com. in 2000. Our goal is simple: to make project managers more successful. ProjectManagement.com is the experience bridge that fills in the gaps -- providing help to project managers in a number of ways. We want our site to be the ideal destination for everything related to project management, the place you think of first when you need help.

We are your one-stop shop for PM answers, helping to get you confidently meet every new challenge that comes your way.

We have over 14,000 articles from industry experts who help you start your projects, over 1K Deliverable Templates (可交付成果模板) to save you time and effort, and over 800K peer connections (同伴连接) and experts to offer specific advice, whether it's through our social networking system or our discussion forums.

<b>ProjectManagement.com</b>	
Building time: in <u>  48  </u>	
Goal: to make project managers <u>  49  </u>	
Functions:	A) helping project managers in many ways; B) being the <u>  50  </u> for everything related to PM; C) being the first place you think of when needing help
Features:	A) over <u>  51  </u> articles from industry experts; B) over 1K Deliverable Templates; C) over 800K <u>  52  </u> and experts

**Task 4**

**Directions:** The following is a list of terms often found in a high-speed train. 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, 53 through 57, on the Answer Sheet.

- A ----- Safety hammer
- B ----- Hitting point
- C ----- Emergency ladder
- D ----- Emergency door opener
- E ----- Emergency call button
- F ----- Emergency brake button
- G ----- Fire alarm button
- H ----- Fire extinguisher
- I ----- Fire proof door
- J ----- Handle of emergency brake
- K ----- Heating boiler
- L ----- Table board
- M ----- Protective screening
- N ----- Dining car
- O ----- Accessible facilities
- P ----- Large luggage depositor
- Q ----- Transition plate

**Examples:** (M) 防护网                      (Q) 过渡板

53. ( ) 灭火器	( ) 紧急呼叫按钮
54. ( ) 餐车	( ) 防火隔断门
55. ( ) 安全锤	( ) 大件行李存放处
56. ( ) 电茶炉	( ) 应击点
57. ( ) 应急梯	( ) 紧急制动手柄

**Task 5**

**Directions:** Read the following passage. After reading it, you are required to complete the answers that follow the questions (No.58 to No.62). You should write your answers (in no more than 3 words) on the Answer Sheet correspondingly.

When you have a problem with your computer, we recommend the following troubleshooting (故障排除) tips.

Once you start troubleshooting, write down each step you take. In this way, you'll be able to remember exactly what you've done and can avoid repeating the same mistakes.

If your computer gives you an error message, write down as much information as possible. You may be able to use this information later to find out if other people are having the same error.

If you're having trouble with a specific piece of computer hardware, an easy first step is to check all related cables to make sure they're properly connected.

When all else fails, restarting the computer is a good thing to try. This can solve many basic issues you may experience with your computer.

If you need additional help, you can email me at [computerhelp@gmail.com](mailto:computerhelp@gmail.com).

58. What should you do once you start troubleshooting?

Write down \_\_\_\_\_ you take.

59. Why are you advised to write down the error message as much as possible?

To find out if other people are having the \_\_\_\_\_.

60. What should you do when you have trouble with a specific piece of computer hardware?

To check all \_\_\_\_\_.

61. When should you restart your computer?

When \_\_\_\_\_.

62. What can you do if you need additional help?

You can \_\_\_\_\_ the writer.

**Part IV Translation -- English into Chinese (25 minutes)**

**Directions:** This part, numbered 63 to 67, is to test your ability to translate English into Chinese. Each of the four sentences (No.63 to No.66) is followed by three choices of suggested translation marked A), B), and C). Make the best choice and write the corresponding letter on the Answer Sheet with a single line through the center. And then write your translation of the paragraph (No.67) in the corresponding space on the Translation/Composition Sheet.

63. With a rapidly changing and ever-increasing customer expectations, it is time to rethink customer service training.

- A) 客户对我们有各种不同的要求，我们必须想方设法来提高我们的服务质量。
- B) 客户的期望值越来越高，我们应该改进客户服务的培训以满足他们的要求。
- C) 随着客户期望值的快速变化和不断提高，是时候重新考虑客户服务培训了。

64. I am contacting you regarding your advertisement for the Sales Department opening listed on your website.

- A) 我联系您是希望了解公司销售部所登广告关于空缺岗位一事。
- B) 我特此询问贵公司是否在公司网站刊登了招聘销售员的广告。
- C) 我谨就贵公司网站广告上刊登的销售部空缺岗位一事联系您。

65. With over 54,000 pieces of rental equipment available, our company is ready to support your new project.

- A) 我们公司拥有 54000 多台可供租赁的设备，随时可以支持你们的新项目。
- B) 我们公司可供出借的设备多达 54000 台，我们愿意为你的项目提供服务。
- C) 我们公司的机器设备已经达到 54000 台，所以我们准备从事任何新项目。

66. When you become a mid-level secretary, you'll no longer be able to rely on superiors to make decisions for you.

- A) 作为一名中级秘书，你不应当事无巨细样样都靠领导来决定。
- B) 当你成为中级秘书时，你将不能再依赖上司来为你做决定了。
- C) 作为一个称职的中级秘书，你需要及时了解上级所做的决定。

67. When you have a car accident there are a few key things you need to do. First, always stop if you are involved in an accident. Then, check to see if anyone needs urgent medical care. If you can, try not to move the vehicles unless they are causing a major problem with traffic. If possible wait for the police before moving anything.

**Part V**

**Writing**

**(25 minutes)**

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

说明：假设你是某公司的李小军，请根据以下信息填写一份设备维护修理单。  
内容：

1. 申请人李小军，工号 T213，部门主管 John Smith 先生，所属部门为销售部。
2. 联系方式：手机号码 130\*\*778899，电子邮箱 lixjun@126.com。
3. 需维修 203 室的空调。
4. 故障情况说明：该空调有时无法启动，运行中有时会突然停止，且噪声很大。空调是 5 年前购买的，去年因同样问题曾经维修过。该空调今年才使用了两个月。

Words for reference: 空调器 air conditioner

**Maintenance /Repair Form**

*Use this form to report repair or maintenance need.*

Employee Name: Li Xiaojun	Employee Number: ___(1)___
Department: ___(2)___	Supervisor Name: ___(3)___
Equipment Name: air conditioner	Equipment Exact Location ___(4)___
Contact: 130**778899	Email Address: ___(5)___

Describe FULLY the maintenance need/repair request:

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