

# 剑桥商务英语 **BEC** 备考丛书

丛书总主编 / 彭玲娟

本册主编 / 彭玲娟

## 商务英语仿真题集

Cambridge  
Business English  
Certificate



WUHAN UNIVERSITY PRESS

武汉大学出版社

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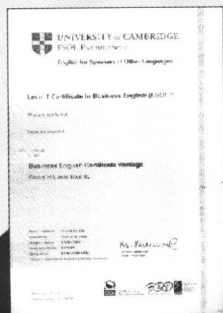
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## 前 言

剑桥商务英语证书 (Business English Certificate, 简称 BEC) 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一项英语语言水平考试。该考试从听、说、读、写四个方面对考生在一般工作环境下和商务活动中使用英语的能力进行全面考查, 对成绩合格者提供由英国剑桥大学考试委员会颁发的标准统一的成绩证书。该证书由于其颁发机构的权威性, 在英国、英联邦各国以及欧洲大多数国家的商业企业部门获得认可, 成为确认证书持有者英语能力的首选证书; 同时也被世界各国的众多大学、企业以及国际教育机构所认可, 并将其作为入学考试或招聘录用的英语语言水平要求。

BEC 考试自 1994 年起在我国各大中城市全面展开, 产生了巨大反响, 以至剑桥商务英语学习及其证书考试成为时尚。自 2002 年开始, BEC 考试由过去的 BEC1、BEC2、BEC3 改为 BEC Preliminary (初级)、BEC Vantage (中级)、BEC Higher (高级) 三个等级。考试类型除原有的阅读、写作、听力、口语外, 口语成绩计入总分, 考试内容也有所变化, 题目难度大大提高, BEC 证书的含金量随之增加。目前, BEC 考试已经推广到亚洲、欧洲、南美洲、澳洲 130 多个国家和地区, 我国国内考点已超过 60 个。

目前图书市场上有关商务英语的参考书不多, 专门针对 BEC 考试的学习用书就更少了。为满足广大考生和学习者的需要, 我们组织了一批具有丰富的教学经验、长期从事商务英语教学、且具有多年 BEC 口语测试经历的大学教师, 在认真研究 BEC 最新考试大纲的基础上, 精心编写了这套丛书, 奉献给广大考生和读者。

本书为《商务英语仿真题集》。编者严格按照 BEC 中、高级考试的形式和难度, 精心编写出 BEC 中、高级试题各 5 套。每套试题分为阅读、写作、听力和口语四个部分, 与正式考试的考试顺序相同, 即一个单元的时间考阅读、写作和听力三部分笔试, 另一个单元的时间考口语。每套试题都附有答案和参考范文, 听力部分还附有录音文本, 供广大读者参考、借鉴。该书适合读者在逐步熟悉了 BEC 中、高级各部分题型后, 进行全面的综合练习, 以检验其学习的效果, 达到应试状态。

编 者

2006 年 3 月

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# Test One

## Reading

### Part One

#### Questions 1-7

- Read these sentences below and the book reviews on the opposite page.
- Which book (A, B, C or D) does each sentence 1-7 describe?
- For each sentence 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 In this book leaders will look into drawbacks of leading economics.

0	A	B	C	D
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. In this book you will learn about the lives of business leaders from the past.
2. This book looks at how large companies deal with various problem areas.
3. This is a book about one business leader's experiences.
4. This book describes both successes and failures.
5. This book suggests probable trends in the business world.
6. The writer of this book gives his personal views of what makes a good business leader.
7. This book is based on interviews with business leaders.

<b>A</b>	<b>My Years with Baize Engineering</b> by James Salinas
	<p>Salinas outlines the key qualities of good management in this autobiography. He believes that decisions should be based on facts, not opinions; that people's strengths should be exploited; and that disagreement is sometimes necessary. But the main point he makes is that leadership means performing well at all times and setting a good example.</p>
<b>B</b>	<b>Leading on</b> edited by France Peake
	<p>In this collection of essays, top business leaders predict how business will change over the next few years. They analyze changes in business and society and their efforts on job markets, as well as taking a look at possible strengths and weaknesses of leading economics and their currencies. This collection outlines a vision of tomorrow's business world and the type of leaders that will be required.</p>
<b>C</b>	<b>Ultimate Leadership</b> by John Connor
	<p>This book is a well-researched study of the problem of leadership in global quoted companies. 160 international business leaders were asked how they added value to their companies and their answers form the main part of this book. Both managers and companies are analyzed in order to show how they cope with difficult issues. A useful book for all senior managers.</p>
<b>D</b>	<b>20th Century Leaders</b> by Maximilian Landor
	<p>100 well-known US business leaders through this century are described in this book, which analyses how their fortunes were made and sometimes lost. The background, business career, character and personal life of each individual are outlines, creating an impressive collection of biographies and an excellent reference work.</p>

## Part Two

### Questions 8-12

- Read the article below about Europe's labor shortages.
- 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**).

### Bridging Europe's Skills Gap

When a French software firm needed 250 new engineers recently, it avoided all the usual hiring options. Instead, it booked a fashionable nightclub and threw a party, hoping that word of mouth would encourage young talent to come forward. Another company, located in the wet north-eastern corner of France, decided that it could lure the skilled workers it needed away from sun-drenched Italy and beyond only by stressing that its excellent indoor sports facilities would be a way of keeping out of the rain. (0) ..... All over the continent, there are shortages of qualified workers. Romano Prodi, president of the European Commission, identified a growing skills gap as a priority facing the European Council when it met in Stockholm on March 23rd.

Mr. Prodi is far from being the only worried observer of Europe's labor market. Just before the summit, TMP Worldwide, a recruitment agency, surveyed 350 European managers. (8) ..... Four-fifths thought that their problems would worsen over the next year, and that red tape was making it too difficult to hire foreign workers. A leading group of industrialists also called on Europe's ministers to help deal with skills shortages. (9) .....

The issues over immigrant labour are complex. In the past, most immigrants were temporary workers who entered countries to do low-paid seasonal work in agriculture. (10) ..... But there is a new category: skilled, well-paid workers who fill gaps that locals cannot.

Most obviously, Europe has too few qualified computer engineer, which has sent wages spiraling in that business and caused governments to intervene. Germany, for example, attracted much criticism last August when it announced a special immigration programme for 30,000 computer engineers from India. But that stirred



strong complaints from trade unions and became a political issue after opponents branded it discriminatory. (11) ..... Most have come from Eastern Europe, not from India.

Europe's problem has been caused partly by prosperity. Healthy economies, particularly those such as Ireland's, with fast-growing high-technology industries, have outstripped the local markets' ability to furnish qualified workers. (12) ..... But, as people have grown rich, they have become less willing to take manual jobs that are seen as undesirable and undignified.

**Example:**

0	A	B	C	D	E	F	G
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

- A. This form of legal migration continues, although in gentle decline.
- B. Unqualified workers, by contrast, should be relatively easy to find, given the high unemployment rate in the EU.
- C. This has encouraged companies to fill the gap with immigrants to solve the shortage problem.
- D. Almost half of them said that the skills shortage was having severe adverse effects on their business.
- E. As a result, the scheme has been scaled back and fewer than 5,000 workers had signed on.
- F. Judging by the efforts that companies are making to solve the problem on their own, the shortage is more severe than even the European Commission thinks.
- G. Such are the lengths to which European companies are going to attract good new staff.

**Part Three**

**Questions 13-18**

- Read the article below about communication skills, 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.

### Communication Skills and Success

Starting a business is a hard task even under the best of circumstances. Having enough capitals to launch the business is only one of the considerations. Assuming one is able to open the doors of the enterprise, success is not a guarantee. Good communication skills can save a business and help it prosper.

Tim Smith saw his dream become a reality. He opened his video rental store in 1991. Although he was located in a rural area, he was not without competition. With major video franchises in the area, developing concepts and practices that would differentiate S&S from the other stores was essential. Smith asked himself several questions: "How can I compete with the big guys?" and "What can I offer that video stores can't or don't?" He observed that personal involvement was lacking in many companies, especially large ones. He believed his advantage was personal communication with customers.

Smith started his business practicing open, honest communication with customers. He quickly learned that listening is a major component of good communication. He notes that many business owners "don't take the time to listen to and ask what the customers want. So many people are domineering in conversation and focus on their own area of knowledge". The tendency to be self-centered in conversation is strong, but Smith learned that customers appreciate others' interest in them and their activities. By engaging customers in conversation and learning more about them, Smith has earned their trust, and in turn, their business.

While attempts at communication have not always been successful, Smith's policy has worked well. When customers are irritated, he listens to their complaints and asks questions. He has learned that, in business, one must always be quick to take responsibility for mistakes. Instead of flatly telling the customers, "This is our policy in these cases," he asks, "What would you like me to do?" When customers know he cares about them and is willing to stand behind his products, they are likely to reward him with repeat business.

In addition to good verbal communication, Smith also spends a great deal of time on the telephone, informing patrons of new movies in stock or contacting customers who have not visited the store in several months and asking them how S&S may provide them with better service. He also writes announcements of arrivals or specials to mail to customers. By keeping in touch with customers and letting them know how much their business is valued, Smith establishes a strong personal link that sets him apart from larger business that do not invest as much time and energy in interpersonal

communication with customers.

Open, honest communication with customers is essential to any business success. Smith's approach was clearly effective; in its first three years, S&S grew from eight to ten video rentals a day during its opening months of operation to 400 to 500 video rentals a weekend. Smith predicts that his business will continue to grow, and he credits the growth to successful interpersonal communication with customers. "Keep communication honest at all times." He emphasizes, "no exaggeration, no lies."

13. According to the first paragraph, starting a business successfully needs \_\_\_\_\_.
  - A. sufficient capitals
  - B. favorable circumstances
  - C. good communication skills
  - D. all of above
14. Smith's video rental store is different from other video stores in the same area in \_\_\_\_\_.
  - A. favorable location
  - B. sufficient stock
  - C. communication with customers
  - D. capital investment
15. Smith finds that the key point of good communication is \_\_\_\_\_.
  - A. being self-centered
  - B. listening
  - C. talking
  - D. questioning
16. When customers complain, Smith may \_\_\_\_\_.
  - A. turn a deaf ear to their complaints
  - B. listen to their complaints patiently without any response
  - C. listen to their complaints patiently and manage to satisfy them
  - D. listen to their complaints and explain the store's policy patiently
17. It is not mentioned in the text that Smith \_\_\_\_\_ in order to keep in touch with customers.
  - A. calls the customers
  - B. invites the customers to dinner
  - C. sends mails to customers
  - D. invests a lot of time and energy
18. Smith's key to success lies in his \_\_\_\_\_.

- A. open, honest communication with customers
- B. uniqueness in the neighborhood
- C. oral ability in his work
- D. rich knowledge in the field

## Part Four

### Questions 19-33

- Read the article below about comparing the nature of business with poker.
- 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).

### Learn about the Nature of Business by Comparing It with Poker

We can learn a good deal about the nature of business by (0) ..... it with poker. While both have a large (19) ..... of chance, in the long run the winner is the man who plays with steady skill. In both games ultimate victory (20) ..... intimate knowledge of the rules, insight into the psychology of the other players, self-confidence, a (21) ..... amount of self-discipline, and the ability to (22) ..... swiftly and effectively to opportunities provided by chance.

No one expects poker to be played on the ethical principles (23) ..... in churches. Poker has its special ethics, and here I am not referring to rules against cheating. The man who keeps an ace up his sleeve or who (24) ..... the cards is more than unethical; he is a crook, and can be (25) ..... as such—kicked out of the game or, in the Old West, shot.

In contrast to the cheat, the unethical poker player is one who, while (26) ..... by the letter of the rules, finds (27) ..... to put the other players at an unfair disadvantage. Perhaps he bothers them with loud talk. Or he tries to get them drunk. Ethical poker players (28) ..... on such tactics.

Poker's own brand of ethics is different from the ethical ideals of civilized human relationships. The game (29) ..... for distrust of the other fellow. It ignores the claim of friendship. Cunning deception and concealment of one's strength and intentions, not kindness and open-heartedness, are (30) ..... in poker. People don't think any the worse of poker on that account. And people should not think any the worse of the game of business because its (31) ..... of right and

wrong differ from the prevailing traditions of morality in our society. That most businessmen are not (32) ..... to ethics in their private lives, everyone will agree. My point is that in their office lives they cease to be private citizens; they become game players who must be (33) ..... by a somewhat different set of ethical standards.

**Example:**

A. contrasting

B. equating

C. comparing

D. rivaling

0	A	B	C	D
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- |                    |                |                |                  |
|--------------------|----------------|----------------|------------------|
| 19. A. share       | B. element     | C. number      | D. quantity      |
| 20. A. requires    | B. acquires    | C. enquires    | D. requests      |
| 21. A. sufficient  | B. limited     | C. considerate | D. considerable  |
| 22. A. apply       | B. adapt       | C. respond     | D. reply         |
| 23. A. preached    | B. advised     | C. taught      | D. instructed    |
| 24. A. stains      | B. fouls       | C. marks       | D. steals        |
| 25. A. remedied    | B. punished    | C. sentenced   | D. convicted     |
| 26. A. confused    | B. standing    | C. attracted   | D. abiding       |
| 27. A. ways        | B. roads       | C. paths       | D. accesses      |
| 28. A. concentrate | B. frown       | C. rely        | D. focus         |
| 29. A. asks        | B. accounts    | C. answers     | D. calls         |
| 30. A. worthwhile  | B. necessary   | C. vital       | D. indispensable |
| 31. A. standards   | B. measures    | C. approaches  | D. rules         |
| 32. A. sensitive   | B. indifferent | C. equal       | D. loyal         |
| 33. A. judged      | B. guarded     | C. educated    | D. guided        |

**Part Five**

**Questions 34-45**

- Read the article below about robot.
- In most of the lines **34-45** there is one extra word. It is either grammatically incorrect or does not fit in with the meaning of the text. Some lines, however, are correct.

- If a line is correct, write **CORRECT** on your Answer Sheet.
- If there is an extra word in the line, write **the extra word** in CAPITAL LETTERS on your Answer Sheet.
- The exercise begins with two examples, (0) and (00).

Examples: 0      **CORRECT**  
 00      **PART**

### Robots' Role in Industry

0      Scientists have written a report on the future of trade and industry. They  
 00      talk about the role robots will play part in industry. What is a robot?  
 34      Basically speaking, it is a machine which is designed to do the work of a  
 35      human being done. It is usually controlled by computer. Once it has been  
 36      given a set of things to do, it will do the job on its own way. Nowadays,  
 37      Britain has 120 robots used at work in industry. This compares badly  
 38      with other industrial countries. In Japan, there are 4,000 robots in use. In  
 39      the USA there are 2,000 and in West Germany there are 500. According  
 40      to the report, the government must help out people to understand how  
 41      robot technology can be used. But also, people must be educated to know  
 42      how much important this new technology is. The designing of new robots  
 43      will be very important in the future. The report says that special "robot  
 44      centre" should be set up at where people who design robots and people  
 45      who will use them work together. The assembly work of the future will be  
 complex, so firms must develop robots to do it.

## Writing

### Part One

- You are the human resources manager of a manufacturing company and your company has just recruited two employees.
- Leave a short **message** to your office administrator:
  - asking him to introduce the new recruits to his office when they come to work,
  - instructing the new recruits about their jobs respectively,

- suggesting giving a welcome party to the new employees.
- **Write 40-50 words.**
- Write on the opposite page.

## Part Two

- You work for Home Apparatus, a chain store company which sells household electrical appliances. You have just received the fax below.
- Look at the fax and the other information below on which you have already made some handwritten notes.
- Then, using **all** your handwritten notes, write a **fax** in reply to Lotus Flower Household Wares.
- **Write 120-140 words.**
- Write on the opposite page.

Fax	
To:	Home Apparatus
From:	Jack Jackson
<b>Subject: Washing Machines</b>	
Further to our discussion last week we have now decided to provide you with the following washing machines at a 5% discount.	
<div>offer 10% discount</div>	
<b>Products available:</b>	
<ul style="list-style-type: none"><li>● NEW Lotus XII 1200 spin washing machine with A grade wash performance and A+ energy efficiency, PC update facility and very quiet noise level. Unit Price: £ 299.99.</li><li>● Fantastic low price for this Lotus VIII 1000 spin washing machine with auto half load.</li></ul>	

Brand	Lotus XII
Spin speed	1200 RPM
Wash load	6kg/13lbs
Light load	yes
Wash types	Quick wash. Wool wash.
Wide opening door for easy loading/unloading.	
Intensive wash option.	

Why wash types less ?

Need further explanation.

Brand	Lotus VIII
Spin speed	1000 RPM
Wash load	5kg
Light load	yes
Wash types	Pre-wash. Quick wash. Wool wash. Delicate wash.
56ltrs/cycle normal water consumption for a 60 degree wash.	

Is it economical use of water ?

## Listening

### Part One

#### Questions 1-12

- You will hear three telephone conversations or messages.
- Write **one or two words or a number** in the numbered spaces on the notes or forms below.
- You will hear each recording twice.

#### Conversation One

##### ( Questions 1-4 )

- Look at the notes below.
- You will hear a man calling a woman about a problem of their brochure.



### Telephone Message

**Caller:** Jack Kordell, from Hunter's (1) .....

**Message:** Brochure of laptop computers has no information about  
(2) .....

**Further Action:** Send the materials at (3) ..... pm.

Fax number is (4) .....

### Conversation Two

( Questions 5-8 )

- Look at the notes below.
- You will hear a woman calling to apply for a job.

### Job Application

**Name:** Collia Toynbee

**Job applied:** (5) .....

**Qualification:** \* received special training in (6) .....

\* can speak French and (7) .....

\* familiar with office practice

**Interview time:** (8) ....., nine o'clock

### Conversation Three

( Questions 9-12 )

- Look at the notes below.
- You will hear a man calling to book a room.

### Room Booking

**Name:** David Thomson

**Dates:** (9) ..... to April 1st

**Room:** (10) ..... with bath, overlooking the park

(11) ..... for business meeting

**Confirming letter to:** Niles Company, (12) ..... Bridge Street, Rotterdam.