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商务英语口语应式指南

北京语言学院出版社

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文和平 主编

# 2 BEC

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BUSINESS ENGLISH CERTIFICATE 2

北京语言学院出版社

# 商务英语证书(BEC 2)应试指南

## BUSINESS ENGLISH CERTIFICATE 2

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## 前 言

本书是根据英国剑桥大学在中国举办的商务英语证书 II (BEC 2) 编写的, 是商务英语应试丛书之一。本书基本上覆盖了 BEC 2 考试中所规定的大纲内容, 包括在商务中出现的公文。由于本套丛书的第一本对 BEC 考试已做了应试技巧讲解, 也有为应付 BEC 2 考试而设计的试题集, 因此本书尽可能广泛地收集各种商务场合所出现的文章题材, 并配有适当的练习, 旨在让考生熟悉 BEC 2 考试中可能出现的文章体裁, 做到有备无患。结合北京语言学院出版社出版的《商务英语证书(BEC 1)应试指南》,《剑桥大学商务英语证书考试(BEC 2) 试题集》, 能使读者在商务英语的听、读、写方面有一个质的飞跃。

本书不仅适用于参加 BEC 2 考试的考生, 而且也适用于英语专业的学生以及从事外贸工作的人员; 对在公司工作的职员来说, 本书对他们也一定会有很大的帮助。

在本书的编写过程中, 我们参考了国内外出版的有关书籍及驻北京的一些外资企业的往来函电, 从中借用了许多实例。汇利船务有限公司的周晓红小姐, 首都师范大学的陈政豫先生为本书的编写给予了大力的支持, 在此一并致谢。

由于编者水平有限, 加之成书之仓促, 疏忽和错误之处, 敬请广大读者和专家批评指正。

编 者

1995 年 4 月于北京

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# 第一部分 阅 读

## 一 题型讲解及技巧分析

BEC 2 阅读部分试题分五个部分, 和 BEC 1 相比, BEC 2 试题题型完全不同, 后者文章要长, 单词量增大, 这意味着单位时间内要求考生的阅读量增加, 难度加深, 其中语法部分覆盖英语中所有的语法现象。因此 BEC 1 和 BEC 2 在难易程度上有明显的档次。总的说来, 阅读部分中, 考生除需要熟悉各种文章题材外, 重要的还是以扩大词汇量, 理解语法结构为基础, 正确理解全文。

### (一) 选择句子配对题

这部分题要求考生正确理解 3—5 篇 100—200 字、关于产品介绍等题材性的短文, 判断所给的 7 个句子描述的是哪篇文章(产品介绍等广告性的短文)。做这部分题的一个技巧是从短文的标题中粗略判断文章的中心思想, 所要介绍的内容(产品); 另一个技巧是根据 7 个句子中的关键词在短文中寻找相同的词或语义相近的词。例如 BEC 2 样题第一部分:

## PART ONE

### Questions 1—7

● Read these sentences and the product advertisements on page 3.

● Which product does each sentence (1—7) describe?

● For each sentence mark one letter (A, B, C or D) on your Answer Sheet.

Example: You can use this piece of equipment to carry letters and parcels from one place to another in a building. **E**

1. It is possible to put files in one of the baskets.

2. The top of this has a surface which prevents things sliding. **A X B**

3. This can be fixed to your office furniture or to the walls. **D**

4. You can put this together very quickly, using only your hands. **A easily adjustable**

5. You can use this products to prevent people from falling over loose wires or accidentally pulling them out. **D**

6. You can make it much smaller when you put it away. **C**

7. This item is useful because there will be less dust and more air moving freely round any e- **A**

quipment placed here.

<b>A</b>	<b>OFFICE STORAGE UNIT</b>
<p>OPEN-WIRE DESIGN — a new approach to the aged-old problems of storage and organisation in your computer room. Just one <u>wire</u> shelving unit can store all your computer hardware — monitors, CPU's, keyboards — in one readily accessible location. It will also reduce dust circulation and improve air-circulation.</p> <p>REINFORCED SHELVES provide extra strength and allow items to slide on and off easily. Tough, hard surface resists chipping, scratches and other damage.</p> <p>ASSEMBLES IN MINUTES. You don't even need tools— just snap together sleeves and slide shelf over sleeves to securely lock in place. Shelves are easily adjustable. The floor levellers also adjust for surface irregularities to keep the unit stable.</p>	

<b>B</b>	<b>EQUIPMENT <u>CART</u></b>
<p>Perfect for <u>transporting</u> computers, audio visual equipment and other office machinery. Non-slip top (W71mm × D483mm × H25mm) with heavy duty 25mm <u>tubular</u> frame, supports equipment weighing up to 159kgs. Lower wire shelf (W533mm × D330mm) holds additional <u>equipment</u> or <u>supplies</u>. Cart moves easily on four <u>swivel</u>, ball bearing, 102mm rubber wheels. W711mm × D483mm × H737mm, 14kgs.</p>	

<b>C</b>	<b>MAIL CART</b>
<p>Organise and distribute your mail more efficiently with this sturdy cart constructed of durable 25mm tubular steel. Top basket (W914mm × D406mm × H279mm) takes hanging <u>folders</u>. Bottom basket (W889mm × D400mm × H279mm) is ideal for moving boxes and large packages. Rubber wheels in front and two 203mm rigid wheels in back provide easy mobility. <u>Folds</u> for easy storage. W1117 × D559mm × H279mm, 20kgs.</p>	

<b>D</b>	<b>WIRE MANAGEMENT KIT</b>
<p>Safely organise your equipment wires and cables. Self-adhesive cable tubes, with slide-on covers, <u>attach</u> to the underside of your desk or around your office walls to safely route cables and wires. To group multiple wires, the kit includes an assortment of clamps and ties.</p>	

短文 A 的标题 OFFICE STORAGE UNIT 说明该篇介绍的产品为存储办公室设备的装置。

短文 B 的标题 EQUIPMENT CART 说明要介绍的产品为装运设备的推车。



短文 C 的标题 MAIL CART 表明介绍邮件推车。

短文 D 的标题 WIRE MANAGEMENT KIT 说明该篇介绍的是线圈管理盒。

我们再看所给的7个句子和例句。例句：根据标题，不难发现只有短文 C (MAIL CART) 与 letter 和 parcel 有关，并且从 C 篇中的句子 "Organise and distribute your mail more efficiently" 也可以证实这一点。因此例句的答案为 C。

第1 题：很明显，短文中出现 basket 这个词的只是在 C 中：Top basket ... Bottom basket...，因此句子1 是对短文 C 的描述。

第2 题：从标题似乎看不出这是对哪种产品的描述，再看看是否能从原文中找到与 surface, prevent, slide 等词或其相近词义的词。不难发现，在 B 篇短文中有 non-slip top (non-slip 与 prevent sliding 同义, top 与 surface 相近)，因此句子2 是对短文 B 的描述。

第3 题：很明显，能固定到办公设备上或墙上的东西不可能是推车(排除了 B 和 C 的可能性)，也不可能是存储设备，唯一的可能是线圈管理盒。再看看短文中是否有类似 fix, office furniture 和 wall 之类的词。不难发现短文中 "... attach to the underside of your desk or around your office walls to safely route cables and wires" 的 attach to, your desk 以及 office walls 分别与 fix, office furniture 和 wall 相同或近义，因此可以进一步肯定答案为 D。

第4 题：根据常识，我们一般不会认为我们能够用手很快把推车安装起来，事实也是如此，因此我们排除了选 B 和 C 的可能性。在短文 A 和 D 中寻找与 put together, very quickly 以及 using only your hands 之类的词，不难发现短文 A 中的 assemble in minutes 以及 you don't even need tools 分别与其意义相近，因此第4 句话是对短文 A 的描述。

第5 题：不用看原文，光看标题，我们便会知道能够不让您被散线绊倒，或不小心把线抽出来的产品只能是线圈管理盒，即短文 D，原文中的 "... to safely route cables and wires" 证实了这一点。

第6 题：能将其变小的产品恐怕这四种产品都有这种可能性，关键在于看能否在原文中找到与 make it much smaller 和 put away 相关的词。谈到产品的大小尺寸，只有在 B 和 C 中出现。短文 B 中的关于大小的数字，一个是推车上部的长宽高，另一个是下部的长宽高；C 中同样也说了上部和下部篮子的大小规格，但是最后一个数字前面有 "Folds for easy storage" 一语，与 make smaller 和 put it away 语义相近，因此本题答案为 C。

第7 题：很明显，能防止灰尘和使更多空气在其周围流动的设备一定与精密设备有关，绝对不可能是推车，也不可能是线圈管理盒。另外寻找含有与 "less dust, more air moving freely around" 等相类似的词也只有在短文 A 中有："... reduce dust circulation and improve air-circulation"，因此第7 句话是对短文 A 的描述。

从以上分析不难发现，做阅读理解题不一定要看完每一句话，理解每一句话，关键在于抓住文章的中心思想，在原文中找到与题目相关（同义或近义）的词。

## (二) 选择句子补全信息题

第二部分为一篇350字左右的文章,如便笺、信函、报告书、建议书之类,要求考生用所给的句子完成这篇文章。做这部分题的关键是要理解空格前后的句子。按照题型设计,空格之间的距离应该大体相同,也就是说,空格前后总应该有一两句话可以作为思路。例如样题中的第二部分:

### PART TWO

#### Questions 8—12

- Read this text which is about issues of health and safety in a factory.
- Choose the best answer from the list A—I on page 5 to fill each of the blanks.
- For each blank (8—12) mark one letter (A—I) on your Answer Sheet.
- Do not mark any letter twice.
- One answer has been given as an example.

#### MEMORANDUM

To: D. I. Law, M. O. Oxenhope

From: R. S. Hilton

Ext: 2354

Date: 25.2.94

Ref: SG\267\1

Re: DNC Machine Health and Safety

I am now growing increasingly concerned about the dust levels in and around the DNC machine and the surrounding offices. Since the beginning of January we have experienced a number of serious breakdowns of the computer equipment in this area. On each occasion when the equipment has been opened for inspection and repair, there has been such an excessive amount of dust as to cause us considerable concern. .... *example*..... In particular, we have experienced frequent memory failures and disc problems as a result of contamination. Other important equipment has also been affected. .... 8.....

Of even greater concern is the effect on the health of the machinists and office staff working in this area. Several have complained of eye irritation problems, sneezing and general difficulty in breathing, lasting for as long as an hour in certain cases. .... 9.....

I recommend that the following action be taken:

- 1) Damaged pipes from the extraction system on the machine should be repaired immediately. .... 10.....

- 2) All dust levels should be constantly checked in a controlled way and carefully recorded.  
..... 11.....
- 3) A much more satisfactory method of dust extraction should be developed as a matter of urgency. .... 12.....

- A If such a system cannot be produced, improved methods of dust limitation should be investigated.
- B For example, there have been several instances of photocopiers and printers being damaged by dust.
- C Otherwise the DNC machine has been functioning without too many problems.
- D There can be no excuse for operating with defective extraction pipes; repairs are needed now.
- E We should explore relocating the machine in another part of the building.
- F The large amounts of dust have gathered in spite of regular cleaning of both the work and the equipment itself.
- G The findings of this monitoring should be reported to health and safety officials.
- H Inexperienced employees are not permitted to operate the DNC machine.
- I Even more serious than these immediate health problems, however, is the possible effect on the future health and well-being of our employees.

例子前面的一句话为“每次打开设备检查、修理时，总有大量的灰尘引起我们极大的关注”，后面的话也应该与这大量的灰尘有关。灰尘是怎样引起的呢？我们是否对此采取过措施呢？这些都是可能出现的句子。不难发现句子 F 是沿着这条思路的，并且句子 F 中的“the large amount of dust”所指的就是指前句中的“such an excessive amount of dust”，因此例句空格中应该填 F。

空格8 前面的句子为：Other important equipment has also been affected，接下来的句子应该与其它重要设备有关，可能是解释某些重要设备，也可能是解释受到某些影响。句子 B 明显是对这句话的举例，因此该空选 B。

空格9 前面的句子谈到灰尘对人们身体健康的影响，下面的一句话也应该是谈健康影响的，不难发现句子 I 正好合适；同时句子 I 中的“these immediate problems”指的就是“eye irritation, sneezing”，因此本题答案为 I。

空格10前面的句子为：“Damaged pipes from the extraction system on the machine should be repaired immediately”，可想而知，下句应该与这些排气系统中的坏管子以及修理有关，因此该空填 D。

空格11前面的句子为：“All dust levels should be constantly checked in a controlled way and carefully recorded”，紧接着的句子应该与灰尘的检查和记录有关，句子 G 与其相关，而且 G 中的“the monitoring”指的就是前面的灰尘监控，因此本题答案为 G。

空格12前面的句子为：“A much more satisfactory method of dust extraction should be

developed as a matter of urgency" (应该研制出一种更令人满意的除尘方法), 后面的句子要么是解释这么做的重要性, 要么是说明如果研制不出来的话, 又该怎么办, 因此该空填 A, 而且 A 中的 "such a system" 指的就是 "a much more satisfactory method of extraction"。

从以上试题讲解, 我们知道做这部分题的技巧在于理解空格前面的句子, 弄清楚句子之间的关系, 一般说来, 句子之间存在以下关系:

### 1. 递进关系

递进关系表示两个句子之间后句是对前句的进一步解释, 这种进一步解释可能是通过对比表示出来的, 也可能是通过列举表现出来。这些关系有时侯有明显的标识词表示, 如表示对比关系的词有:

moreover, what's more, more important, on the other hand, on the contrary, otherwise, instead, however, nevertheless, after all, in fact, whereas, though, in spite of, even though, while, similarly, in the same way.

表示列举关系的词有:

for example, for instance, more exactly, more specifically, that is, that is to say, in other words, such as 以及破折号 (—), 冒号 (:) 等等。

刚才所讲的试题中, 句子 I (Even more serious ...) 及 A (If such a...) 表明这些句子跟前面的句子是一种进一步解释的关系; 句子 B (For example, ...) 表明这句话是对前面的句子进行举例。

### 2. 总结关系

总结关系表示后面的句子是对前面句子的归纳、总结。常见的表示总结关系的标识词有:

in sum, in all, in general, in brief, in short, therefore, consequently, thus, on the whole, briefly, in a word, in simple words, generally speaking.

### 3. 序列关系

序列关系表示后句是对前句在时间或系列上的列举, 表示这种关系的词有:

next, secondly, finally, lastly, in the end, ultimately, at last, then, later, until, after, so.

除了注意以上一些表示句子之间关系的标识词外, 另一个值得注意的是句子中的指示词。这些指示词在原文中应该有很明显的指代关系, 所以根据指示词也能很快地判断句子在文章中的位置。常见的指示词有:

this, these, the, such, such a, those, that, it, its, they, them, their.

例如上例中的句子:

A If such a system . . . .

F The large amount of dust . . . the work and the equipment itself.

G The findings of this monitoring should . . . .

I Even more serious than these immediate health problems . . . .

找到这些指示词的所指, 做这几道题就会是轻而易举的事了。

### (三) 选择段落主题与完整句意题

第三部分为一篇字数在400—500 的一篇描述性的文章, 段落清楚, 要求考生根据文章回答问题。这些问题包括四道判断段落的标题, 四道根据原文需要从所给的选择答案中完成的句子。做前四道题的一个技巧是寻找每一段的主题句(中心思想)。一般来说, 主题句在每一段的前一两句话或最后一句话。主题句在段落末尾时也叫总结句, 一般有标识词, 如 therefore, so, in sum, in all 等等。描述性的文章 80% 以上都有主题句。寻找主题句需要注意的是, 主题句一般都比较抽象, 具体、详尽的句子一般不是主题句。我们来看看 BEC 2 样题中的第三部分。

## PART THREE

### Questions 13—20

● Read the text about how to negotiate, and answer questions 13 to 20 on page 7.

At the Harvard Negotiation Project we have been developing a new method of negotiation explicitly designed to produce good results efficiently and amicably. This method, called *principled negotiation* or *negotiation on the merits*, can be boiled down to four basic points. *point*

- 1 The first point recognises that human beings are not computers. People have strong emotions, often see things very differently, and do not always communicate clearly. In negotiation it often happens that emotions get mixed up with the objective rights and wrongs of the situation. Taking up a fixed position makes this worse because people's personalities become identified with their positions. So before the actual negotiation begins we need to distinguish between personal differences and differences over solutions to the problem. *point*
- 2 The second point distinguishes between what people say they want, their stated positions, and they really want, their underlying interests. Negotiating positions often hide what you really want. A compromise between two positions is not likely to produce an agreement which satisfies the needs underlying each position. *point*
- 3 The third point acknowledges the problem of having to find a perfect solution while you're under pressure. Making up your mind in the presence of your opponent restricts your ideas. Deciding on something very important or trying to find the perfect

answer limits creative thought. You can get around these limitations by arranging a set amount of time to think up a wide range of possible solutions which help both sides and creatively bring them together.

- 4 When both sides find that their <sup>利益</sup> interests are directly opposed, one negotiator may try to win simply by being stubborn. However, you can respond to such tactics by insisting that his opinion alone is not enough and that some fair independent standard is needed. This does not mean that you yourself select the independent standard, rather that both of you decide on one, such as market value, expert opinion, or law. By discussing such criteria neither side need give in to the other.

### Questions 13—16

● For questions 13—16, choose the correct title for each paragraph from the box below.

● For each paragraph (1—4) mark one letter (A—G) on your Answer Sheet.

● Do not mark any letter twice.

13. Paragraph 1 .....  
 14. Paragraph 2 .....  
 15. Paragraph 3 .....  
 16. Paragraph 4 .....

A	Opening negotiation
B	Firmness and success
C	Objective <u>reference points</u>
D	<u>Separate</u> people from <u>problem</u>
E	Invent options
F	Compromise and flexibility
G	Interests not positions

参考 5

### Questions 17—20

● Use the information in the text, complete each sentence 17—20, with a phrase from the list below (A—G).

● For each sentence (17—20) mark one letter (A—G) on your Answer Sheet.

● Do not mark any letter twice.

17. You need to agree a fixed period to ....  
 18. An example of the use of objective reference points is to .....  
 19. It can be difficult to see the problem clearly if you .....  
 20. A negotiating position often makes it hard to .....

A	analyse problems systematically
B	take an emotional approach
C	make up lots of options
D	consult a specialist
E	show strength and firmness
F	identify real needs
G	insist on your opinion

第1段中,第1、2句话都比较具体,因此不可能是主题句。最后一句话 "So before the actual negotiation begins we need to distinguish between personal differences and differences over solutions to the problem" 带有总结性质,有用 so 表总结性的标识词,因此作为主题句的可能性比较大。对照选择答案,不难发现第1段的标题应为 D。

第2段第1句 "The second point distinguish between . . . their stated positions, and . . . their underlying interests", 从中可以推测这一段讲的是 their stated positions 和 their underlying interests 之间的关系,后面两句话进一步解释这种关系:谈判中要注意的是 interests 而不是 positions,因此第2段的标题为 G。

第3段中的第1句话为 "在有压力的情况上找到完美的解决办法的困难",这可能是一个主题句,以下两句解释为什么会困难,最后一句话谈到面临这种困难的解决办法。结合第1句和最后一句话 "You can get around these limitations by arranging a set amount of time to think up a wide range of possible solutions . . .", 我们可以总结这一段的标题为 E。

第4段似乎没有主题句,但从第2句话 "However . . . some fair independent standard is needed", 以及第3句话 ". . . select the independent standard. . ." 可以知道这一段讲的是共同商量一个公正的客观的标准,因此本题答案为 C。

这一部分的后四道题为完成句子,做这道题的一个技巧是在弄清楚每一段的标题后,根据每一题的意思先判断得从哪一段中寻找答案,然后再根据每一题中的关键词在原文中寻找相关词(同义或同形词)。

第17题:要先判断在哪一段中寻找答案似乎比较困难,在原文中寻找与 "agree", "a fixed period" 相关的词。文章中谈到时间的只有第3段,不难发现第三段最后一句话中的 "by arranging a set amount of time" 与 "agree a fixed period" 同义,因此答案可以在这一段中寻找。原文中安排一定时间的目的为 "to think up a wide range of possible solutions", 因此本题答案为 C。

第18题:从题目可以知道答案在第4段中。第4段最后一句话 "by discussing such criteria, neither side need give in to the other", 我们知道通过听取公正的、独立的专家意见有利于事情的解决,对双方都有利。在选择答案中表示有利于问题解决的答案只有 A (analyse problems systematically)。答案 D (consult a specialist) 不是表示目的,因此应该排除。

第19题:这是谈判中不好的一面 ("不能很清楚地注意到问题"), 因此 "你" 采取

的行动不对。选择答案(A—G)中表示消极的短语有B和G。在原文中只有第一段中有"difficult", "see things", "clearly"等关键词, 因此本题答案为B。

第20题: 从标题我们知道答案可以在第2段中找到。第2段的标题为positions和interests的关系, 因此"A negotiating position often makes it hard to..."后应该接与利益有关的短语, 不难发现答案为F (identify real needs)。

#### (四) 词汇多项选择填空题

试题的第四部分为一篇180—250个字左右的文章, 题型为完型填空, 与我国的大学英语四级考试中的完型填空题类似。所不同的是BEC 2中的完型填空为一道纯词汇题, 不含任何语法内容。BEC 2要求考生利用一定的策略读懂文章, 根据上下文猜出某个单词的意思, 因此这部分题不仅要求考生识别所给的四个选择答案中的单词, 而且还要正确理解原文, 同时具有一点商务方面的知识。下面是从样题阅读第四部分中抽取的一小段。

### PART FOUR

#### Questions 21—35

● Read this letter about buying a computer.

● Choose the best word to fill each gap.

● For each question (21—35) mark one letter (A, B, C or D) on your Answer Sheet.

● One answer has been given as an example.

All orders must be accompanied by a ..... 24. .... of 20% of the total amount shown on the attached .... 25. .... The .... 26. .... amount should be paid no later than one week following delivery. Please note that ..... 27. .... charges have not been included, and a separate invoice covering these charges will be ..... 28. .... at the time of delivery.

- |  |   |   |                |
|--|---|---|----------------|
| 24. A portion  | B percentage                                  | C <input checked="" type="checkbox"/> deposit | D discount     |
| 25. A cheque   | B <input checked="" type="checkbox"/> invoice | C charge                                      | D demand       |
| 26. A payable  | B credited                                    | C owing                                       | D outstanding  |
| 27. A <input checked="" type="checkbox"/> transportation | B transference                                | C transformation                              | D transmission |
| 28. A <input checked="" type="checkbox"/> written        | B conveyed                                    | C <input checked="" type="checkbox"/> issued  | D distributed  |

第24题选择答案似乎discount(折扣)和deposit(定金)都可以, 但是看看全句, 所有定单必须按发票数额的20%付定金而不是给折扣, 因此24题选C, 25题选B。

26题, 在发货一周后所需支付的款项只能是另外的80%, 因此26空填D (outstanding, 未结账的)。

27题, 发票中没有包括的是运输费, 因此该空填A。

28题, 开发票是个固定搭配, 只能是issue, 因此答案为C。



做这部分词汇题，考生需要记一些商务方面的单词和词组，多读一点商务方面的文章。

## (五) 语法改错题

BEC 2 阅读试题的第五部分为语法题，分两个部分，题型类似我国大学英语六级考试试题中的改错题，所不同的是前者内容不存在单词语义错误。第一部分 (SECTION A) 要求考生判断短文的每一行中是否有多余的单词；第二部分 (SECTION B) 要求改正每一行中用错的单词。总的说来，这两部分中的语法题对于英语从语法开始学起的中国人来说比较简单。

### 1. 多余单词

SECTION A 中多余的单词多为下面几类 (括号内为多余的单词)：

(1) 介词：一般为及物动词后跟的介词，无宾语的不及物动词后面跟的介词，同义介词的重复使用以及习惯上不需要介词的词前面所跟的介词等。

Do you know where Ms. Collins was ~~at~~ yesterday? (at)

I saw the beautiful girl entering ~~into~~ the building. (into)

Was the invoice inside ~~of~~ that pocket? (of)

Flight 420 will arrive ~~at~~ about half an hour late. (at)

His words and deeds are not compatible ~~with~~. (with)

They have ~~to~~ reminded the company of the coming danger. (to)

You and he must ~~to~~ be promoted soon. (to)

(2) 动词 (特别是特殊动词，如助动词、情态动词以及作为系动词的 BE 动词)

People ~~were~~ called him a paper tiger then. (were)

They must ~~have~~ to finish the work before lunch time. (must)

The goods have ~~(had)~~ been unloaded here since early this month. (had)

- We are completely agree to your wonderful proposal. (are)

As ~~being~~ a student, he has to depend on his parents. (being)

John and Smith ~~made~~ submitted their resignations on Friday. (made)

- He has to ~~be~~ investigate who is responsible for the delay. (be)

(3) 连词

That his coming late made the boss very angry. (that)

He believes in whatever ~~that~~ she says. (that)

Study hard, and before you'll taste the experience of success. (before)

They arrived at the airport later than ~~what~~ they had expected. (what)

Although he accepts responsibility, ~~but~~ he refuses to admit his mistakes. (but)

(4) 代词

Please invite those ~~whoever~~ you like to attend. (whoever)

Everyone who knows they must be at work on time. (who)