

基础篇

高职高专英语立体化系列教材

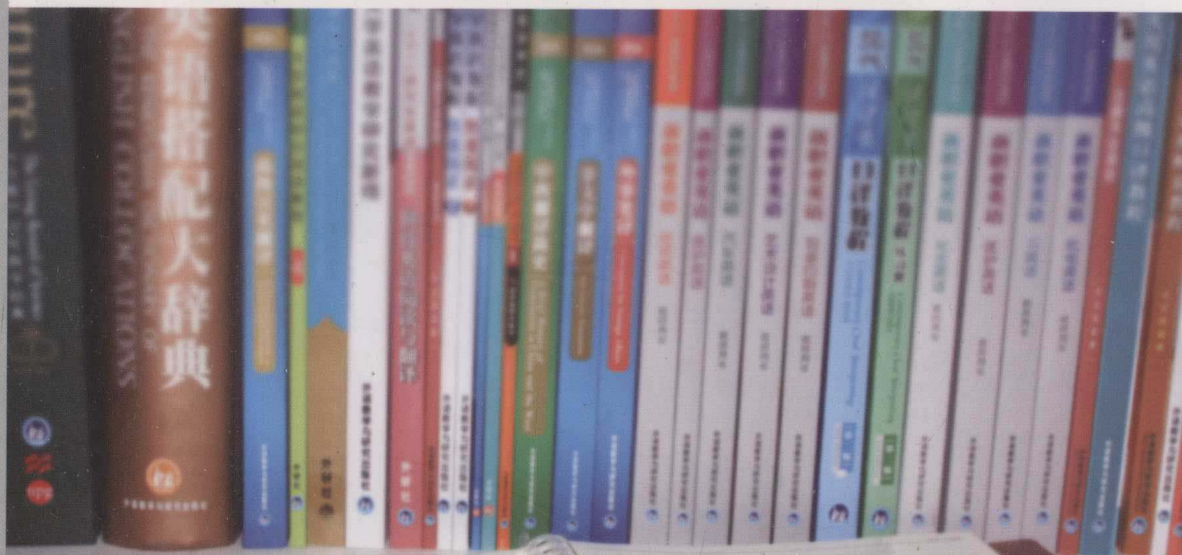
# 新职业英语

ENGLISH FOR CAREERS

总主编：徐小贞 主编：何永国 马俊波

## 职业综合英语

# 2



形成性评估手册

外语教学与研究出版社  
FOREIGN LANGUAGE TEACHING AND RESEARCH PRESS



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## 职业综合英语

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总主编：徐小贞  
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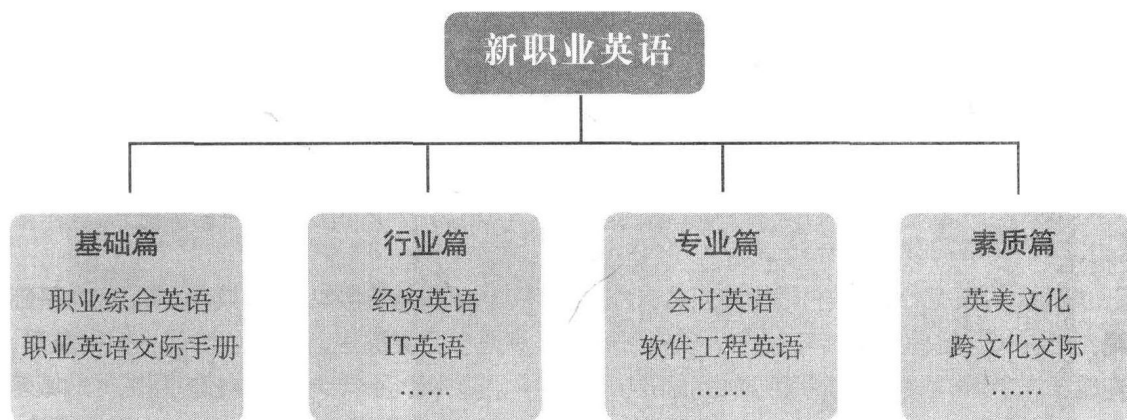
# 前 言

近年来,在国家大力发展职业教育的方针指引下,我国高等职业教育蓬勃发展。高等职业教育的办学方针是“以服务为宗旨,以就业为导向”,采用“工学结合”的培养模式,实现培养技术、生产、管理和服务第一线高级技能人才的目标。因此,高职院校的课程必须反映职业岗位对人才的要求以及学生未来职业发展的要求,体现职业性与实践性的特点,能满足培养学生综合能力的需要。英语作为高职院校一门重要的必修课,长期以来一直被看作是孤立的公共基础课程,所教授的内容未能与学生未来的职业有效结合,很难满足不同工作岗位的实际需要。这一现状与培养目标之间的差距对新时期的高职高专英语教学提出了新的课题和新的要求,高职高专公共英语教学改革势在必行。

为贯彻国家大力发展职业教育、培养高素质技能人才的精神,顺应高等职业教育英语课程改革的方向,我们通过广泛调研与充分论证,在深入了解社会单位用人要求和各学校教学需求的基础上,精心策划并开发了“高职高专新职业英语立体化系列教材”。“新职业英语”系列教材是针对高职高专院校公共英语课程开发的全新英语教材,以“工学结合、能力为本”的职业教育理念为指导,以培养学生在将来工作中所需要的英语应用能力为目标,在帮助学生打好语言基础的同时,重点提高听、说、写等应用能力,特别是工作过程中的英语交际能力,真正体现高职公共英语教学的职业性、实践性和实用性。

## 教材结构

为满足基础英语与相关职业英语学习需要,实现基础阶段与行业阶段的有机衔接,同时兼顾素质教育和个性需要,“新职业英语”系列教材根据实际教学需求,分为基础篇、行业篇、专业篇和素质篇四部分。各组成部分的结构和关系如下图所示:



### 基础篇

涵盖不同职业涉外工作中共性的典型英语交际任务,以商务英语为核心内容,以典型工作活动中需要的英语知识和技能为线索组织教学内容,培养学生职业英语应用能力,并为其进一步学习英语打好语言基础。包括《职业综合英语》(共两册)和《职业英语交际手册》。其中《职业英语交际手册》是与《职业综合英语》配套的口语专项训练用书,涵盖工作中最典型的社交和职业场景。

### 行业篇

立足于高职高专院校各专业群所面向的行业,依据企业的工作流程、典型工作环节或场景设计教学内容,力求使学生具备在本行业领域内运用英语进行基本交流的能力,包括《机电英语》、《IT英语》、《经贸英语》、《医护英语》、《汽车英语》、《艺术设计英语》、《包装印刷英语》、《土建英语》、《化生英语》等。

### 专业篇

依据高职高专院校各专业所面向的职业岗位,培养学生从事目标岗位工作应具备的英语能力,侧重专业发展对英语的需求。与行业篇教材相比,专业篇教材分类更细致,内容更深入,专业及职业岗位特色更明显。

### 素质篇

旨在提高高职学生的综合素质,兼顾学生社会发展的需求和个性发展的需要,从而实现其全面发展。包括英语技能类、英语文化类、英语应用类等。可在基础英语教学阶段和行业英语教学阶段供感兴趣的学生选用,也可在之后的提高阶段供与英语联系紧密的专业的学生选用。

为确保教材的针对性、实用性与够用度,“新职业英语”系列教材的内容均通过对各行业及职业岗位的深入调研与分析确定。基础篇与行业篇主要供高职高专英语课程必修阶段教学使用,专业篇和素质篇主要供高职高专院校专业英语课程或选修课使用。各高职高专院校也可根据自身的实际情况灵活安排,选择使用。

## 教材特色

“新职业英语”系列教材是一套顺应高职高专公共英语教学改革发展趋势、真正体现职业英语教学理念的教材,主要具有以下几方面的特点:

### 一、创新的教学理念

“新职业英语”系列教材以“工学结合、能力为本”的教育理念为指导,将语言学习与职业技能培养有机融合,确保教学内容与教学过程真正体现职业性与应用性,提高学生的英语交际能力与综合职业素质,从而提升他们的就业能力。

### 二、完备的教学体系

“新职业英语”系列教材根据高职高专公共英语基础阶段与高级阶段的教学需求,包含基础篇、行业篇、专业篇和素质篇四个模块,既循序渐进、层层递进,又相互协调、相得益彰,构成了一个系统、完备的高职公共英语教学体系。不同层次、不同类别的学校,可根据地域差别、行业异同、个性需要、专业与英语的关联度等,实现公共英语教学的分类安排、因材施教。

### 三、职业的教学设计

“新职业英语”系列教材在对院校及行业、企业广泛调研的基础上确定编写方案,针对行业和企业对高职高专毕业生英语技能的要求,根据企业的工作流程、典型工作任务或场



景设计教学内容，每单元浓缩一个典型工作环节，学习任务与工作任务协调，实现“教、学、做”一体化。

#### 四、实用的选材内容

“新职业英语”系列教材特别选择各行业和职业活动中实际应用的真实语料作为教学材料，注重时代性、信息性与实用性，既适用于提高语言能力，又有利于培养学生的职业素质与技能。来自于现实工作中的真实选材，会为学生营造真实的语境，并通过学习内容将来工作内容的结合提高他们的兴趣。

#### 五、科学的测评手段

“新职业英语”系列教材采用形成性测评和终结性评估相结合的评价方法，着重考查学生的英语综合应用能力，培养学生的自主学习策略。本系列教材将提供专门的《形成性评估手册》及许多经过教学检验的形成性评估手段，既能引导学生不断进步，也不会增加教师负担。

#### 六、立体化的教学资源

“新职业英语”系列教材根据各教学环节的需要，配备教师用书、MP3光盘、教学课件与网络资源，提供合理的教学建议与丰富的辅助资源，方便教师备课与授课，促进教师与学生之间的互动与交流。

## 编写队伍

“新职业英语”系列教材由外语教学与研究出版社与深圳职业技术学院应用外国语学院共同策划开发。各分册在对不同行业特点与需求以及高职院校教学情况等调研的基础上，由各行业领域中著名本科院校及高职院校的英语教师、专业教师及企业人员共商方案、合作编写。

“新职业英语”系列教材总主编为教育部高职高专英语类专业教学指导委员会副主任委员、深圳职业技术学院应用外国语学院院长徐小贞教授。各分册参编院校如下：

《职业综合英语》	深圳职业技术学院
《职业英语交际手册》	深圳职业技术学院
《艺术设计英语》	深圳职业技术学院
《化生英语》	深圳职业技术学院
《经贸英语》	中央财经大学 河北金融学院
《医护英语》	中国医科大学 哈尔滨医科大学
《土建英语》	清华大学 黑龙江建筑职业技术学院
《IT英语》	北京邮电大学 北京信息职业技术学院 北京电子科技职业学院
《汽车英语》	吉林大学 承德石油高等专科学校
《机电英语》	东南大学 河南工业职业技术学院
《包装印刷英语》	北京印刷学院 郑州牧业工程高等专科学校

编者  
2009年10月

# 编写说明

《职业综合英语形成性评估手册2》是高职高专“新职业英语”系列教材基础篇《职业综合英语2》的配套教材，旨在进一步巩固学生语言知识、强化语言技能，同时训练学生的英语学习策略、培养学生的英语自主学习能力。为方便教师实施形成性评估，本教材在内容结构、版式设计等方面均进行特别设计。

## 编写理念

形成性评估是师生之间对学习行为的认可和回应的过程，也是相互促进、相互提高的过程。它首先建立在师生相互尊重与信任的基础上，有利于拉近师生之间的距离，体现评估的民主化和人性化。其次，学生通过自评和反思，能更好地明确学习的任务和目的，增强学习的主动性和自觉性。再次，通过对评估过程和行为的关注，师生之间能够增进了解，从而加强教学的互动。

本手册根据形成性评估的基本理念，将评估的关注点从考试成绩转向学生的学习行为和学习过程。学生做完单元练习后，填写单元评估档案。档案既包括对练习的直观感受、收获、反思等，也包括对教师的建议或希望。教师则可从练习本身了解学生的实际水平，通过评估档案更全面、准确地了解到学生的心理状况、真实感受和期望，并给予相应的主客观评价和评语。通过评估，教师一方面可及时发现学生存在的问题，帮助他们改进学习方法，调整学习策略，更好地控制学习过程和提高学习效果，另一方面，教师可根据学生反馈的信息来改进教学方法，完善课堂行为，从而达到教学相长的目的。

## 教材结构

本手册共八个单元，每个单元均与《职业综合英语2》对应单元的主题一致，包括五个部分。

**听力：**由四个任务组成，分别为短对话、长对话（两篇）、短文选择和篇章问答。

**词汇与结构：**包括两个任务，分别为词汇选择和词性变化填空。

**阅读：**由四篇文章组成，前两篇为选择题，后两篇分别为判断正误题、填空题或简答题。

**翻译：**包括两项任务，分别是英译汉和汉译英，除与主教材主题相关外，每单元还涉及一种翻译知识或技巧，并在答案前给予简短的讲解。

**写作：**包括两个任务，考察应用写作的格式和术语，以及训练学生的应用写作能力和常用体裁的通用写作能力。

## 使用建议

- 本手册每页的左边印有“剪切线”和“回贴区域”，做完后可剪切上交，老师批改后可及时回贴，以免丢失。

- 每部分试题前有序号、学号、姓名、班级、成绩、类型等栏目，可方便老师归档和登记成绩。
- 每次作业需学生签名，申明独立完成，以培养学生的诚信品质并逐渐形成英语学习的自我管理能力。
- 对于平时成绩登记，建议老师采用Excel电子表格；如果条件不许可，则可采用编写说明后面所附的表格。练习和答案分开装订，教师可根据实际情况决定如何发放。
- 需说明的是，形成性评估有很多方式，囿于公共英语教学的实际，本手册采用了目前的形式。教师在使用过程中一定要贯彻形成性评估的内涵，关注应用能力的提高和学生的不断进步，切勿把本手册变成“题海战术”的工具。此外，因口语活动主要由教师引导完成，本手册未涉及。

## 编写队伍

“新职业英语”系列教材总主编为徐小贞教授。本手册主编为何永国和马俊波，编者李萍、张璇、梁普玫、高平、杨洋和梁晴。深圳职业技术学院外教Mike Kopko通读全稿，并做了文字修订。由于编者水平有限，书中疏漏之处难免，还望使用者不吝指正。

编者  
2010年2月



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序号\_\_\_\_\_ 学号\_\_\_\_\_ 姓名\_\_\_\_\_ 班级\_\_\_\_\_ 成绩\_\_\_\_\_ 类型 U1-L

## Listening Comprehension

► **Task 1** In this section, you will hear five short dialogs. After each dialog, there is a recorded question. The dialogs and questions will be spoken only once. When you hear a question, you should choose the correct answer from the four choices marked A, B, C and D.

1. A. Four  
C. Six.
- B. Five.  
D. After six.
2. A. To apply for a job.  
C. To know about a travel plan.
- B. To order a meal.  
D. To sell some newspapers.
3. A. Type a memo.  
C. Write a memo.
- B. Type some letters.  
D. Write some letters.
4. A. He should not make any calls.  
B. His personal matters are not important.  
C. He should not make personal calls at work.  
D. He should make phone calls after work.
5. A. In the morning.    B. At noon.    C. In the afternoon.    D. In the evening.

► **Task 2** In this section, you will hear two long conversations. After each conversation, there are some recorded questions. The conversations and questions will be spoken twice. When you hear a question, you should choose the correct answer from the four choices marked A, B, C and D.

### Conversation 1

6. A. The Personnel Department manager.  
C. The assistant to the managing director.
- B. The Personnel Department secretary.  
D. The managing director's secretary.
7. A. Answering phone calls.  
C. Meeting visitors.
- B. Arranging meetings.  
D. Seeing visitors off.

### Conversation 2

8. A. She got up late.  
C. Her car was broken.
- B. She missed her bus.  
D. There was a traffic jam.
9. A. Do morning exercise.  
C. Help her children get dressed.
- B. Prepare a big breakfast.  
D. Send her children to school.
10. A. He offers to help with her work.  
C. He will change her job.
- B. He will change Wendy's working hours.  
D. She can start two hours later.

► **Task 3** In this section, you will hear a short passage. After that you will hear five questions. The passage and questions will be spoken twice. When you hear a question, you should choose the correct answer from the four choices marked A, B, C and D.

- |                                  |                                       |           |                |
|----------------------------------|---------------------------------------|-----------|----------------|
| 11. A. Who am I?                 | B. What message should I express?     |           |                |
| C. How do I organize my message? | D. How do I present my message?       |           |                |
| 12. A. Friendship.               | B. Freedom.                           | C. Trust. | D. Confidence. |
| 13. A. Others will dislike you.  | B. Others will not trust you.         |           |                |
| C. Others will not work hard.    | D. Others will stop listening to you. |           |                |
| 14. A. Have a deep breath.       | B. Talk to a friend.                  |           |                |
| C. Listen to some music.         | D. Think of something happy.          |           |                |
| 15. A. Think before you speak.   | B. Match your words with actions.     |           |                |
| C. Control emotions.             | D. Keep a good mood all the time.     |           |                |

► **Task 4** In this section, you will hear a short passage. After that you will hear five questions. The passage and questions will be spoken twice. When you hear a question, you should complete the answer to it with a word or a short phrase.

16. If we are not careful about workplace safety, what may happen?  
\_\_\_\_\_ and \_\_\_\_\_ may happen.
17. What could significant dangers result in?  
They could result in \_\_\_\_\_ harm or \_\_\_\_\_ several people.
18. What kind of people may not be in the workplace all the time?  
\_\_\_\_\_, maintenance personnel, etc.
19. What do you always have to make sure of?  
You have to always make sure you have done all the things that the \_\_\_\_\_ requires you to do.
20. If some risks are unavoidable, what should you do?  
You should provide safety equipment to \_\_\_\_\_.

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## Words and Structures

► **Task 1** Complete each statement by choosing the appropriate answer from the four choices marked A, B, C and D.

1. This country has to import meat because it doesn't produce enough for the \_\_\_\_\_ market.  
A. native                      B. domestic                      C. household                      D. interior
2. \_\_\_\_\_ I had more money, I could buy my little brother a bicycle.  
A. Only if                      B. If only                      C. Only                      D. But for
3. Paul made a \_\_\_\_\_ to learn another foreign language.  
A. mind                      B. resolve                      C. determination                      D. resolution
4. I \_\_\_\_\_ the girl several times before Kevin introduced her to me.  
A. had met                      B. have met                      C. met                      D. meet
5. Endurance is an important \_\_\_\_\_ in sporting success.  
A. companion                      B. partner                      C. portion                      D. factor
6. It \_\_\_\_\_ to me that he was not telling the truth.  
A. is occurred                      B. is occurring                      C. occurred                      D. was occurred
7. The book is \_\_\_\_\_ as it was the only one signed by this writer.  
A. unique                      B. rare                      C. unexpected                      D. universal
8. The drama club \_\_\_\_\_ that they were going to put on a new play in September.  
A. spoke                      B. reported                      C. announced                      D. told
9. The \_\_\_\_\_ of Thailand was seriously devalued in the financial storm.  
A. finance                      B. currency                      C. allowance                      D. fare
10. All of us are fond of the picture. Nothing can be \_\_\_\_\_ beautiful.  
A. very                      B. such                      C. most                      D. more
11. Don't talk about such things in the \_\_\_\_\_ of young ladies.  
A. presence                      B. present                      C. presentation                      D. presentiment
12. "Do you have any clothes \_\_\_\_\_ today?" asked his mother.  
A. to wash                      B. to be washed                      C. be washed                      D. wash
13. People will be familiar with the \_\_\_\_\_ that all substances are made up of molecules.  
A. image                      B. law                      C. concept                      D. assumption
14. \_\_\_\_\_ in front of so many people, she did not know what to say.  
A. Speak                      B. Speaking                      C. Spoke                      D. To speak



15. Parents have a legal \_\_\_\_\_ to ensure that their children are provided with full-time education appropriate to their age.  
A. task                      B. duty                      C. liability                      D. obligation
16. The pilot lost contact with the military base, \_\_\_\_\_ the plane crashed in the desert.  
A. by means of which                      B. for which  
C. among which                      D. as a result of which
17. Medical care reform has become this country's most important public health \_\_\_\_\_.  
A. question                      B. matter                      C. stuff                      D. issue
18. Computers made in this factory are obviously \_\_\_\_\_ in quality \_\_\_\_\_ those made in that factory.  
A. superior... than                      B. more superior... than  
C. superior... to                      D. more superior... to
19. Union and management hope they can \_\_\_\_\_ a contract before the workers strike.  
A. negotiate                      B. stimulate                      C. migrate                      D. cooperate
20. A more balanced diet came to \_\_\_\_\_ on human evolution.  
A. take a dominant effect                      B. have a dominant effect  
C. be in a dominant effect                      D. bring into a dominant effect

► **Task 2** Fill in each blank with the proper form of the words and phrases given in the brackets.

21. The airport runways are being \_\_\_\_\_ (extend) with the result that it will be able to accommodate all except for the largest aircraft.
22. These reports should be utilized when we study a project, as they are the most \_\_\_\_\_ (authority) records available.
23. Color-blind people often find it difficult \_\_\_\_\_ (distinguish) between blue and green.
24. I don't mind a bit if you bring your friends in for a drink, but it is rather too much when fifteen people arrive \_\_\_\_\_ (unexpected) for dinner.
25. If they \_\_\_\_\_ (modify) the contract, their manager wouldn't be so anxious.
26. All of us expect to see \_\_\_\_\_ (drama) improvements in the reform.
27. The letter was wrongly \_\_\_\_\_ (address).
28. We are working under the \_\_\_\_\_ (assume) that we can carry out the plan in a week.
29. Robert kept \_\_\_\_\_ (vary) speed during the race.
30. Many Americans are of Mexican \_\_\_\_\_ (original).

本人申明：以上作业为本人独立完成。

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## Reading Comprehension

- **Task 1** Read the following passage and choose the best answer from the four choices marked A, B, C and D.

Contacts between Japan and the Western world have grown a great deal in the twentieth century. Especially the business contacts between Japan and the West have become very important in the last thirty years. Many Western companies now have offices in Japan and Japanese businessmen do business around the world.

Differences between Japanese and Western ways of doing business, however, often bewilder the businessmen and make doing business in Japan difficult for foreigners.

The American businessman, for example, wants to start talking business immediately. He wants quick decisions. He does not wait. The Japanese, on the other hand, likes to arrive at decisions gradually after giving them a great deal of thought.

Another thing foreign businessmen have difficulty in understanding is when a Japanese means “Yes” or “No”. This is because of cultural difference for a Japanese to say “No” directly.

In English, it is easy to say “No” to something we do not want to do. But in Japan it is very difficult to say “No”. To refuse an invitation or a request with “No”, or a similar phrase, is felt to be impolite. It is thought to be selfish and unfriendly. So instead of saying “No” directly, the Japanese have developed many ways to avoid saying “No”. These enable them to avoid hurting other people’s feeling. However, this often makes communication with the Japanese difficult for foreigners to understand and follow.

- The first paragraph tells us that \_\_\_\_\_.
  - It is not always easy for foreigners to do business in Japan
  - Japan is a very important country for businessmen
  - business contacts between Japan and the West are important
  - Japanese businessmen do business all around the world
- The word “bewilder” in Paragraph 2 probably means \_\_\_\_\_.
  - tire
  - interest
  - puzzle
  - surprise
- From the passage we can know that \_\_\_\_\_.
  - American businessmen do things more quickly than Japanese ones
  - American businessmen like to say “Yes” and “No”
  - Americans usually say what they are thinking without much delay
  - Americans do not express themselves clearly
- Which one of the following is NOT true about Japanese people?
  - Not avoiding giving direct answers like “Yes” or “No”.
  - Being afraid of hurting people’s feeling by directly saying “No”.
  - Avoiding direct answers in many ways.
  - Not wanting to appear impolite and selfish.

5. The passage tells us that \_\_\_\_\_.
- A. Japanese businessmen are good at business
  - B. foreign businessmen should first try to understand Japanese manners
  - C. foreign businessmen must be more polite
  - D. if you want to succeed you must learn from Japan

► **Task 2** Read the following passage and choose the best answer from the four choices marked A, B, C and D.

The Tata Group, India's largest and best-known company, is made up of ninety-six companies that employ more than two hundred thousand people. Tata operates in more than fifty-four countries. Its companies run hotels, provide engineering services and business advice. They also make cars and steel, among other things.

The group's yearly sales are about twenty-two thousand million dollars, or almost three percent of India's total economic productivity.

Tata continues to grow internationally. This week, Tata Steel proposed to buy the British steel maker Corus Group. Tata also plans major investments in South Africa and in North America.

David Good is the chief representative for Tata Sons in North America. The company Tata Sons is part of the Tata Group. Tata wants to increase economic ties with the United States. That is what David Good's job is all about. He spent thirty-four years in government before joining Tata. He describes his office as an embassy for Tata Sons in Washington D. C. Mr. Good explains Tata's products and services to American businesses and government officials. He seeks to build trust and understanding. He also advises Tata on American laws and policies and provides information on business conditions.

6. Where is Tata Group's head office?
- A. In India.
  - B. In Washington D. C.
  - C. In North America.
  - D. In South Africa.
7. What is Tata Group's yearly sales volume?
- A. \$22,000.
  - B. \$220,000,000.
  - C. \$2,200,000,000.
  - D. \$22,000,000,000.
8. What is the main idea of this passage?
- A. Tata Group's brief history.
  - B. Tata Group's general information.
  - C. Tata Group's annual sales target.
  - D. Tata Group's future investment plan.
9. Which of the following is NOT Mr. Good's job?
- A. Introducing Tata's products and services to American businesses and government officials.
  - B. Setting up trust and understanding with American business counterparts (同行).
  - C. Providing legal advice for Tata.
  - D. Promoting Tata's products through the Internet.

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10. What is Tata Group's future plan in general?
- To buy the British steel maker Corus Group.
  - To invest more in South America.
  - To become a giant international company and expand its international business further.
  - To increase its sales volumes.

► **Task 3** Read the following passage and decide whether the following statements are True (T) or False (F).

## 2007 Employee Survey

### Why was an employee survey conducted?

Since February 2004, employee surveys have been a regular way for government to gather employees' opinions about their work environment. A full population survey was conducted in 2004, followed by sample surveys in 2005 and in 2006. The 2007 survey was a full-population survey.

Regular surveying allows employees a chance to share information about their workplace, and helps government identify priority areas for action and track progress on issues that are important to employees.

### Who conducted the survey?

The Public Service Commission's Evaluation and Audit Division is responsible for planning, designing, conducting, analyzing, and reporting on the survey.

### What questions were asked?

The 2007 survey was built on previous surveys. In total, 95 questions were asked about 18 categories:

- |  |                                  |
|--|----------------------------------|
| • Teamwork                               | • Employee Involvement           |
| • Personal Growth                        | • Workplace Ethics               |
| • Quality of Work Life                   | • Safety                         |
| • Communications                         | • Compensation & Recognition     |
| • Diversity                              | • Recruitment                    |
| • Retention                              | • Quality of Leadership          |
| • Quality of Supervision                 | • Fair Human Resources Practices |
| • Disclosure of Wrongdoing (malpractice) | • Healthy Workplace              |
| • Additional Questions                   | • Overall Questions              |

### Who participated in the survey?

All employees (permanent, fixed-term and contract civil servants, temporary workers, and highway workers) were asked to participate in the survey. The results are based on a 37% response rate, which is approximately 3,300 employees.

11. The purpose of regular surveying is to force the employers to improve the workplace of employees.



12. The Workers' Union is responsible for planning, designing, conducting, analyzing, and reporting on the survey. \_\_\_\_\_
13. 95 questions were asked about 18 categories in the 2007 survey. \_\_\_\_\_
14. All the employees except for civil workers were asked to participate in the survey. \_\_\_\_\_
15. More than 40% of the participants gave their response in the survey. \_\_\_\_\_

► **Task 4** Read the following passage and answer the questions.

What makes John C. Lincoln an award-winning center for health care and community service? Our people. We invite you to get to know us better and discover what sets our culture apart.

Whether directly involved in patient care or not, our employees are all committed to providing the best quality of care to patients who entrust their care to us. To enable us to carry out this commitment to our patients, the organization is in turn committed to the right clinical resources, cutting-edge technology and continuous innovation.

We listen to our employees and welcome new ideas and diverse approaches. For example, a team of nurses recently collaborated with an architectural firm to design a patient- and family-focused Emergency Department at John C. Lincoln North Mountain Hospital.

Our goal is to create a workplace that attracts and keeps the best employees. Working here you'll experience a wealth of opportunities for personal and professional development, including education, specialty training and access to a variety of career tracks.

Our nursing college programs and partnerships with local schools both address the nursing shortage and promote advanced nursing degrees among our own employees.

Mutual respect and care are the basic principles of our culture. They create a work environment where everyone feels valued and appreciated, where employees look forward to going to work every day.

16. What do the employees of John C. Lincoln provide to its patients?  
\_\_\_\_\_
17. What did the team of nurses design with an architectural firm at John C. Lincoln North Mountain Hospital?  
\_\_\_\_\_
18. What is the goal of John C. Lincoln regarding its employees?  
\_\_\_\_\_
19. What kind of personal and professional development will John C. Lincoln provide for its employees?  
\_\_\_\_\_
20. What are the basic principles of John C. Lincoln's culture?  
\_\_\_\_\_

本人申明：以上作业为本人独立完成。

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