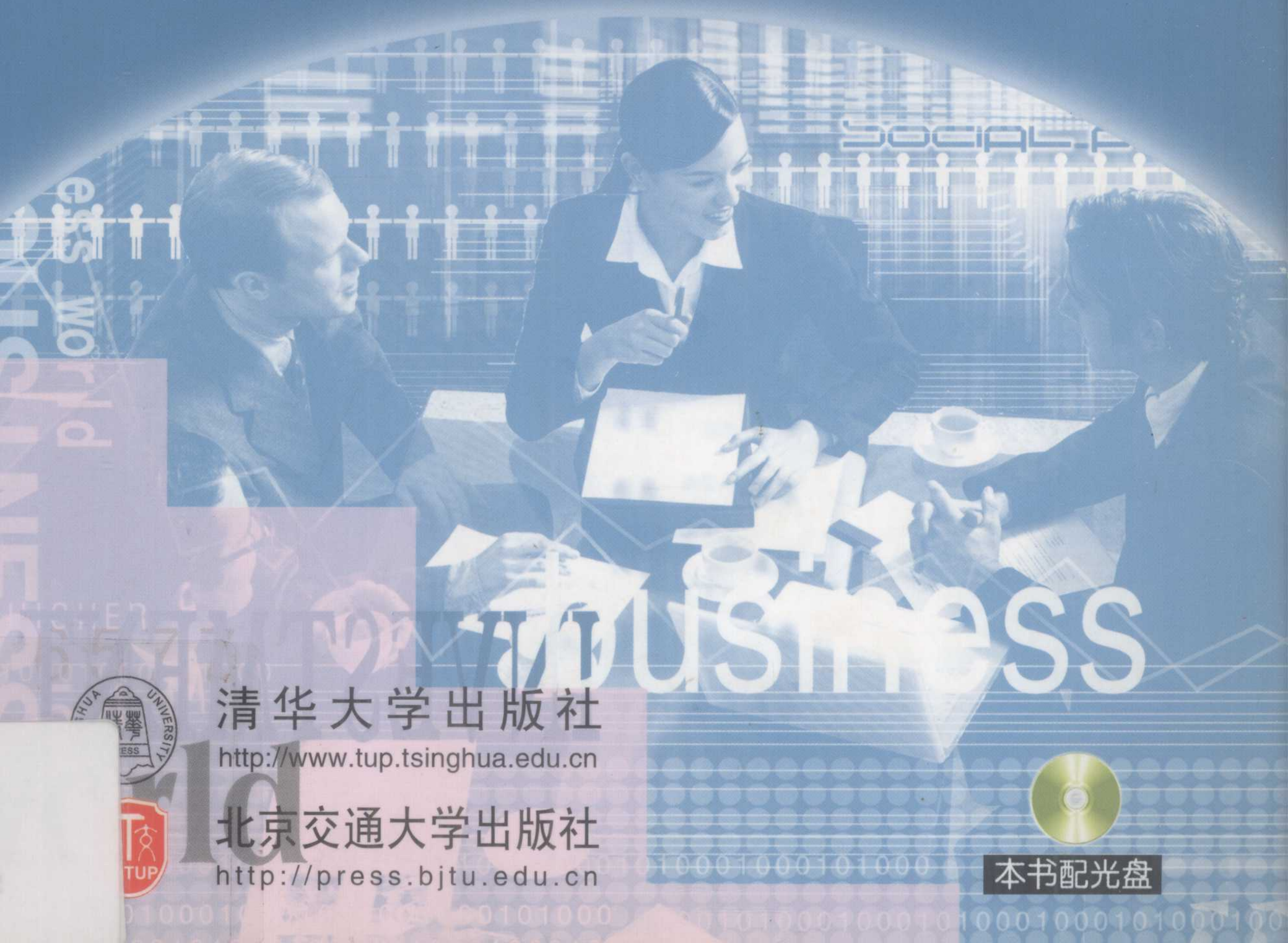
剑桥 BEC VANTAGE
商务英语证书仿真试题集

中级

主　编　余　敏
副主编　丁　怡　程跃珍　袁晓燕

(修订本)



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内容简介

中级剑桥商务英语证书（BEC Vantage）考试是针对在商务活动中需要中上等英语水平的人员而设计的一种全新的实用型考试，它从听、说、读、写4个方面全面考查考生在商务和一般生活环境下使用英语的能力。和其他BEC考试一样，BEC Vantage的考试分为两个阶段：第一阶段是笔试，包括阅读、写作和听力3个部分；第二阶段是口试。

本书是为准备参加BEC Vantage考试的人员而编写的仿真试题集，一共5套。书中的每一套试题都是严格按照2002年剑桥大学考试委员会颁发的考试大纲的要求和样题的形式编写的。

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前　言

剑桥商务英语证书（BEC）考试是教育部考试中心和英国剑桥大学考试委员会合作举办的权威性考试。1993年首次在中国开考，随后几年逐渐推广到亚洲其他各国，如泰国、马来西亚等。

由于BEC已成为一个全球化的考试，全世界有60多个国家都在举办这项考试。为使其标准符合全球统一标准并与剑桥考试委员会其他考试标准相衔接，自2002年起，英国剑桥大学考试委员会对BEC考试大纲进行了重新修订，由原来的BEC1、BEC2、BEC3改为BEC Preliminary（初级）、BEC Vantage（中级）和BEC Higher（高级）3个等级。

中级剑桥商务英语证书（BEC Vantage）考试是针对在商务活动中需要中上等英语水平的人员而设计的一种全新的实用型考试，它从听、说、读、写4个方面全面考查考生在商务和一般生活环境下使用英语的能力。和其他BEC考试一样，BEC Vantage的考试分为两个阶段：第一阶段是笔试，包括阅读、写作和听力3个部分；第二阶段是口试。

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本书在编写的过程中得到了广州大学外国语学院有关领导和同事的大力支持和帮助，朱凯妍、邓世莎提出了宝贵的意见，Jessica Wilcjzak女士，Artur Ganczarski先生审阅了阅读部分和听力部分的材料，在此一并表示诚挚的谢意。

编　者

2006年4月于广州

目 录

BEC Vantage 试题模式及解题技巧

阅读部分

BEC Vantage 阅读部分由 5 个部分组成，题目测试的重点不同，测试方式也不同。第一至第四部分或是多项选择匹配题、或是多项选择题，第五部分则是识别并写出多余或错误的词。下面分别就这 5 个部分的测试重点及解题技巧做一简要概述。

第一部分主要测试快速查读具体信息的能力，而且其中会有一题测试文章大意。试题由 4 篇（A、B、C 和 D）较短或 1 篇较长的被分成 4 个部分的信息型文章组成，字数在 250 ~ 350 之间；这些文章的内容相似，但每篇都有其独有的信息。试题还给出了 7 个陈述句，要求考生对这些陈述与文章进行一对一的匹配。考生在做这部分题目时，应仔细阅读所有的信息，包括那些分列在其他行的信息，如价格、时间、地点、日期、头衔等；考生应特别注意每篇文章中与众不同的信息。

第二部分测试考生理解文章结构的能力。试题由一篇文章、报告或其他类型的篇章和 6 个从文章中抽出的句子及外加的 1 个干扰句组成（约 450~550 字），要求考生进行多项选择匹配；试题中的第一个空格往往被用做例句。考生在做这些题时，应首先通读全文和各个选项，以了解文章的大意，然后再根据文章中的句法结构、语法特点和语境从被选项中找出最合适的句子，考生应认识到每个空格只有一个最佳选择项。考生不仅要注意带空格句子前后语句的句式和语法特点，如是含 will 的句式还是含 must 的句式，或是其他的平行结构，而且应考虑全篇的句法结构和语法特点。例如文章的每一段是否都是按照一定的模式来写的，如定义→举例→一般情况→例外情况。考生在把被选项放回文章中后，应把全文再通读一遍看文章是否通顺流畅。

第三部分测试考生理解大意和具体信息的能力，测试的重点是文章的观点或是推断，而不是一目了然的事实。试题由一篇 450~550 字左右的文章和 6 个有 4 个选项（A、B、C 和 D）的多项选择题组成，多项选择题的题干以疑问句或是不完整句的形式出现。考生应培养自己解释、释义的能力，因为选择正确的答案仅仅依靠简单的词语匹配是无法完成的。考生做题时要考虑到隐含在句子（如疑问句、省略句）背后的真实含义。

第四部分主要测试考生的词汇和结构。试题由一篇信息型的文章（包括选项词在内约 200~300 字）和 15 个有 4 个选项的多项选择题组成。这部分侧重准确选词、词语搭配和固定词组，因此文章的意思一般都清楚明了，考生应集中精力在词汇辨析上。测试的词汇以名词、动词和形容词为主。在辨析词汇时，要考虑词的褒、贬义，适用范围等方面的差异，名词还应考虑单、复数的差别，动词则要注意其后的介词，以及及物动词和非及物动词的差别，考生平常在阅读时应留意词语的特别搭配。

第五部分主要测试考生对句子结构的理解，以及识别错误的能力。试题是一篇

150~200字的短文，考生的任务就是判断标有题号的12行原文是否正确。句子正确，就在答题纸上写上CORRECT；句子不正确，则要找出并写出那个多余的单词。这部分试题虽然相对简单一些，但也不能掉以轻心，考生在解题是应考虑整个句子，尤其要注意：1）介词后面的带-ing形式的词是否多余；2）冠词是否多余；3）有些看似固定搭配的词组在文章中是否合适；4）有时两个词，如will和can，都可以使用，这时就要根据全文的句法结构来决定取舍；5）要特别注意处在转行位置的单词。

总之，做阅读理解题时，都应把文章先快速浏览一遍，然后再进行细致的判断，做出正确的选择。考生平时应多阅读各种与商务有关的英文书籍、报刊、杂志，阅读题材最好广泛一些，如简短的文章、报告、评论、说明书、描写性的文章等。阅读训练的方式应精读与泛读相结合。

写作部分

BEC考试旨在检测考生用英语处理日常商务事务的能力，涉及许多商务活动内容，其写作部分分为两个部分，第一部分是在公司内部流通的各种书面载体，即公司内部同事之间与商务活动有关的通信，如商务便条、商务便函、电话留言、电子邮件等；第二部分是下列三种写作形式中的一种：商务通信——给公司以外的人员（如客户或供应商等）所写的与商务有关的通信，如信函、传真或电子邮件；商务报告——就一具体事情或事件提供信息或分析报告，此类报告包括由导言、分析、结论三个部分组成，其写作形式可能是便函或电子邮件；商务建议——商务建议在格式与商务报告相似，但不同的是前者的重心在未来，是提出建议供阅读者讨论、考虑，其写作形式可以是商务便函或电子邮件。

在写作的第一部分，考生须根据所提供的背景材料写出40~50字的商务便条、商务便函、电话留言或电子邮件等；背景材料包括考生在写作中假设的身份、写作对象和写作要求。写作要求一般有3点，由短语或分词引导的句子组成。

在完成这一部分的写作任务时，考生最重要的是必须把这3点要求全部包括在自己的作品里，并且做到简洁、明了、准确，同时句子功能符合题目要求——是请求还是同意，是征询意见还是通知等。例如，公司要求员工就职工培训计划提出建议，题目要求“asking for suggestions for the program”，考生的句子应包含请求成分“Will you please make any suggestions for the program?”又如题目要求“giving a deadline for suggestion”，考生的句子除给出日期外，还应表达出征询意见的意味，如“Would it possible for you to submit the suggestions before Wednesday, 12 April?”

这一部分的写作形式如果是商务便函或电子邮件，考生不必采用“致（To:）、自（From:）、日期（Date:）、主题（Subject:）”的格式。

写作的第二部分要求考生根据所提供的背景材料写出120~140字的商务通信、简短的商务报告或商务建议。与第一部分相同，这一部分的背景材料也将说明考生在写作中假设的角色、写作对象、写作要求等，但与第一部分不同的是，这里的背景材料往往是一份上面带有“手写”批注的信件、报告或是图表等。考生在完成这一部分的任务时，首先应搞清楚自己的身份，不要张冠李戴，弄错了身份；其次，考生的作文一定要把“手写”批注的内容全部包括进去；最后，考生还要用适当的句型、正确的时态传达出“手写”

批注中隐含的言语功能——是同意还是反对，是接受还是拒绝等。例如，批注要求“summarise”或“forecast”，那么前者用过去时比较合适，后者则用将来时比较好。

这部分的写作对格式也没有要求，也就是说，信函不要求写通信地址，传真不必写“传真头”，商务便函或电子邮件不必用“致（To:）、自（From:）、日期（Date:）、主题（Subject:）”的形式。

考生应切记不要在写作中擅自加入题目中没有要求的内容，同时写作字数不要超过或是少于要求的字数。考生的写作成绩主要取决于两个方面：1）完成所有任务，文章结构完整，有效地使用连接方式，不离题，语域使用恰当；2）语法、拼写和标点正确，用词准确，词汇量大。因此，考生平时就应加强这两方面的写作训练。

听力部分

根据 BEC Vantage 考试大纲，听力考试共包含 3 个部分：填空、多项选择匹配以及多项选择题。

第一部分包括 3 个电话对话或电话录音，每一个对话或录音信息都有一个填空文本。每个文本都提供了非常清楚的上下文及 4 个空格，要求考生根据所听内容在空格内填写一两个词或一个数字。填空文本通常是订单、日程表、发票、留言条、摘录等。每一篇对话或录音的长度为 220 个单词左右。这一部分的考点是获取具体信息，如数字、人名、日期、地名等。考生需要仔细听录音并利用答卷上的提示辨认并填写信息。正确答案并不只限于简单的听写，很多时候要求考生对提示材料进行重新组织整理以获取正确答案。

这一部分的训练要求考生拥有良好的边听边记笔记的能力，尤其是学会在各种场合记笔记。平时不仅要记单词，还要会拼写。同时还应具备良好的识辨能力，能辨别一些同音异义词，还要学会拼写一些常用的地名以及英美人名，并能学会利用提示信息预测所要填写的各种单词或数字。考生在第一遍听录音时，可以先听对话的大意并尽量将 4 个空格填写出来，听第二遍时，着重检查答案并将没有拼写出来的单词或数字补齐。

听力考试第二部分共有两组题，每组的格式是相同的。要求考生听 5 个短小的 50 字左右的独白，然后将每个独白与一组共 8 个选项相匹配。每 8 个选项构成一组连贯的主题，每一组都包括 8 个与地点、主题、目的或身份等有关的选项。由于要求考生辨认讲话的主题、语境、功能等，这部分考试测试考生的总体听力技巧、判断推理能力及理解大意的能力。考生应学会边听边推敲大意，根据上下文，讲话人的语气、语调、态度、观点、讲话的目的等进行推理判断。

平时训练时考生应熟悉英语各种文体的区别，掌握一定的篇章知识，尤其是注意篇章连贯。在听第一遍录音时，了解掌握短文的大意，并迅速作出判断；听第二遍时，判断是否准确。在这一部分的考题里，没有绝对的“最佳”答案，但却有“正确”答案。

第三部分是多项选择题，考生将听到一篇长度为 500 字约 4 分钟的文章，这些文章包括两三个人之间的访谈、对话及讨论，也有一个人的讲座、报告等内容。听完录音后，要求考生回答 8 个涉及文章内容和大意的问题，每个问题都有 3 个选项。有些问题与谈话人的观点和情感有关，但这些问题的设计都比较直接，不需要考生记住一些长且复杂的信息。在回答这一部分的问题时，考生应注意准确理解所听到的信息，尤其是谈话人所表达

的观点，因为正确答案常常是通过几个人的讲话表达出来的。

总的来讲，在听力考试中考生应首先熟悉3种不同题型的要求，了解解答这3种题型所需要的技巧。同时好的听力还取决于准确的阅读，考生要学会利用每一部分录音的间隙期，阅读和检查书面信息，准确回答问题。

BEC VANTAGE SIMULATED TEST 1

READING TEST

Time allowed: 1 hour

INFORMATION FOR CANDIDATES

- There are forty-five questions on this question paper.
- You must write all your answers on the Answer Sheet.

PART ONE

Questions 1 – 7

- Look at the statements below and the information about recruitment on the opposite page.
- Which recruitment (**A**, **B**, **C** or **D**) does each statement **1 – 7** refer to?
- For each statement **1 – 7**, mark one letter (**A**, **B**, **C** or **D**) on your Answer Sheet.
- You will need to use some of these letters more than once.

Example:

0 It is preferable if your have got a doctorate degree.

0	A	B	C	D
	☐	☐	■	☐

C **1** Applicants of less than 30 years old are likely to be successful.

B **2** People you are communicating with come from fields other than yours.

D **3** What you must do includes making reviews of general economic activities of the society.

B **4** You are expected to establish relationship with other organizations.

B **5** It requires that your reports should be easy for users to understand.

B C **6** It is preferred that you are familiar with economic regulations.

D B **7** One of your jobs is to make a connection with people from the press.

A

Business Economist

You will have excellent analytical skills and an ability to communicate effectively with non-economists both orally and in writing. You will be expected to use data from a variety of sources for model-building and other forms of economic analysis. You will also liaise with clients, play an active role in business development, and present the results of your analysis in an incisive and accessible form.

B

Economic Policy Manager

At the very heart of our business, you will need to be a highly confident and credible business shaper in economics or a related discipline and preferably, have post graduate qualifications in economics, business or finance. You will also ideally have experience of regulatory issues and appreciate how they fit in with the bigger picture. Thus, you will be a key player in the team, leading our regulatory agenda both internally and externally, preparing government proposals, and using your excellent interpersonal communication and influencing skills to build strong links across our business and with external bodies.

C

Outstanding Young Economists

We are seeking to recruit outstanding young economists to join our team at our Dublin office. Candidates should have a brilliant academic record, ideally including a PhD in economics and two or more years' post qualification experience. Ideal candidates will probably be in their mid to late twenties and will be focused on applying their exceptional economic skills to commercial and policy issues.

D

Principal Economist

Leading the European team from London and reporting to the Chief International Economist, the role focuses on producing top quality macroeconomic commentary & forecasts and country risk analysis. Excellent written and verbal communication skills are of paramount importance as the role involves liaising both with clients and the media. Experienced in modeling and forecasting, you will have an extensive knowledge of the European economies, with particular reference to structural change and policy.

PART TWO

Questions 8–12

- Read the article below about job satisfaction and employee morale.
- Choose the best sentence from the opposite page to fill each of the gaps.
- For each gap **8–12**, mark one letter (**A–G**) on your Answer Sheet.
- Do not use any letter more than once.
- There is an example at the beginning, **(0)**.

The importance of satisfaction and morale

Broadly speaking, job satisfaction is the degree of enjoyment that people derive from performing their jobs. If people enjoy their work, they are relatively satisfied; if they do not enjoy their work, they are relatively dissatisfied. **(0)**... B.... Morale reflects the degree to which they perceive that their needs are being met by their jobs. It is determined by a variety of factors, including job satisfaction and satisfaction with such things as pay benefits, coworkers, and promotion opportunities.

(8)...... Some large firms, for example, have instituted companywide programs designed specifically to address employees' needs. Employees at SAS institute, a large software development company in North Carolina, enjoy private offices, a free health clinic, two on-site day-care centers, flexible work hours with 35-hour work weeks, a company-subsidized cafeteria, and year-end bonuses and profit sharing. Managers at Hyatt Hotels report that conducting frequent surveys of employee attitudes, soliciting employee input, and — most important — acting on that input give their company an edge in recruiting and retaining productive workers. **(9)**...... For example, First Tennessee, a midsize regional bank, believes that work and family are so closely related that family considerations should enter into job design. Thus, it offers such benefits as on-site child care.

When workers are satisfied and morale is high, the organization benefits in many ways. Compared with dissatisfied workers, for example, satisfied employees are more committed and loyal. **(10)** ...... In addition, they tend to have fewer grievances and engage in fewer negative behaviors (complaining, deliberately slowing their work pace, and so forth) than dissatisfied counterparts. Finally, satisfied workers tend not only to come to work every day but also to remain with the organization. By promoting satisfaction and morale, then, management is working to ensure more efficient operations.

Conversely, the costs of dissatisfaction and poor morale are high. Dissatisfied workers are far more likely to be absent for minor illnesses, personal reasons; or a general disinclination to go to work. **(11)**...... . High levels of turnover have many negative consequences, including the disruption of production schedules, high retraining costs and decreased productivity.

(12)...... . The results of one recent study shows that companies with the highest levels of satisfaction and morale significantly outperformed the 300 largest US companies over both 5 and 10 years. Of course, many other factors contributed to the performance of both sets of companies, but these differences nevertheless can not be ignored.

Example:

0	A	B	C	D	E	F	G
	☐	■	☐	☐	☐	☐	☐

A Low morale may also result in high turnover — the ratio of newly hired to currently employed workers.

B In turn, satisfied employees are likely to have high morale — the overall attitude that employees have toward their workplace.

C In fact, evidence suggests that job satisfaction and employee morale may directly affect a company's performance.

D Such employees are more likely to work hard and to make useful contributions to the organization.

E Managers of smaller businesses realize that the personal touch can reap big benefits in employee morale and even devotion.

F Companies can involve employee morale and job satisfaction in a variety of ways.

G In conclusion, the higher satisfaction and morale, the better for the organization.

PART THREE

Questions 13–18

- Read the article below about service production and the questions on the opposite page.
- For each question **13–18**, mark one letter (**A**, **B**, **C** or **D**) on your Answer Sheet for the answer you choose.

Service production

Services are not purchased from a supplier and stored on a shelf until ordered by the customer. Instead, they are manufactured or produced after they are requested by the customer. This in itself sets service retailing apart from goods retailing and places the retailer in the channel as the manufacturer as well as the retailer of the service being sold.

The placement of the retailer as the product of the service carries with it all the problems associated with the manufacture of goods — research and development, scheduling, raw materials acquisition, quality control and service consistency throughout various branch store operations.

The improvement or upgrading of services must be done by the retailer. Constant monitoring of completion and decisions on improving aspects of the service, as well as research into the satisfaction customers are experiencing with their purchases, are part of service management.

Scheduling of services retailing presents a dual problem. If the service is performed on a good owned by the customer (china repair, silver polishing, etc.), the production process can be scheduled in an orderly flow of first in, first out. The craftsperson focuses on one item and, when finished with it, moves to the next. The scheduling process is more complicated where the service involves the individual (legal services, beauty care, driving lessons, and the like). With these types of service, production and consumption take place at the same time. A scheduling of customers is required to maximize the production capabilities of the service offering. The driving instructor who has no student must sit idle. Greater attention may then be required in scheduling services, especially those involving the customer.

In the retailing of men's suits, the quality control activity is left to the manufacturer, while in the retailing of services, the involvement with quality control standards rests with the retailer. Customers purchasing a shirt at the man store expect the same quality when they purchase an identical shirt at a branch store. This consistency in quality is assumed with goods retailing. The consistency of quality in service retailing is much more in doubt. The driving instructor at one store may be very different from an instructor at another store within the same retail chain. The involvement of the craftsperson in the production process for custom draperies may also differ within the same retail store. To ensure the consistency of a service, the store must establish procedures and policies which can be implemented throughout each branch store within that chain. Central training may be the best way to accomplish this consistency. It is of course possible that a customer may develop a preference or loyalty to one specific craftsperson, but the development of loyalty to the store with consistency of the production process is a more healthy loyalty to cultivate. In this area, the store may try to develop a strong brand-name recognition for its service.

A faulty product may be covered under the manufacturer's liability, yet the retailer, when becoming the manufacturer must be aware of the sole liability associated with the service. Other than the liability of faulty raw material, there is no other recourse for the retailer to turn to. Store-liability coverage should be considered, and most likely increased, especially for those services performed on the individual (beauty services, dental treatments).

13 What is the writer's opinion about service retailing? B

A Services are ordered by the customer.
B Service retailing is separated from goods retailing.
C The retailer produces and sells services.
D The retailer manufactures products as well.

14 According to the writer, the retailer engaged in service retailing ____ C

A just sees to it that the service is accomplished.
B should also investigate customer satisfaction.
C meets more difficulties than the manufacturer of goods.
D can turn to experts to better his service.

15 According to the writer, the problem of scheduling services

A involves services performed on a product and on a customer.
B lies in the sequence of being served.
C concerns the maximization of production capacities.
D derives from the complex scheduling process.

16 What does the writer say about the consistency of quality in service?

A It is impossible.
B It is likely.
C It is certain.
D It is not sure.

17 According to the article, to ensure the same service quality provided in any one of the chain stores the store must

A develop healthy customer loyalty.
B assemble the staff and train them together.
C draft regulations appropriate to each store.
D make sure the procedures are carried out.

18 According to the writer, the liability associated with the service means that

A the retailer has to bear the blame by himself.
B the manufacturer should compensate for the flawed product.
C the retailer has different responsibilities than the manufacturer of goods.
D store liability covers the service involving the individual.

PART FOUR

Questions 19–33

- Read the extracted report below about business intelligence.
- Choose the best word to fill each gap from **A**, **B**, **C** or **D** on the opposite page.
- For each question **19–33**, mark one letter (**A**, **B**, **C** or **D**) on your Answer Sheet.
- There is an example at the beginning, (**0**).

Benefits of Business Intelligence

One of the most effective uses of business intelligence is within the enterprise, (**0**)... B ... key business metrics to knowledge workers and information stakeholders at every level. The benefits of business intelligence, however, (**19**)...... beyond the walls of the enterprise.

Customers can (**20**)...... from the sharing of information like how effective the company has been in meeting delivery (**21**)...... and product quality objectives. Perhaps more importantly, providing (**22**) ...... to this information sends a powerful (**23**)...... to the customer base that the company will live up to its (**24**)...... .

Business intelligence can help improve the performance levels of suppliers by providing them with metrics such as competitiveness of bids, ease of (**25**)......, timeliness of delivery, accuracy of invoicing or any other important (**26**) .... Providing suppliers these (**27**)...... typically creates for them powerful (**28**)...... to improve performance where (**29**)...... .

Effective business intelligence solutions ensure that you are able to share the data from these solutions with all of these (**30**)...... . Business intelligence solutions enable you and your employees to make better, more (**31**)...... decisions that will have a (**32**)...... impact on your company. They also enable your company to (**33**)...... its partnerships with customers and suppliers, which, in return, makes your business even stronger.