试卷代号:1357

国家开放大学2020年春季学期期末统一考试

### 高级商务英语听说 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。

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指定的位置上,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。

Instructions:							
	This test will take approximately 30 minutes.						
	There are FIVE recordings in the test and you will hear each recording twice.						
	There will be a pause of 30 seconds before each recording to allow you to look at your						
	questions.						
	There will be a pause of 30 seconds after each recording to allow you to check your						
	answers.						
	You can first mark or write your answers on this test paper. After the recordings, you						
	MUST transfer all your answers to the Answer Sheet.						
	The total marks for this test are 100 points. There are altogether 25 questions in the						
	test and each question takes 4 points.						

#### **Recording One**

There are five multiple choice questions after the recording. Choose the best answer to each question and write your answer on the Answer Sheet. You will hear the recording twice. (20 points, 4 points each)

1. In Catherine's opinion, what should be checked to avoid misunderstandings?

- A. Specifications. B. Spellings.
- C. Prices. D. All of the above.

2. Catherine thinks it's best to end calls with some sort of check if you have made agreements. You might even ask for \_\_\_\_\_.

- A. another phone call B. a short message
- C. a fax confirmation D. a business letter

3. Which of the following is not correct about small talk, according to Catherine?

A. Small talk can be as long as possible.

B. Small talk can be a comment on the weather.

C. Small talk can be your last trip away.

D. Small talk helps to build and maintain friendly relationships.

4. Which action is not the proper way to get off a phone when the other side keeps talking?

- A. To make a polite excuse. B. To say you have a meeting.
- C. To interrupt rudely. D. To offer to call back later.

5. What is not mentioned in Catherine's suggestions about making a phone call?

A. Ways of greeting each other.

B. Ways of avoiding misunderstandings.

C. The importance of small talk.

D. Ways of getting off a long phone call.

#### **Recording Two**

### Listen and mark the following as True (T) or False (F). Write your answer on the Answer Sheet, You will hear the recording twice. (20 points, 4 points each)

- 6. The number of the printer order is HF6518. (T/F)
- 7. The problem is that only 70 have arrived. (T/F)
- 8. Berraondo Company needs the other three printers urgently. (T/F)
- 9. The customers of Berraondo Company are rather unhappy. (T/F)
- 10. The Sales Office will despatch the printers next Monday. (T/F)

#### **Recording Three**

Listen and mark the following as True (T) or False (F). Write your answer on the Answer Sheet. You will hear the recording twice. (20 points, 4 points each)

11. According to Santana, they haven't received the right quantity of manuals to support the HT telephone system. (T/F)

12. Santana knows clearly about the number of packages that are without manuals. (T/F)

13. Yoshinaga suggests the quickest solution to the problem. (T/F)

14. Yoshinaga's company will be responsible for all the cost of sending out the manuals to the sales reps. (T/F)

15. Yoshinaga provides very good customer service. (T/F)

#### **Recording Four**

Fill in the blanks as you listen to the recording. Write your answer on the Answer Sheet. You will hear the recording twice. (20 points, 4 points each)

Thank you for coming today. As you know, I want to talk about the (16)\_\_\_\_\_\_ plans. Brand (17)\_\_\_\_\_\_ is a key issue and what it means is how we are seen by our customers and how our products are recognised and what our consumers think of us as a (18)

\_\_\_\_\_. And I should also say, what they think of our products and the name ... what Telco means for them. And advertising is part of it of course, though not something I am going to talk about now except to say that as for (19)\_\_\_\_\_ image, it's (20)\_\_\_\_\_ in that area too, advertising that is.

#### **Recording Five**

Fill in the blanks as you listen to the recording. Write your answer on the Answer Sheet. You will hear the recording twice. (20 points, 4 points each)

Now let me show you this graph, the Fossil Fuel Farewell graph, from a study (21) \_\_\_\_\_\_ from Greenpeace. It shows how over the next 100 years renewable energy could supply all the world's energy needs. The vertical axis shows energy in exajoules, while the horizontal axis shows (22) \_\_\_\_\_\_ up to 2100. Clearly we can see that oil, coal and (23) \_\_\_\_\_\_ gas, and nuclear energy, are gradually (24) \_\_\_\_\_\_ by biomass and solar and wind-generated energy. In other words, all energy is provided, or could be provided, by renewable energy (25) \_\_\_\_\_\_. The graph also suggests an end to the use of nuclear power by about 2012.

This is the end of the test.

Now remember to transfer all your answers to your Answer Sheet.

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座位号

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# 高级商务英语听说 试题答题纸

2020年7月

题	号	Recording 1	Recording 2	Recording 3	Recording 4	Recording 5	总	分
分	数							

得 分 评卷人	Re	cording One (20 p	oints, 4 points e	ach)		
1.	2.	3.	4.	5.		
得分 评卷人	Re	cording Two (20 p	oints, 4 points e	ach)		
6.	7.	8.	9.	10.		
得 分 评卷人	Re	cording Three (20	points, 4 points	each)		
11.	12.	13.	14.	15.		
得 分 评卷人 Recording Four (20 points, 4 points each)						
16. 940	17.	18.	19.	20.		

分	评卷人
	分

Recording Five (20 points, 4 points each)

24.

21.

22.

23.

25.

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## 国家开放大学2020年春季学期期末统一考试

## 高级商务英语听说 试题答案及评分标准

### (供参考)

2020年7月

计分标准:

■ 本试题共由 25 题组成,每题 4 分,做对得 4 分,做错不得分。

■ 16-25题中的单词拼写出现错误,每题扣2分。

**Recording One** 

1. D	2. C	3. A	4. C	5. A			
<b>Recording Two</b>							
6. F	7. F	8. T	9. T	10. T			
<b>Recording Three</b>							
11. T	12. F	13. T	14. T	15. T			
<b>Recording Four</b>							
16. marketing	17. identity	18. company	19. brand	20. important			
Recording Five							
21. originally	22. decades	23. natural	24. replaced	25. sources			