

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 sentences in it. After each sentence, there is a pause. The sentences will be spoken **two times**. When you hear a sentence, 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) It's John Smith. | C) It's 78123456. |
| B) It's 800 yuan. | D) It's 100 miles. |
| 2. A) You're welcome. | C) Take care. |
| B) Yes, it is. | D) Here you are. |
| 3. A) Sounds great. | C) Well done. |
| B) Help yourself. | D) John speaking. |
| 4. A) Not really bad. | C) Have a good time. |
| B) Here you go. | D) No problem. |
| 5. A) Good idea. | C) See you. |
| B) Wait a minute. | D) Don't mention it. |
| 6. A) Very impressive. | C) My pleasure. |
| B) I'm doing well. | D) Never mind. |

7. A) Mind your steps. C) Yes, it's that way.
B) Yes, thanks. D) Pleased to meet you.

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) Using John's computer. C) Restarting the computer.
B) Asking John for help. D) Buying a new computer.
9. A) He was seeing a doctor. C) He was meeting his client.
B) He was visiting his parents. D) He was preparing a report.
10. A) He is away on business. C) He is attending a training course.
B) He is on sick leave. D) He is spending his holidays.
11. A) Get prepared. C) Visit the interviewer.
B) Call the company. D) Talk with the manager.
12. A) Buying a flight ticket. C) Ordering some books.
B) Making an appointment. D) Booking a hotel room.
13. A) He is now the senior manager. C) He will retire next month.
B) He is leaving the company. D) He was fired last month.
14. A) Go to the City Museum. C) Work on her term paper.
B) Visit her new client. D) Attend a group meeting.

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) In the living room. C) In the kitchen.
B) In the bathroom. D) In the bedroom.
16. A) For two days. C) For four days.
B) For three days. D) For five days.
17. A) Turn off the water. C) Replace the pipe.
B) Check the pipe. D) Clean the pipe.

Conversation 2

18. A) She sent him an invitation. C) She wanted to meet the man.
B) She bought a gift for the man. D) She booked a room for the man.
19. A) Visit Jane's house. C) Send Jane a message.
B) Give Jane a call. D) Write an email to Jane.

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.*

My husband and I booked a ten-day tour of China with ABC Tour. It was an excellent experience. Everything was so well organized that I never had to 20 anything. The group was small and it felt like we were a big group of old-friends all 21, not just passengers on the bus. I was very happy with how well-informed each guide was, how flexible they were to 22 we all had a great time. Our trip to China was 23. We will definitely 24 ABC Tour when we return to China for yet another visit.

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*

for them to answer customers' questions and provide customers with factual (真实的) information about the products. Customers may have a more positive response to their answers.

When customers get the answer to their problems, they have a better customer experience. They don't have to wait on the call for someone to answer actually what they need. They view your employees as trustworthy (值得信赖的) sources of information. This helps build trust and increases the chance of customers making a purchase.

You can also provide brand-based training to employees. This helps them in closing deals, especially those who are operating through stores. They can let *prospective* buyers know why their product is better as compared to that of competitors (竞争者). They can also convince customers why your product is better in terms of price and features.

40. Product training enables salespersons to _____.
- A) increase their job security significantly
 - B) communicate with customers effectively
 - C) acquire new knowledge more efficiently
 - D) participate in their team work actively
41. Employees may get a more positive response from customers to their answers if _____.
- A) they have better product knowledge
 - B) they are clear about their company culture
 - C) they focus on the advantages of their products
 - D) they are aware of the weaknesses of their products
42. If customers view your employees as trustworthy sources of information, they are more likely to _____.
- A) make friends with them
 - B) wait for their answer
 - C) buy your product
 - D) visit your company's website
43. The word "*prospective*" in Paragraph 4 means "_____".
- A) practical
 - B) smart
 - C) important
 - D) potential

44. The passage is mainly about _____.
- A) the skills needed to better customer relationships
 - B) the importance of product training for salespersons
 - C) different ways of improving product knowledge
 - D) various approaches to brand-based product training

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.*

JOB OPENING!

**Part-time, independent position,
working with Seniors**

The Town of Fairfield is currently seeking candidates for the position of Senior Citizen Advocate.

Primary responsibilities focus on various types of non-emergency assistance. Work is on a flexible weekly schedule.

View full description on Town Website:

www.fairfieldme.com



Human Resources
PO Box 149
Fairfield, ME 04937
(207) 453-7911

Applications are due Saturday, Jan. 14 at 11:59 PM

Notes: advocate 辩护律师 non-emergency assistance 非紧急援助

45. The position advertised in the poster is _____.
- A) Volunteer Services Director
 - B) Business Office Supervisor
 - C) Human Resources Manager
 - D) Senior Citizen Advocate

46. To learn more about the description of the position, you can _____.
- A) read a Town of Fairfield's magazine
 - B) visit the Town of Fairfield's website
 - C) talk with an employee of the Town of Fairfield
 - D) call the human resources manager of the Town of Fairfield

47. The deadline of the application for the position is _____.
- A) January 13
 - B) July 13
 - C) January 14
 - D) July 14

Task 3

Directions: Read the following letter. 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.

Dear Visitors,

Welcome and thank you for your interest in ChineseNow, a free website designed to help you learn Chinese.

Our website was established in 2015 by a group of experienced Chinese teachers who live and work in Beijing. Our aim was to help students to improve their Chinese language skills.

ChineseNow offers a wide range of free materials and resources that are useful for learners of Chinese as a second or foreign language. Some of the materials may also be useful to teachers.

ChineseNow is divided into various sections such as grammar, vocabulary, listening and writing, which are easy to navigate (浏览).

ChineseNow is free. And it is completely independent, not unaffiliated (附属) with any other language organization. We are encouraged by the positive feedback (反馈) we receive from visitors and are committed to continuing to develop the site.

We are glad to share our knowledge and experience with you, and we hope you enjoy visiting our website and find the content beneficial.

Best regards,

ChineseNow Team

ChineseNow
Free website to help you learn Chinese

History: set up in 48

Founders: a group of 49

Aim: helping students to improve their 50

Features: 1) offering a wide range of free 51;
2) being divided into 52;
3) being totally independent

Task 4

Directions: The following is a list of terms related to health and hospitals. 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 ----- Emergency department
- B ----- Registration office
- C ----- Waiting room
- D ----- Out-patient department
- E ----- In-patient department
- F ----- Doctor in charge
- G ----- Head nurse
- H ----- Blood pressure
- I ----- Sleeping pill
- J ----- Physical exercise
- K ----- Music therapy
- L ----- Occupational disease
- M ----- Sport injury
- N ----- Life style
- O ----- Life expectancy
- P ----- Long-term care
- Q ----- Public health

Examples: (D) 门诊部 (O) 预期寿命

53. () 安眠药	() 候诊室
54. () 生活方式	() 长期护理
55. () 音乐疗法	() 住院部
56. () 急诊科	() 职业病
57. () 运动损伤	() 挂号处

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.

There may be a simple reason why your fridge isn't as cold as you expect. Before taking any action, check if the power has gone out recently. If so, it can take several hours for the temperature to return to normal. If it has just been installed, you may need to wait up to 24 hours for the temperature to drop back down. If not, run through these other steps to find out the cause.

Ensure the settings are right

Some refrigerators have a cooling setting that needs to be turned on for the refrigerator to get cold. Check if it has been turned off accidentally. Consult the Care Guide to learn how these settings turn on and off.

Check for blocked air vents (透气孔)

To ensure proper temperature, you need to allow room for sufficient airflow (空气流动) between the freezer and refrigerator compartments (冷藏室). Make sure there are no food items blocking these vents.

58. What are you advised to do before taking any action to fix your fridge?

To check if the power has recently _____.

59. How long could it take for the temperature to drop back down if the fridge has just been installed?

Up to _____.

60. What should you do to learn how a cooling setting turns on and off?

To consult the _____.

61. What is needed to ensure proper temperature?

Room for _____ between the freezer and refrigerator compartments.

62. What else is important to ensure proper temperature?

To make sure there are no _____ blocking the vents.

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. It's no surprise that employees who get regular opportunities to learn, develop, and advance are more likely to stay with a company.

- A) 毫不夸张, 要使公司发展, 你应该有选择地培养和发展有潜力的员工。
- B) 毫不奇怪, 定期获得学习、发展和晋升机会的员工更有可能留在公司。
- C) 毫无疑问, 要使员工留在公司, 你应该给他们获得发展和晋升的机会。

64. The condition of your car itself plays an important role in road safety, so we can't ignore that.

- A) 你车辆本身的状况对道路安全至关重要, 因此我们不能忽视它。
- B) 道路状况会影响你的行车安全, 控制车速是安全行驶的必要条件。
- C) 良好的车况是安全行车的必要前提和保障, 对此我们不能忽视。

65. Satisfied customers often spread words about your brand, which leads your brand to reach a large audience.

- A) 顾客满意了才会帮助扩大你品牌的影响力, 这样你就能够吸引到大量的受众。
- B) 增加客户的体验感会让客户对你的品牌感到满意, 这会有助于销售你的产品。
- C) 满意的顾客经常会传播你品牌的口碑, 这会让你的品牌触及广泛的受众群体。

66. Although the decision to fly is yours to make, airlines are working hard to offer a safer travel experience.

- A) 是否乘坐飞机是你个人的决定, 但是航空公司应该努力提供更美好的旅行体验。
- B) 现在大部分航空公司都在匠心打造美好的出行体验, 提供更多样化的出行选择。
- C) 虽然乘飞机的决定由你自己做出, 但航空公司都在努力提供更安全的旅行体验。

67. What is the most important thing you can do to improve relationships with your customers? The answer is to improve customer service. Your customer service team is the face of your company. Customers' experiences will be determined by the skill and quality of the support they receive. It's important to make sure that your customer service team has the right skills for your managing customers' needs.

Part V Writing (25 minutes)

Directions: This part is to test your ability to do practical writing. You are required to fill in a Hotel Booking Form according to the following information

given in Chinese. Remember to do your writing on the Translation /
Composition Sheet.

说明：假设你是某宾馆前台服务员李晓虹，收到 ABC 公司办公室秘书 Jane Smith 女士来电，他们拟于 3 月 15 日至 3 月 16 日在宾馆举办研讨会，请根据以下内容填写宾馆预订表。

内容如下：

公司名称：ABC 公司

客户姓名：Jane Smith 女士

职务：办公室秘书

电话：010-888**070；传真：010-888**072；电子邮箱址：jsmith@abccompany.com

人数：25 人

预订房间数量：15 间；房间类型：双人间

到达日期：3 月 14 日；离店日期：3 月 17 日

特殊要求：客人 14 日到达，要求我们派车到机场接机。Smith 女士会提前告诉他们到达的航班信息。他们需要在 15 号租用一间会议室，会议室内要有计算机、投影仪等设备。

Words for reference:

航班 flight number 投影仪 projector

Hotel Booking Form

Name: (1) Position: Office Secretary

Company: ABC Company

Telephone: 010-888**070 Fax: (2)

Email: jsmith@abccompany.com

Arrival date: March 14 Departure date: (3)

Room type: (4) Number of rooms: 15

Number of guests: (5)

Special requirements

