

征服英语专业四、八级

英语专业四级 真题解析

Tests With Advice on
How to Prepare **TEM-4**

◎ 陈宏俊 主编



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(第二版)

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大连理工大学出版社

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前 言

Foreword

《英语专业四级真题解析》自出版以来深受广大读者朋友的厚爱,帮助了很多参加英语专业四级考试的考生顺利通过考试。应读者需求,我们在原《英语专业四级真题解析》一书的基础上,进行了重新修订,新增了2004年英语专业四级考试真题来为读者提供最及时的学习参考。同时,全书内容在保留原有特色的基础上,又做了适当的调整,以便使其对于备考的读者具有更大的指导意义。

另外,2004年3月全国高校外语专业教学指导委员会英语组对2000年版的《英语专业四级考试大纲》进行了修订,部分题型如听力、阅读部分有了较大的变化。为了适应这些变化,以帮助考生更充分地备考,本书在考试说明和解题思路部分对这些变化也进行了详细说明。

在本书的编写过程中,我们充分考虑到学生的实际需要,真正做到以人为本。与目前市场上已有的其他同类书相比,本书具有以下特点:

第一 答案讲解深入浅出,全面详细。

第二 每套真题后列出该章重点词汇表。这些词汇都是英语专业四级词汇范围内的,即是学生应该掌握的。

第三 考试说明和解题思路部分以最新大纲为依据,全面介绍了英语专业四级试题各部分的评分标准和应考策略。

第四 附录提供的最新《高校英语专业四级考试大纲》帮助读者明确专四考试的各项要求,在复习过程中能够做到有的放矢。

本书由陈宏俊担任主编,由范丽娣、潘琪担任副主编,参加编写工作的老师还有战丽莉、司炳月、单文博、王悦等。

由于我们水平所限,本书中一定有值得商榷的地方,请读者批评指正。

编者

2004年10月



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___月___日

开始



结束



情绪指数 ☆☆☆☆☆

评分

TEST FOR ENGLISH MAJORS (2004)

PART I

WRITING

[45 MIN]

SECTION A

COMPOSITION

[35 MIN]

Nowadays young people tend to phone more often than write to each other. So, some say that phones will kill letter writing. What is your opinion?

Write on ANSWER SHEET ONE a composition of about 150 words on the following topic :

WILL PHONES KILL LETTER WRITING?

You are to write in three parts.

In the first part, state specifically what your view is.

In the second part, support your view with one or two reasons.

In the last part, bring what you have written to a natural conclusion or a summary.

Marks will be awarded for content, organization, grammar and appropriateness. Failure to follow the instructions may result in a loss of marks.

SECTION B

NOTE-WRITING

[10 MIN]

Write on ANSWER SHEET ONE a note of about 50 ~ 60 words based on the following situation :

Your friend, Jane, has failed in the final exam, and is feeling very unhappy about it. Write a note to comfort her and give her some encouragement.

Marks will be awarded for content, organization, grammar and appropriateness.

PART II

DICTATION

[15 MIN]

Listen to the following passage. Altogether the passage will be read to you four times: During the first reading, which will be read at normal speed, listen and try to understand the meaning. For the second and third readings, the passage will be read sentence by sentence, or phrase by phrase, with intervals of 15 seconds. The last reading will be read at normal speed again and during this time you should check your work. You will then be given 2 minutes to check through your work once more.

Please write the whole passage on ANSWER SHEET TWO.

PART III

LISTENING COMPREHENSION

[20 MIN]

In Sections A, B and C you will hear everything ONCE ONLY. Listen carefully and then answer the questions that follow. Mark the correct answer to each question on your answer sheet.

SECTION A

STATEMENT

In this section you will hear eight statements. At the end of each statement you will be given 10 seconds to answer each question.

- Where is Lily working now?
 [A] In the police department. [B] In a drama society.
 [C] In a university. [D] In a primary school.
- Passengers must check in to board Flight 5125 by _____.
 [A] 11:00 [B] 11:20 [C] 11:30 [D] 11:50
- Which of the following statements is true?
 [A] There is a strike across the country. [B] Many trains have been cancelled.
 [C] A few trains have been cancelled. [D] There is a strike in the North Region.
- The death and missing numbers in the floods are respectively _____.
 [A] 60/9. [B] 16/9. [C] 9/60. [D] 9/16.
- What is John supposed to do on Sunday?
 [A] Call the office. [B] Revise his paper. [C] Solve the problem. [D] Hand in the paper.
- What do we know about Mary Jackson?
 [A] She is the speaker's friend. [B] She likes stories.
 [C] She is an author. [D] She gave a gift.
- What do we know about the speaker?
 [A] The speaker can get good tips. [B] The speaker pays for the meals.
 [C] The speaker can get good wages. [D] The speaker lives comfortably.
- What will the speaker probably do next?
 [A] To buy some medicine. [B] To buy a new cupboard.
 [C] To ignore the matter. [D] To investigate the matter.

SECTION B

CONVERSATION

In this section, you will hear nine short conversations between two speakers. At the end of each conversation you will be given 10 seconds to answer each question.

- When will they discuss the agenda?
 [A] Before dinner. [B] During dinner. [C] After dinner. [D] Tomorrow.
- What can be inferred about the man?
 [A] He'll be travelling during the vacation. [B] He'll be working during the vacation.
 [C] He's looking forward to going home. [D] He will offer her help to Jane.
- What is the cause of their complaint?

- [A] The place. [B] The heat. [C] The workload. [D] The facilities.
12. What can be concluded about Janet?
 [A] She has come to the party. [B] She is hosting the party.
 [C] She hasn't turned up. [D] She is planning a party.
13. Where does the conversation probably take place?
 [A] In a hotel. [B] At a bus station. [C] In a restaurant. [D] At an airport.
14. What does the woman intend to do?
 [A] Get a job on campus. [B] Get her resume ready.
 [C] Visit the company. [D] Apply for a job with PICC.
15. What are the man and woman doing?
 [A] Listening to the radio. [B] Looking at the photos.
 [C] Watching television. [D] Reading a newspaper.
16. What does the man mean?
 [A] He hopes the party will be successful. [B] He will see the woman around five.
 [C] He is eager to help the woman. [D] He is unenthusiastic about the party.
17. What is NOT a change to the literature class?
 [A] Class location. [B] Class times. [C] Class length. [D] Class size.

SECTION C

NEWS BROADCAST

Questions 18 and 19 are based on the following news. At the end of the news item, you will be given 20 seconds to answer the questions.

Now listen to the news.

18. The journalist was brought to court because _____.
 [A] he was working for a British newspaper.
 [B] he published an untrue story.
 [C] the story was published in Britain.
 [D] he was working with other foreign journalists.
19. How did the lawyer defend for the journalist?
 [A] He was an American journalist. [B] He worked for a British newspaper.
 [C] His story was published elsewhere. [D] Foreigners are not subject to local laws.

Questions 20 and 21 are based on the following news. At the end of the news item, you will be given 20 seconds to answer the questions.

Now listen to the news.

20. Afghanistan's first match will be against _____.
 [A] Mongolia [B] South Korea [C] Iran [D] Qatar
21. Which of the following statements is NOT true?
 [A] The announcement was made by AFA.

- [B] Afghanistan was a founding member of AFC.
- [C] Afghanistan had been in chaos for long.
- [D] The football players were under 23.

Question 22 and 23 are based on the following news. At the end of the news item, you will be given 20 seconds to answer the questions.

Now listen to the news.

22. The expected life-span of Beijing residents has gone up by _____ compared with that a decade earlier.
- [A] 1.5 years [B] 1.4 years [C] 1.2 years [D] 1.1 years
23. The _____ mortality rate had gone up greatly during the past 10 years.
- [A] infant [B] maternal [C] male [D] middle-aged

Questions 24 and 25 are based on the following news. At the end of the news item, you will be given 20 seconds to answer the questions.

Now listen to the news.

24. According to Pakistan's President, the chances of the two countries going to war were _____.
- [A] great [B] small [C] growing [D] greater than before
25. Recent tensions between the two countries were a direct result of _____.
- [A] their border conflicts [B] their military build-up
- [C] killings in the two countries [D] their mutual distrust

PART IV

CLOZE

[15 MIN]

Decide which of the choices given below would best complete the passage if inserted in the corresponding blanks. Mark the best choice for each blank on your answer sheet.

The normal human daily cycle of activity is of some 7 ~ 8 hours' sleep alternation with some 1617 hours' wakefulness and the sleep normally coincides 26 the hours of darkness. Our present concern is with how easily and to what extent this 27 can be modified.

The question is no mere academic one. The ease with which people can change from working in the day to working at night is a 28 of growing importance in industry automation 29 round-the-clock working of machines. It normally 30 from five days to one week for a person to adapt to a 31 routine of sleep and wakefulness, sleeping during the day and working at night. 32, it is often the case in industry that shifts are changed every week. This

26. [A] in [B] with [C] of [D] over
27. [A] cycle [B] period
[C] circle [D] round
28. [A] problem [B] difficulty
[C] trouble [D] matter
29. [A] asks [B] invites
[C] calls for [D] reacts to
30. [A] takes [B] spends
[C] demands [D] asks
31. [A] former [B] returned
[C] reversed [D] regular
32. [A] Therefore [B] Unfortunately
[C] In a word [D] In comparison

means that no sooner has he got used to one routine 33 he has to change to another, 34 much of his time is spent neither working nor sleeping very 35.

One answer would seem to be 36 periods on each shift, a month, or even three months. 37, recent research has shown that people on such systems will revert to go back to their 38 habits of sleep and wakefulness during the week-end and that this is quite enough to destroy any 39 to night work built up during the week. The only real solution appears to be is to hand over the night shift to those permanent night workers whose 40 may persist through all weekends and holidays.

- 33. [A] as [B] when
[C] then [D] than
- 34. [A] though [B] so that
[C] while [D] as
- 35. [A] efficiently [B] good
[C] easily [D] happily
- 36. [A] shorter [B] better
[C] longer [D] nicer
- 37. [A] So [B] In short
[C] Similarly [D] However
- 38. [A] new [B] normal
[C] temporary [D] favourite
- 39. [A] change [B] return
[C] adaptation [D] tendency
- 40. [A] wakefulness [B] sleep
[C] preference [D] habit

PART V

GRAMMAR AND VOCABULARY

[15 MIN]

There are twenty-five items in this section. Beneath each sentence there are four words or phrases marked A, B, C and D. Choose one that best completes the sentence.

Mark your answers on your answer sheet.

- 41. That trumpet player was certainly loud. But I wasn't bothered by his loudness _____ by his lack of talent.
[A] so much as [B] rather than [C] as [D] than
- 42. _____, I'll marry him all the same.
[A] Was he rich or poor [B] Whether rich or poor
[C] Were he rich or poor [D] Be he rich or poor
- 43. The government has promised to do _____ lies in its power to ease the hardships of the victims in the flood-stricken area.
[A] however [B] whichever [C] whatever [D] wherever
- 44. _____ if I had arrived yesterday without letting you know beforehand?
[A] Would you be surprised [B] Were you surprised
[C] Had you been surprised [D] Would you have been surprised
- 45. If not _____ with the respect he feels due to him, Jack gets very ill-tempered and grumbles all the time.
[A] being treated [B] treated [C] be treated [D] having been treated
- 46. It is imperative that students _____ their term papers on time.
[A] hand in [B] would hand in [C] have to hand in [D] handed in
- 47. The less the surface of the ground yields to the weight of a fully-loaded truck, _____ to the truck.

- [A] the greater stress is [B] greater is the stress
[C] the stress is greater [D] the greater the stress
48. The Minister of Finance is believed _____ of imposing new taxes to raise extra revenue.
[A] that he is thinking [B] to be thinking [C] that he is to think [D] to think
49. Issues of price, place, promotion, and product are _____ conventional concerns in planning marketing strategies.
[A] these of the most [B] most of those [C] among the most [D] among the many of
50. _____ both sides accept the agreement _____ a lasting peace be established in this region.
[A] Only if, will [B] If only, would [C] Should, will [D] Unless, would
51. Mr Wells, together with all the members of his family, _____ for Europe this afternoon.
[A] are to leave [B] are leaving [C] is leaving [D] leave
52. It was suggested that all government ministers should _____ information on their financial interests.
[A] discover [B] uncover [C] tell [D] disclose
53. As my exams are coming next week, I'll take advantage of the weekend to _____ on some reading.
[A] catch up [B] clear up [C] make up [D] pick up
54. I'm surprised they are no longer on speaking terms. It's not like either of them to bear a _____.
[A] disgust [B] curse [C] grudge [D] hatred
55. Mary hopes to be _____ from hospital next week.
[A] dismissed [B] discharged [C] expelled [D] resigned
56. Once a picture is proved to be a forgery, it becomes quite _____.
[A] invaluable [B] priceless [C] unworthy [D] worthless
57. Jimmy earns his living by _____ works of art in the museum.
[A] recovering [B] restoring [C] renewing [D] reviving
58. I couldn't sleep last night because the tap in the bathroom was _____.
[A] draining [B] dropping [C] spilling [D] dripping
59. The book gives a brief _____ of the course of his research up till now.
[A] outline [B] reference [C] frame [D] outlook
60. She was standing outside in the snow, _____ with cold.
[A] spinning [B] shivering [C] shaking [D] staggering
61. All the rooms on the second floor have nicely _____ carpets, which are included in the price of the house.
[A] adapted [B] equipped [C] suited [D] fitted
62. He plays tennis to the _____ of all other sports.
[A] eradication [B] exclusion [C] extension [D] inclusion
63. She answered with an _____ "No" to the request that she attend the public hearing.
[A] eloquent [B] effective [C] emotional [D] emphatic

64. Everyone who has visited the city agrees that it is _____ with life.
[A] vibrant [B] violent [C] energetic [D] full
65. We met Mary and her husband at a party two months ago. _____ we've had no further communication.
[A] Thereof [B] Thereby [C] Thereafter [D] Thereabouts

PART VI**READING COMPREHENSION****[30 MIN]****SECTION A****READING COMPREHENSION****[25 MIN.]**

In this section there are four passages followed by questions or unfinished statements, each with four suggested answers marked A, B, C and D. Choose the one that you think is the best answer.

Mark your answers on your answer sheet.

TEXT A

It often happens that a number of applicants with almost identical qualifications and experience all apply for the same position. In their educational background, special skills and work experience, there is little, if anything, to choose between half a dozen candidates. How then does the employer make a choice? Usually on the basis of an interview.

There are many arguments for and against the interview as a selection procedure. The main argument against it is that it results in a wholly subjective decision. As often as not, employers do not choose the best candidate, they choose the candidate who makes a good first impression on them. Some employers, of course, reply to this argument by saying that they have become so experienced in interviewing staff that they are able to make a sound assessment of each candidate's likely performance.

The main argument in favour of the interview—and it is, perhaps, a good argument—is that an employer is concerned not only with a candidate's ability, but with the suitability of his or her personality for the particular work situation. Many employers, for example, will overlook occasional inefficiencies from their secretary provided she has a pleasant personality.

It is perhaps true to say, therefore, that the real purpose of an interview is not to assess the assessable aspects of each candidate but to make a guess at the more intangible things, such as personality, character and social ability. Unfortunately, both for the employers and applicants for jobs, there are many people of great ability who simply do not interview well. There are also, of course, people who interview extremely well, but are later found to be very unsatisfactory employees. Candidates who interview well tend to be quietly confident, but never boastful; direct and straightforward in their questions and answers; cheerful and friendly, but never over-familiar; and sincerely enthusiastic and optimistic. Candidates who interview badly tend to be at either end of the spectrum of human behaviour. They are either very shy or over-confident. They show either a lack of enthusiasm or an excess of it. They either talk too little or never stop talking. They are either over-polite or rudely abrupt.

66. We can infer from the passage that an employer might tolerate his secretary's occasional mistakes, if the latter is _____.
[A] direct [B] cheerful [C] shy [D] capable
67. What is the author's attitude towards the interview as a selection procedure?
[A] Unclear. [B] Negative. [C] Objective. [D] Indifferent.

68. According to the passage, people argue over the interview as a selection procedure mainly because they have _____.
- [A] different selection procedures [B] different purposes in interviews
[C] different standards for competence [D] different experiences in interviews
69. The purpose of the last paragraph is to indicate _____.
- [A] a link between success in interview and personality
[B] connections between work abilities and personality
[C] differences in interview experience
[D] differences in personal behaviour

TEXT B

Every year thousands of people are arrested and taken to court for shop-lifting. In Britain alone, about HK \$ 3,000,000's worth of goods are stolen from shops every week. This amounts to something like HK \$ 150 million a year, and represents about 4 per cent of the shops' total stock. As a result of this "shrinkage" as the shops call it, the honest public has to pay higher prices.

Shop-lifters can be divided into three main categories: the professionals, the deliberate amateur, and the people who just can't help themselves. The professionals do not pose much of a problem for the store detectives, who, assisted by closed circuit television, two-way mirrors and various other technological devices, can usually cope with them. The professionals tend to go for high value goods in parts of the shops where security measures are tightest. And, in any case, they account for only a small percentage of the total losses due to shop-lifting.

The same applies to the deliberate amateur who is, so to speak, a professional in training. Most of them get caught sooner or later, and they are dealt with severely by the courts.

The real problem is the person who gives way to a sudden temptation and is in all other respects an honest and law-abiding citizen. Contrary to what one would expect, this kind of shop-lifter is rarely poor. He does not steal because he needs the goods and cannot afford to pay for them. He steals because he simply cannot stop himself. And there are countless others who, because of age, sickness or plain absent-mindedness, simply forget to pay for what they take from the shops. When caught, all are liable to prosecution, and the decision whether to send for the police or not is in the hands of the store manager.

In order to prevent the quite incredible growth in shop-lifting offences, some stores, in fact, are doing their best to separate the thieves from the confused by prohibiting customers from taking bags into the store. However, what is most worrying about the whole problem is, perhaps, that it is yet another instance of the innocent majority being penalized and inconvenienced because of the actions of a small minority. It is the aircraft hijack situation in another form. Because of the possibility of one passenger in a million boarding an aircraft with a weapon, the other 999,999 passengers must subject themselves to searches and delays. Unless the situation in the shops improves, in ten years' time we may all have to subject ourselves to a body-search every time we go into a store to buy a tin of beans!

70. Why does the honest public have to pay higher prices when they go to the shops?
- [A] There is a "shrinkage" in market values.
[B] Many goods are not available.
[C] Goods in many shops lack variety.
[D] There are many cases of shop-lifting.

71. The third group of people steal things because they _____.

- [A] are mentally ill. [B] are quite absent-minded.
[C] cannot resist the temptation. [D] cannot afford to pay for goods.
72. According to the passage, law-abiding citizens _____.
[A] can possibly steal things because of their poverty
[B] can possibly take away goods without paying
[C] have never stolen goods from the supermarkets
[D] are difficult to be caught when they steal things
73. Which of the following statements is NOT true about the main types of shop-lifting?
[A] A big percentage of the total losses are caused by the professionals.
[B] The deliberate amateurs will be punished severely if they get caught.
[C] People would expect that those who can't help themselves are poor.
[D] The professionals don't cause a lot of trouble to the store detectives.
74. The aircraft hijack situation is used in order to show that _____.
[A] "the professionals do not pose much of a problem for the stores"
[B] some people "simply forget to pay for what they take from the shops"
[C] "the honest public has to pay higher prices"
[D] the third type of shop-lifters are dangerous people

TEXT C

My bones have been aching again, as they often do in humid weather. They ache like history: things long done with, that still remain as pain. When the ache is bad enough it keeps me from sleeping. Every night I yearn for sleep, I strive for it; yet it flutters on ahead of me like a curtain. There are sleeping pills, of course, but the doctor has warned me against them.

Last night, after what seemed hours of damp turmoil, I got up and crept slipperless down the stairs, feeling my way in the faint street light that came through the window. Once safely arrived at the bottom, I walked into the kitchen and looked around in the refrigerator. There was nothing much I wanted to eat: the remains of a bunch of celery, a blue-tinged heel of bread, a lemon going soft. I've fallen into the habits of the solitary; my meals are snatched and random. Furtive snacks, furtive treats and picnics. I made do with some peanut butter, scooped directly from the jar with a forefinger: what dirty a spoon?

Standing there with the jar in one hand and my finger in my mouth, I had the feeling that someone was about to walk into the room-some other woman, the unseen, valid owner-and ask me what in hell I was doing in her kitchen. I've had it before, the sense that even in the course of my most legitimate and daily actions-peeling a banana, brushing my teeth-I am trespassing.

At night the house was more than ever like a stranger's. I wandered through the front room, the dining room, the parlour, hand on the wall for balance. My various possessions were floating in their own pools of shadow, denying my ownership of them. I looked them over with a burglar's eye, deciding what might be worth the risk of stealing, what on the other hand I would leave behind. Robbers would take the obvious things-the silver teapot that was my grandmother's, perhaps the hand-painted china, the television set. Nothing I really want.

75. The author could not fall asleep because _____.
[A] it was too damp in the bedroom [B] she had run out of sleeping pills
[C] she was in very poor health [D] she felt very hungry

76. The author did not like the food in the refrigerator because it was NOT _____.
 [A] fresh [B] sufficient [C] nutritious [D] delicious
77. By "At night the house was more than ever like a stranger's" (Line 1, Para. 4), the author probably means that _____.
 [A] the house was too dark at night [B] there were unfamiliar rooms in the house
 [C] she felt much more lonely at night [D] the furniture there didn't belong to her

TEXT D

The chief problem in coping with foreign motorists is not so much remembering that they are different from yourself, but that they are enormously variable. Cross a frontier without adjusting and you can be in deep trouble.

One of the greatest gulfs separating the driving nations is the Atlantic Ocean. More precisely, it is the mental distance between the European and the American motorist, particularly the South American motorist. Compare, for example, an English driver at a set of traffic lights with a Brazilian.

Very rarely will an Englishman try to anticipate the green light by moving off prematurely. You will find the occasional sharpie who watches for the amber to come up on the adjacent set of lights. However, he will not go until he receives the lawful signal. Brazilians view the thing quite differently. If, in fact, they see traffic lights at all, they regard them as a kind of roadside decoration.

The natives of North America are much more disciplined. They demonstrate this in their addiction to driving in one lane and sticking to it—even if it means settling behind some great truck for many miles.

To prevent other drivers from falling into reckless ways, American motorists try always to stay close behind the vehicle in front which can make it impossible, when all the vehicles are moving at about 55 mph, to make a real lane change. European visitors are constantly falling into this trap. They return to the Old World still flapping their arms in frustration because while driving in the State in their car they kept failing to get off the highway when they wanted to and were swept along to the next city.

However, one nation above all others lives scrupulously by its traffic regulations—the Swiss. In Switzerland, if you were simply to anticipate a traffic light, the chances are that the motorist behind you would take your number and report you to the police. What is more, the police would visit you; and you would be convicted. The Swiss take their rules of the road so seriously that a driver can be ordered to appear in court and charged for speeding on hearsay alone, and very likely found guilty. There are slight regional variations among the French, German and Italian speaking areas, but it is generally safe to assume that any car bearing a CH sticker will be driven with a high degree of discipline.

78. The fact that the Brazilians regard traffic lights as a kind of roadside decoration suggests that _____.
 [A] traffic lights are part of street scenery [B] they simply ignore traffic lights
 [C] they want to put them at roadsides [D] there are very few traffic lights
79. The second and third paragraphs focus on the difference between _____.
 [A] the Atlantic Ocean and other oceans
 [B] English drivers and American drivers
 [C] European drivers and American drivers
 [D] European drivers and South American drivers
80. The phrase "anticipate the green light" (Line 1, Para. 3) is closest in meaning to _____.
 [A] wait for the green light to be on

- [B] forbid others to move before the green light
- [C] move off before the green light is on
- [D] follow others when the green light is on

SECTION B**SKIMMING AND SCANNING**

[5 MIN.]

In this section there are seven passages with a total of ten multiple-choice questions. Skim or scan them as required and then mark your answers on your answer sheet.

TEXT E

First read the following question.

81. This paper will mainly discuss _____.
- [A] China's economic policies in general
 - [B] China's special economic zones
 - [C] significance of investment in China
 - [D] China's recent development

Now, go through TEXT E quickly and answer question 81.

Over the past decade, there have been a lot of changes in China's economic policies. Like other developing countries which are attempting to become more export-orientated, China has started to set up free trade zones. These zones are called "Special Economic Zones" (SEZ's) and feature various incentives designed to encourage foreign investment. What is the significance of these zones? Have they really played an important role in the development of significance of these zones? Have they really played an important role in the development of the economy of China? In this paper I first describe the background to the establishment of these zones. Then I describe some of the aims and characteristics of the SEZ's. Lastly, I attempt to assess the significance of the SEZ's in the development of the wider Chinese economy.

TEXT F

First read the following question.

82. This is a letter of _____.
- [A] introduction
 - [B] apology
 - [C] complaint
 - [D] recommendation

Now, go through TEXT F quickly and answer question 82.

June 15, 2004

Dear Sir,

Your shipment of twelve thousand "Smart" watches was received by our company this morning. However, we wish to make a number of complaints concerning the serious delay in delivery and your failure to carry out our instructions with regard to this order.

Late delivery of the goods has caused us to disappoint several of our most valued customers.

The second complaint concerns the mismatch in colour between the watches we ordered and those delivered.

As a result of the above problems, therefore, we feel that the most suitable course of action is to return to you unpaid any of the goods considered unsatisfactory. We look forward to your prompt reply.