

试卷代号:3938

国家开放大学(中央广播电视大学)2017年秋季学期“开放专科”期末考试

管理英语 2 试题

2018年1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、仔细读懂题目的说明,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. — How do you think of the theme of our event?

— _____

- A. It's pretty good.
- B. I feel so sorry about that.
- C. I'd like to have some tea.

2. — Hello, is that service center? The elevator of our apartment doesn't work.

— _____

- A. Oh, I don't know what's wrong with it.
- B. Sorry, I'll have it checked out at once.
- C. Ok, I see. Thank you.

3. — Do you mind if I record your lecture?

— _____ Go ahead.

- A. Never mind.
- B. No, you'd better not.
- C. Not at all.

4. — _____

— My name is Helen, and I was born in 1980. My major was electrical engineering.

- A. Tell me your name, please.
- B. Tell me a little bit about yourself, please.
- C. Tell me how old you are, please.

5. — Hi, Helen, I'll have an interview tomorrow. I'm afraid I can't make it.

— _____

- A. Sure, you can. Take it easy.
- B. I'm sorry to hear that.
- C. That's all right.

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。

— It John's. It has his name on it.

7. These tips may help you avoid _____ bad employees for your company.

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

9. I have coffee _____ breakfast time.

10. The heating system of our apartment broke down so I made a _____ call to the community service center.

11. Where are you used to _____ vegetables?

12. He says what he thinks and does what he wants to do, _____ other people's feelings.

13. We should take the degree _____ account when we recruit a new secretary.

- A. with
B. into
C. of

14. At the end of the day, you want all attendees _____ your event to remember this key message that you've spent a long time reinforcing.

- A. leave
- B. to leave
- C. leaving

15. Let's _____ our plan.

- A. start
- B. started
- C. starting

16. I didn't do _____ last week.

- A. nothing
- B. something
- C. anything

17. If I _____ you, I _____ more attention to the independent auditors' report and financial statements in the annual report.

- A. was; shall pay
- B. am; will pay
- C. were; would pay

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

- A. disappointed
- B. worried
- C. surprised

19. You must _____ the annual certification of employment online within 15 days.

- A. submit
- B. omit
- C. commit

20. Look! _____

- A. Here are the bus comes.
- B. Here comes the bus.
- C. The bus here come.

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

Cross training is training an employee to do a different part of the organization's work. Training worker A to do the task that worker B does and training B to do A's task is cross training. Cross training is good for managers because it provides more flexibility in managing the workforce to get the job done. On the other hand, cross training has some benefits for the employees as well. It lets them learn new skills, makes them more valuable, keeps them stimulated and reduces worker boredom.

Cross training can be used in almost any position in almost any industry. I cross trained some of my design engineers to go on field installation trips and get first hand knowledge of how their designs worked, or didn't work, in the field. Cashiers can be trained to stock shelves and stockers trained to cashier. This allows you to quickly open additional registers if the customer queue gets too long.

As you prepare cross training plans, you need to consider both the company benefits and the employee benefits. Carefully select the employees to be cross trained. Some people like to learn new things. Some are more comfortable sticking to what they know. Don't decide which employees are ready for a change based on their age or performance.

26. Cross training is training an employee to do a different job in a different company.

27. Cross training is beneficial not only for managers but also for employees.

28. Cross training can apply to almost any position and almost any industry.

29. Not all employees are suitable to be cross trained.

30. You can decide which employees to be cross trained according to their age.

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. A new food market will be built in our community next month.

- A. 下个月我们社会就已经建了一个新的食物市场。
- B. 我们社区正在建一个新的菜市场。
- C. 下个月我们社区将新建一个菜市场。

32. To communicate precisely what you want to say, you have to frequently need to define key words.

- A. 要简明扼要地表达本意,就必须不断定义关键词。
- B. 只要定义频繁出现的关键词就能准确传达本意。
- C. 要准确表达你的本意,就必须不断定义关键词。

33. I think what should be done is to create more job opportunities for students.

- A. 我认为我们更需要为学生们创造更多的工作机会。
- B. 我认为我们将来要给学生更多机会。
- C. 我认为我们已经给了学生们更多的工作机会。

34. A few minutes later the doctor came out of his room for the third time.

- A. 几分钟后,医生来到他的房间第三次。
- B. 几分钟后,医生第三次从他的房间走出来。
- C. 医生在迟到的几分钟后,终于从他的房间走出来为了第三名。

35. The old saying "practice makes perfect" applies to interviewing too.

- A. 古话“曲不离口”也适用于招聘。
- B. 古话“熟能生巧”对面试也是适用的。
- C. 在申请面试资格时我们常常用到古话“熟能生巧”。

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座位号

国家开放大学(中央广播电视大学)2017年秋季学期“开放专科”期末考试

管理英语 2 试题答题纸

2018 年 1 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.

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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(中央广播电视大学)2017年秋季学期“开放专科”期末考试

管理英语 2 试题答案及评分标准

(供参考)

2018年1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. B 3. C 4. B 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. B 8. C 9. A 10. B
11. C 12. B 13. B 14. C 15. A
16. C 17. C 18. A 19. A 20. B

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

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

试卷代号:4960

座位号

国家开放大学(中央广播电视大学)2017年秋季学期“开放专科”期末考试

水产养殖技术 试题

2018年1月

题号	一	二	三	四	总分
分数					

得分	评卷人

一、单项选择题(每题3分,共30分)

- 下列属于贝类的是()。
A. 泥鳅
B. 河蟹
C. 甲鱼
D. 牡蛎
- 养殖水体的水色主要是由()所造成的。
A. 底栖生物
B. 浮游生物
C. 水生高等植物
D. 水草
- 鱼类一般在水温低于()就基本停食而进入冬蛰状态。
A. 5℃
B. 10℃
C. 15℃
D. 20℃
- 鲤鱼、鲫鱼属于()鱼类。
A. 滤食性
B. 草食性
C. 杂食性
D. 肉食性
- 下列哪种天气情况下不易引起鱼类浮头()。
A. 夏季晴天傍晚下雷阵雨,池塘表层水温急剧下降
B. 夏、秋季节晴天白天吹南风,夜间吹北风,造成夜间气温下降速度快
C. 夜间风力较小,气温下降速度慢
D. 连绵阴雨,光照条件差,风力小、气压低

6. 河蟹从受精卵孵化出膜至成体,要经过几个阶段,被称为豆蟹的是哪一阶段()。
- A. 大眼幼体 B. 成蟹
C. 蟹种 D. 仔蟹
7. 俗称海簸箕的是()。
- A. 牡蛎 B. 贻贝
C. 扇贝 D. 珠母贝
8. 对刺参食性描述正确的是()。
- A. 对食物无选择性,属主动摄食 B. 对食物无选择性,属被动摄食
C. 对食物有选择性,属被动摄食 D. 对食物有选择性,属主动摄食
9. 以下关于海藻描述错误的是()。
- A. 有维管束组织 B. 没有真正的根、茎、叶的分化现象
C. 不开花 D. 无果实和种子
10. 主要用于防治细菌性疾病的渔药属于()。
- A. 消毒剂 B. 杀虫剂
C. 抗微生物药 D. 环境改良剂

得 分	评卷人

二、选择填空题(从提供的选项中选择正确答案填在横线上。每空 3 分,共 30 分)

肥料	透明度	饵料	栖息水层	遮光度
贝类	饲料	鱼类	河蟹	食物
水质	水色	亲鱼	贝苗	仔虾
蚤状	亲鱼	紫菜	水体环境	施术

11. 选择养殖品种时,主要应从市场需求、_____条件、饵料条件和动物食性以及_____、养殖户本身的实力等几方面综合考虑。
12. 水产养殖动、植物的营养主要来自_____和_____。
13. 效应时间的长短与_____种类、催产剂种类、水温、注射次数以及_____条件有关。
14. 混养利用放养鱼类之间对_____空间和_____需求有所差异,达到水体空间和饵料资源充分利用的目的。
15. 虾苗的培育指从无节幼体开始,经_____幼体、糠虾幼体直到_____育成的全过程。

得 分	评卷人

三、名词解释(每题 5 分,共 20 分)

16. 渔用配合饲料
17. 鱼苗培育
18. 纳苗
19. 港湾(塭)养殖

得 分	评卷人

四、简答题(每题 10 分,共 20 分)

20. 简述饲料添加剂的作用。
21. 简述预防鱼类浮头的方法。