

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) The after-sale service. C) The online marketing.
 B) The new products. D) The training courses.

2. A) From a website. C) From a friend.
 B) From a newspaper. D) From a TV program.

3. A) Give a morning call. C) Book a taxi.
 B) Change a room. D) Take a message.

4. A) Apply for a new job. C) Move to another city.
 B) Ask for a promotion. D) Take a paid holiday.

5. A) Generous. C) Honest.
 B) Intelligent. D) Friendly.

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) By credit card. C) By check.
B) By WeChat. D) In cash.
7. A) A free gift. C) A free book.
B) A discount. D) Free delivery.
8. A) This morning. C) Tomorrow.
B) This afternoon. D) Next week.

Conversation 2

9. A) A teller. C) A programmer.
B) A secretary. D) An attendant.
10. A) Computers. C) Numbers.
B) Words. D) Customers.

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.

Today, I'm delighted to announce the opening of our new branch in this neighborhood. We hope we'll be able to meet the demands of the local 11. You'll notice that the branch is staffed by local people because we feel they'll have more 12 of your particular needs. We have extended our 13 because this has been one of the suggestions we have been given. So whether you are an early riser or you work late, we will be able to meet your particular 14. Our aim is to serve you, the local people, locally. I promise you that offering a(n) 15 is always our top priority.

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 is the first thing the speaker tells the team members?
There is a _____ in their project team.
17. Who will replace Jane Johnson to contact their customers?
_____.
18. Why will the staff car park be closed next month?
For _____ work.
19. How far away is the local community car park from their building?
Only a _____ walk from their building.
20. How can they pay in the canteen next month?
They can pay directly with _____.

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. If you are taking a trip, your insurance covers you _____ you go.
A) whatever C) whichever
B) wherever D) however

22. Jane had kept silent for several minutes after _____ a difficult question.
 A) was asked C) asked
 B) being asked D) to be asked
23. _____ you have specific training to deal with everyday emergencies, you should never hesitate to contact us.
 A) In case C) Even if
 B) As if D) Ever since
24. _____ the short training course, John went to China to learn Chinese.
 A) Having completed C) Had completed
 B) Completed D) To complete
25. A truly smart city must take _____ account the real needs of its citizens.
 A) on C) into
 B) for D) out
26. She had no sooner sat down _____ someone started knocking at the door.
 A) when C) than
 B) after D) while
27. Older computers are not able to run these new programs, _____ causes them to perform more slowly.
 A) that C) what
 B) which D) where
28. A company _____ staff members have a good understanding of such software will be able to use it more efficiently.
 A) whose C) who
 B) that D) whom
29. After the talk, both sides agreed to draw _____ a formal agreement.
 A) for C) up
 B) with D) to
30. All tickets _____ from this site are supplied by AAA Tickets Ltd, an official ticketing company.
 A) purchase C) to purchase
 B) purchasing D) purchased

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. When employees feel they (treat) _____ fairly, they will do better work with more enthusiasm.
32. They are now carrying out an extensive (investigate) _____ into his tax affairs.
33. He will be remembered by many people for his (willing) _____ to help anyone that needed his help.
34. Some people find it (hard) _____ than others to keep active because of their health condition.
35. You can choose either personal or business account (depend) _____ on your purposes.

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.*

Hours and arrival

The Museum of Art (MOA) is open daily, from 10:30 a.m. to 5:30 p.m. Mondays are reserved exclusively (专门地) for members and their guests.

Entry is by advance timed tickets only and capacity is extremely limited. Tickets must be reserved online and will not be available at the Museum.

Free access to MOA through September 27 is available with timed tickets released one week in advance in one-week blocks, every Friday at 10:00 a.m. Reservations are limited to up to two adult, senior, and student tickets and two children per order. General admission tickets for September 28-October 31 are also available. Members receive priority access, subject to capacity restrictions, and do not need to book tickets in advance. An allocation (分配) of timed tickets is reserved for members each hour; guest privileges apply.

Use the main entrance of the Museum of Art. All the other entrances are for

staff only.

Please arrive during the 30-minute window of your timed ticket. If your plans change and you are unable to visit during your selected day/time, contact tickets@moa.org for a refund or to change your selection.

Your ticket is good for one-time admission only -- you may not leave and reenter the Museum.

Our checkroom is closed. All bags will be inspected upon arrival. Please wear backpacks (背包) on the front of your chest or carry it to the side.

There are several private parking garages located near MOA.

36. On Mondays, the Museum of Art is _____.
- A) open to all the public free of charge
 - B) open only to members and their guests
 - C) closed to the public for maintenance
 - D) closed to its part-time staff members
37. For an admission ticket to the Museum of Art, you _____.
- A) must book it online in advance
 - B) can buy it at the museum's entrance
 - C) should confirm your booking before arrival
 - D) need to show your ID when entering the museum
38. Who do not need to book tickets in advance, according to the third paragraph?
- A) Students.
 - B) Seniors.
 - C) Children.
 - D) Members.
39. Before you enter the museum, _____.
- A) your bags will be checked
 - B) all your bags should be locked
 - C) you must leave your bags in the checkroom
 - D) you are allowed to take only one bag into it
40. Which of the following statements about the museum is TRUE?
- A) Visitors may leave and reenter the museum once only.
 - B) Visitors can park their cars in its parking garages for free.
 - C) Visitors should enter the museum through its main entrance.
 - D) Visitors can change their selection of visiting time at its entrance.

Task 2

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

Working from home comes with some additional benefits. You enjoy a better work-life balance, don't have to commute to the office and get to work in casual clothes if you want. Designing your home office space can produce a positive effect, too -- if you're not stuck in a crowded room all day. Here are two ideas to help you design the ultimate home office.

Choose your color. While some people like bright colors, you might not want to see yellow or green every day. Paint your office walls in a neutral (中性) color to give your eyes a break. You should also avoid darker colors, which tend to make small spaces feel even smaller.

This doesn't mean your home office needs to be completely neutral. Add something like a framed art.

Play with natural light. You might push your desk into a dark corner, creating an office cubicle (隔间). Working in a small space can make your home office feel much more *oppressive* than it needs to be.

Instead, look for areas where natural light flows in your home. Move your desk close to windows while keeping it parallel to them to reduce glare (刺眼的光). You can also add curtains to help you manage the amount of light that enters your workspace each day, particularly around lunch time.

41. According to the first paragraph, if you work from home, you can _____.
- A) wear informally
 - B) earn more money
 - C) work more efficiently
 - D) concentrate on your work
42. The writer believes that designing one's home office space can _____.
- A) increase the room size
 - B) create a positive effect
 - C) make it look professional
 - D) attract more customers
43. Why are you advised not to use darker colors when designing your office space?
- A) They can create a dull atmosphere.
 - B) They may easily make you feel depressed.
 - C) They do not match your office desk and chair.
 - D) They are likely to make your space look smaller.

44. The word "oppressive" in Paragraph 4 means "_____".
- A) relaxed
 - B) interested
 - C) uncomfortable
 - D) flexible

45. The purpose of adding curtains in your home is _____.
- A) to add a feeling of warmth to the room
 - B) to control the amount of natural light
 - C) to save on your electrical bill
 - D) to protect your privacy

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.

Built in 1998 by a small group of passionate education and tech professionals, Tutor.com offers one-to-one learning solutions for students through educational institutions and public and state libraries as well as through corporations for employee benefits and workforce development. We connect learners with qualified, expert tutors online, on-demand, 24/7/361. We provide tutoring services in more than 200 academic subjects and test preparation areas in an engaging and uplifting learning environment.

Our core philosophy is that when a learner needs help, the best way to get it is right away from an experienced expert. Our experts are online 24/7, ready to help. Our mission is to help every learner first realize and then reach their full potential. The results: more than 18 million one-to-one sessions served. 97% of the students, teachers, and professionals who use Tutor.com's services would recommend us to a friend, while 98% of our post-session survey respondents are glad their institution offers Tutor.com.

Today, we work with thousands of educational institutions and education-forward corporations to deliver more than one million tutoring, homework help, and test preparation sessions per year.

Building time: 1998

Founders: education and _____ 46 _____

Purposes: 1) offering one-to-one learning solutions;
2) connecting learners with qualified, expert tutors online, on-demand, 24/7/361

Core philosophy: best way for learners to get help is right away from _____ 47 _____

Mission: helping every learner first realize and then reach _____ 48 _____

Results: 1) more than 18 million _____ 49 _____ served;

2) 97% of users would recommend us to a friend;

3) _____ 50 _____ of post-session survey respondents welcome Tutor.com.

Task 4

Directions: The following is a list of terms related to customer service. 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 ----- Business hours
- B ----- Customer experience
- C ----- Customer satisfaction survey
- D ----- Customer retention
- E ----- Frequently asked questions (FAQ)
- F ----- Service level agreement (SLA)
- G ----- User error
- H ----- Big data
- I ----- First response time
- J ----- Customer expectations
- K ----- Customer feedback
- L ----- Brand experience
- M ----- Service promise
- N ----- Business rules
- O ----- Call center
- P ----- Customer loyalty
- Q ----- Quality assurance

Examples: (I) 首次响应时间 (B) 客户体验

- | | |
|---------------|------------|
| 51. () 客户忠诚度 | () 客户反馈 |
| 52. () 质量保证 | () 服务承诺 |
| 53. () 品牌体验 | () 服务级别协议 |
| 54. () 业务规则 | () 用户错误 |
| 55. () 客户维系 | () 呼叫中心 |

Task 5

Directions: Read the following passage. 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.

Taking public transit means that you will be sharing your ride with other people. Being considerate while on the system makes everyone's trip more enjoyable.

Courtesy seating (爱心专座)

Seats closest to the doors are for persons with disabilities (残障) and/or seniors. People appreciate you offering these seats to them.

Food & drink

If you are going to eat or drink while riding the system, remember to keep it clean and don't litter. Take your garbage with you.

Make room for others

Our system can get very busy during rush hour and we do not want to leave people behind. When boarding a bus, move towards the back to allow space for others.

Keep doorways clear

In order for people to get on the CTrain, people first need to be allowed to get off. Before you board, please stand back and allow passengers to exit. When on the bus, please stand clear of the exit door and allow people to exit easily.

Luggage

Please remove your backpack (背包) and put it on the floor. If seating space is limited, ensure that your personal items are not taking away seats from other passengers.

56. Where are seats placed on a bus for disabled people?

They are closest to _____.

57. What should people do if they want to eat while riding a bus?

They should not _____ and take their garbage with them.

58. Why should people move towards the back when boarding a bus?

To _____ for others.

59. What should people do before boarding the CTrain?

They should stand back and allow _____.

60. What are people advised to do with their backpack?

Remove their backpack and put it _____.

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. Available research shows that more than half of people who are currently employed are considering getting a new job.

- A) 现有的研究表明, 一半以上的就业人员都想要申请一份理想的工作。
- B) 现有的研究显示, 目前一半以上的就业人员正在考虑找一份新工作。
- C) 现有的研究说明, 现在有一半以上的年青人希望从事高科技的工作。

62. The first thing an employer needs to do is find out how to make his employees care about the company's vision.

- A) 雇主首先需要弄清楚如何使他的员工关心公司的愿景。
- B) 雇主应想方设法让他的雇员关心公司未来发展的计划。
- C) 雇主需要关心自己的员工所想, 帮助解决他们的问题。

63. What is covered by rental property insurance varies by the type of property being insured, its location, and claims history.

- A) 租赁财产保险是按不同的投保类型、所在地域及理赔史来投保的。
- B) 租赁财产保险会根据不同的投保险种和地点给予不同等级的理赔。
- C) 租赁财产保险承保范围因保险财产的类型、位置和理赔历史而异。

64. You typically need 1 or 2 years of work experience in a service occupation before getting your first job as a flight attendant.

- A) 你一般需要经过1年或2年的航空公司实习, 方有可能成为一名正式的空中乘务员。
- B) 你在获得首份空中乘务员的工作前, 通常需要1年或2年在服务岗位上的工作经验。
- C) 你首先必须有在相关的领域工作1至2年的经验, 你才有可能获得当乘务员的资质。

65. A lost or stolen credit card isn't just causing trouble. It has the potential to cause plenty of damage, especially if you have a high credit limit or a lot of available credit. So it's crucial that you know what to do when your credit card has been lost or stolen. Your first priority is to prevent a thief from using it. Call your credit card issuer as soon as you notice your card is missing.

Part V

Writing

(25 minutes)

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

说明：假定你是办公室秘书梁丽，根据下列内容拟一封邮件。

内容：

1. 本部门定于下周五(6月25日)下午2点在一楼会议室举办部门团建活动；
2. 本次团建活动的目的是提供一个本部门中外员工之间相互了解、相互沟通的机会，并增进外籍员工对中国文化的了解；
3. 本次团建活动主要内容包括学习编织中国结、学习剪纸等；
4. 希望各位员工安排好工作参加团建活动。

Words for reference:

团建 team building

编织中国结 tie Chinese knots

剪纸 make paper cuttings