

试卷代号:3938

7808:号 91300

国家开放大学2020年春季学期期末统一考试

管理英语2 试题

2020年7月

注 意 事 项

一、将你的学号、姓名及分校(工作站)名称填写在答题纸的规定栏内。考试结束后,把试卷和答题纸放在桌上。试卷和答题纸均不得带出考场。监考人收完考卷和答题纸后才可离开考场。

二、仔细阅读题目的说明,并按题目要求答题。答案一定要写在答题纸的指定位置上,写在试卷上的答案无效。

三、用蓝、黑圆珠笔或钢笔答题,使用铅笔答题无效。

四、考试时间为60分钟。

一、交际用语 (共计 10 分, 每小题 2 分)

1-5 题: 选择正确的语句完成下面对话, 并将答案序号写在答题纸上。

1. —Should I leave earlier tomorrow morning?

— _____

A. Yes, it's better to leave earlier to avoid the morning traffic.

B. Yes, you will.

C. No, you shouldn't.

2. — How are you feeling now?

— _____

A. Much better.

B. It's OK.

C. Thank you.

3. — What time does the train leave?

— _____

A. On Tuesday.

B. In the morning.

C. At half past five.

4. —Good morning, Sunshine Community Center! May I help you?

— _____

A. I'd like to book one air ticket.

B. I'm glad to introduce myself to you.

C. I need a plumber to repair the water pipe in my kitchen.

5. —Would you mind filling the questionnaire for me?

— _____

A. No problem.

B. Sorry, I can't go there.

C. I really appreciate that.

- B. that

13. We _____ it very much that you've come to give us a timely ride. Otherwise we would miss the train.

A. appreciate

B. expect

C. promise

14. We feel _____ with the inconvenience the service center brought us.

A. disappointed

B. worried

C. surprised

15. Customers _____ refuse to filling the questionnaire are not permitted to buy the product.

A. what

B. which

C. Who

16. The music _____ like the singing of a bird.

A. hears

B. sounds

C. listens

17. Our workers have been checking the heating system since you called us. I _____ you it will perform well soon.

A. argue

B. affect

C. assure

18. _____ the fog, we should have reached the annual meeting site on time.

A. Because of

B. In spite of

C. But for

19. His action is always _____ with his words.

A. constant

B. consistent

C. continuous

20. We have to _____ our annual work report to the manager next week.

A. hand in

B. hand out

C. hands up

三、阅读理解(共 40 分,每小题 4 分)

21-25 题:阅读下列短文,从 A、B、C 三个选项中选出一个正确答案,并将答案序号写在答题纸上。

Passage 1

Angry customers tend to aim their dissatisfaction and complaints at staff members. If this happens to you, you should remember that they are actually expressing their dissatisfaction about the company and not about you as an individual. But if you wish to be successful in any business, then you have to learn how to handle angry customers. Listed below are a few guidelines to help you develop your own personal strategy for dealing with angry customers:

Never argue back. You must stay calm and aim to satisfy the customer even in the most difficult situations. It is only by agreeing with their view point and suggesting a possible solution that you will resolve the situation and send the customer away happy.

Use your ears more than your mouth. Make sure you listen more than you speak. By listening carefully, you will be able to understand why the customer is complaining, so that satisfactory steps can be taken.

Show that you care: Use every opportunity to express your apology and understanding. You have to show that you will do everything within your power to try and resolve the situation. This exhibition of your concern will win the customer over. There will be a significant change in their behaviour.

Control your anger and be patient. Learn to relax and calm yourself. Having patience with your customers and with yourself will go a long way in winning over hostile customers.

The above guidelines are very useful in every situation in life and you can successfully tackle hostile circumstances by following them. If you follow the above tips, you are on your way to succeeding in your career.

21. At whom do angry customers tend to aim their dissatisfaction and complaints?

- A. Staff members. B. Company managers.
C. Those who accompany them.

22. When a customer shouts rudely at you, you should _____.

- A. argue back and protect yourself
B. keep quiet and leave the customer alone
C. keep calm and listen carefully to the customer

23. The underlined sentence "Use your ears more than your mouth" means _____.
A. Your mouth is not more important for you than your ears
B. You should listen more than you speak
C. You should talk more than you listen
24. When dealing with an angry customer, which is NOT the right attitude?
A. Be concerned. B. Be patient.
C. Be amused
25. Which of the following statements is true according to the passage?
A. When the customers complain, you needn't listen carefully.
B. You needn't say sorry to those angry customers.
C. You should relax yourself and try to understand the angry customers.

26-30 题: 请根据短文内容判断给出的语句是否正确, 正确的写 "T", 错误的写 "F", 并将答案写在答题纸上。

Passage 2

If you take the following steps, you can make a satisfactory annual report. And your boss and other supporters will be impressed.

Defining your accomplishments. What difference did you make? What has changed in your community or field because of your work over the past year? Take all of your activities over the last 12 months and divide them into three to five major accomplishments.

Less is more; Be selective. If you include everything, the annual report becomes cluttered with information. You should think about what you want to focus on, and then select statistics to represent that and highlight key achievements with photos, or case studies, etc.

Adding visuals and charts: Visuals and charts can reduce the need for texts and details. And they will make the report more attractive. It's great if you produce a full color publication with lots of nice photography. Of course, it will depend on your resources.

A strong call to action: A strong call to action at the end of your report will impress the readers deeply. Make it clear what you'd like your readers to do once they've read it, such as donate, purchase services, etc.

26. Before writing the report, you should gather all the work you have done over the past year.

27. The contents of the report should be selective.

28. The idiom "a picture is worth a thousand words" is appropriate here.

29. The application of visuals and charts can make the report more boring.

30. Ending the report with a strong call to action will offend the readers.

四、翻译(共计 20 分,每小题 4 分)

31-35: 请从以下 A、B、C 三个选项中选出最佳翻译,并将答案序号写在答题纸上。

31. The more familiar interviewing feels to you, the less anxiety you will feel with the process.

A. 你对面试越熟悉,在面试过程中你的焦虑就会越少。

B. 面试中熟人多,面试过程中你焦虑也会少。

C. 你熟悉面试多一点,面试中的麻烦就会少一点。

32. Will you be involved in opening the new office?

A. 你会加入新办公室吗?

B. 你会参与开设新办公室的工作吗?

C. 你会被卷入到新办公室的工作中吗?

33. When you start a job, you must stick to it.

A. 一旦你开始了一件工作,你就得持之以恒。

B. 一旦你开始了一件工作,他就得紧跟着它。

C. 当你开始一件工作的时候,他就得认真做。

34. By the following week, when he's on his own, he feels he has a pretty good idea of what he needs to do, and how to go about it.

A. 直到跟着的那个星期,他一个人的时候,他感到对于自己需要做什么以及如何开始做非常清楚。

B. 到第二个星期,他一个人的时候,他感到对于自己需要做什么以及如何开始做有了一个很好的主意。

C. 到第二个星期,当他独立工作的时候,他感到对于自己需要做什么以及如何开始做非常清楚。

35. Having patience with your customers and with yourself will go a long way in winning over hostile customers.

A. 对顾客和对自己有耐心将走很长的路才能赢得生气的顾客对你工作的支持。

B. 对顾客和对自己有耐心将在赢得生气的顾客对你工作的支持方面大有帮助。

C. 对顾客和对自己有耐心将会很难赢得生气的顾客对你工作的支持。

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座位号

国家开放大学2020年春季学期期末统一考试

管理英语 2 试题答题纸

2020年7月

题号	一	二	三	四	总分
分数					

得分	评卷人

一、交际用语 (共计 10 分, 每小题 2 分)

1—5 题: 选择正确的语句完成下面对话, 并将答案序号写在答题纸上。

1. 2. 3. 4. 5.

得分	评卷人

二、词汇与结构 (共计 30 分, 每小题 2 分)

6—20 题: 阅读下面的句子, 从 A、B、C 三个选项中选出一个能填入空白处的正确选项, 并将答案序号写在答题纸上。

6. 7. 8. 9. 10.
11. 12. 13. 14. 15.
16. 17. 18. 19. 20.

得分	评卷人

三、阅读理解 (共 40 分, 每小题 4 分)

21—25 题: 阅读下列短文, 从 A、B、C 三个选项中选出一个正确答案, 并将答案序号写在答题纸上。

Passage 1

21. 22. 23. 24. 25.

26—30 题: 请根据短文内容判断给出的语句是否正确, 正确的写“T”, 错误的写“F”, 并将答案写在答题纸上。

Passage 2

26.

27.

28.

29.

30.

得 分	评卷人

四、翻译 (共计 20 分, 每小题 4 分)

31—35 题: 请从以下 A、B、C 三个选项中选出最佳翻译, 并将答案序号写在答题纸上。

31.

32.

33.

34.

35.

试卷代号:3938

国家开放大学2020年春季学期期末统一考试

管理英语2 试题答案及评分标准

(供参考)

2020年7月

一、交际用语(共计10分,每小题2分)

1-5题:选择正确的语句完成下面对话,并将答案序号写在答题纸上。

1. A 2. A 3. C 4. C 5. A

二、词汇与结构(共计30分,每小题2分)

6-20题:阅读下面的句子,从A、B、C三个选项中选出一个能填入空白处的正确选项,并将答案序号写在答题纸上。

6. B 7. A 8. B 9. C 10. C
11. B 12. C 13. A 14. A 15. C
16. B 17. C 18. C 19. B 20. A

三、阅读理解(共40分,每小题4分)

21-25题:阅读下列短文,从A、B、C三个选项中选出一个正确答案,并将答案序号写在答题纸上。

Passage 1

21. A 22. C 23. B 24. C 25. C

26-30题:请根据短文内容判断给出的语句是否正确,正确的写“T”,错误的写“F”,并将答案写在答题纸上。

Passage 2

26. T 27. T 28. T 29. F 30. F

四、翻译(共计20分,每小题4分)

31-35:请从以下A、B、C三个选项中选出最佳翻译,并将答案序号写在答题纸上。

31. A 32. B 33. A 34. C 35. B