

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. — 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.

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

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们更多机会。
- 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.

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.

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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

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(埭)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。