

试卷代号:3938

国家开放大学2019年秋季学期期末统一考试

管理英语2 试题

2020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. —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.

2. —How's your mother doing?

— _____

- A. She is very well.
- B. She is very kind.
- C. She is doing shopping now.

3. — _____

—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.

4. —Any suggestions for the project?

— _____

- A. I need your advice on it.
- B. I advise you to put more hands in this project.
- C. Thanks for your suggestions.

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.

14. Look! _____

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

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

- A. hears B. listens
C. sounds

16. American young people would rather _____ advice from strangers.

- A. get B. getting
C. got

17. —Whose textbook is this?

—It _____ John's. It has his name on it.

- A. can't be B. must be
C. might be

18. The success of our event is _____ to the sponsor.

- A. related B. based
C. intended

19. The more information you can get, _____ in your field.

- A. the more competitive will you be B. you will be the more competitive
C. the more competitive you will be

20. 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

三、阅读理解(共计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. Angry customers tend to aim their dissatisfaction and complaints at _____.

- 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 in Paragraph 3 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 firsthand 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. When you prepare cross training plans, the only consideration is the company benefits.

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: 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. 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。

32. The old saying "practice makes perfect" applies to interview preparation too.

A. 古话“曲不离口”也适用于招聘。

B. 古话“熟能生巧”对面试准备也是适用的。

C. 在申请面试资格时我们常常用到古话“熟能生巧”。

33. We can't possibly get the work done by October.

A. 十月份前我们不可能做完这项工作。

B. 十月份前我们不可能做这项工作。

C. 十月份后我们不可能做完这项工作。

34. 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。

35. In contrast to other countries, the U. S has no national college entrance exam.

A. 对比其他国家而言,美国没有国家考试。

B. 与其他国家相比,美国没有大学入学考试。

C. 相比较其他国家,美国大学没有考试。

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座位号

国家开放大学2019年秋季学期期末统一考试

管理英语2 试题答题纸

2020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 (共计 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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国家开放大学2019年秋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. C 2. A 3. B 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. C 7. A 8. C 9. A 10. B
11. B 12. A 13. B 14. B 15. C
16. A 17. B 18. A 19. C 20. A

三、阅读理解(共计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. 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. A 35. B