

全国职场英语考试专用教材



全国 职场英语考试

(一级)

中国国际贸易学会商务专业培训考试办公室 编

指导用书

A Guide to
China Workplace English Test
(Level One)



中国商务出版社
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全国职场英语考试专用教材 ■

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全国职场英语考试专用教材

全国职场英语考试 (一级) 指导用书

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编写说明

为了帮助广大考生了解全国职场英语考试（一级）、掌握考试的范围和重点、有效地进行复习和备考，同时也为了引导各培训中心和相关教育培训机构进行有效地培训，在中国国际贸易学会的领导下，在全国国际商务英语考试专家委员会的直接指导下，我们组织来自企业和高等院校的专家、学者编写了本书。

全书共分为四章。第一章全文收录“全国职场英语考试（一级）大纲”，该大纲全面介绍了考试的目的、对象、性质、范围和要求等；第二章为考试样题，分为样题、答案和听力原文，旨在帮助考生认识考试的题型、题量和难度；第三章从听力、阅读、翻译和写作四个方面，针对题型介绍应考技巧和注意事项；第四章包含十套模拟题。书中的样题及模拟题听力内容，请登录“全国国际商务英语考试中心”网站：www.cnbeet.cn 查阅。

全国国际商务英语考试中心主任徐小贞教授担任本书的编写组组长，编写组成员有谭海涛、赵继政、朱小晶、苏文秀、蔚兰、袁凌燕、阮红缨、张丽莲、张洁、蒋剡、邹渝刚、汪文格、杨洋、程达军、徐郑慧、李延玉和陈璇。在本书的编写过程中，得到了中国国际贸易学会副会长刘宝荣、深圳职业技术学院院长刘洪一、对外经济贸易大学教授黄震华、中国商务出版社总编辑钱建初等各位领导和专家的指导和帮助，也得到来自全国国际商务英语考试诸多考试点和培训中心同仁的鼎力支持，在此致以由衷的谢意。

由于时间紧迫和编者水平所限，本书难免有不足之处，恳望读者不吝指正。

编者
2011年2月

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第一章 全国职场英语考试（一级）大纲

为适应经济全球化趋势，推进我国对外交流与合作，满足企业、事业单位选拔国际化人才的需求，促进我国职业英语教学水平的提升，特开发职场英语考试。

一、考试目的

本考试是对职场英语应用能力的测试。考试结果可作为用人单位和教育培训机构评价相关人员职场英语能力的参考依据。

二、考试对象

有意提高职场英语应用能力以适应国际化需求的企业、事业单位在职人员、职业技术类院校在校学生以及其他社会人员。

三、考试性质

本考试是职场英语应用能力考试，是一种标准参照性考试，评价被测试者在日常办公、公务旅行、客户服务等典型工作情景下应用英语听、说、读、写、译技能完成工作流程中相关任务的能力。

四、英语语言知识与技能要求

本考试所包含的主要英语语言知识与技能具体要求如下表：

序号	项目	英语语言知识与技能
1	词汇	掌握 3,000 个左右英语单词以及由这些词构成的常用词组。
2	听力	能够听懂语速为 120 词/分钟左右的职业场景中的会话或陈述，能掌握其要点和相关细节，并领会说话人的态度、感情和真实意图。
3	口语	能够较好地运用会话策略，在职场活动中基本完成交际任务。
4	阅读	能运用有效的阅读技巧，读懂职场活动中常见的书面材料，掌握中心意思，理解主要事实和相关细节，并能够进行归纳推理。阅读速度不低于 60 词/分钟。
5	写作	能够运用基本的写作技巧，在 30 分钟内完成不少于 100 词的常用应用文写作任务。
6	翻译	能够运用翻译技巧，完成职业场景中简单的翻译任务。

五、职场英语应用能力要求

本考试所要求的主要职场英语应用能力如下表：

序号	典型工作情景	主要工作任务及工作流程	职场英语应用能力
1	求职与招聘	获取招聘信息→准备应聘→参与面试→询问面试结果	<ul style="list-style-type: none"> ◆ 能够理解招聘广告 ◆ 能够撰写简历 ◆ 能够介绍个人信息 ◆ 能够听懂面试提问 ◆ 能够表达就业意向和待遇要求 ◆ 能够询问面试结果
2	组织机构概述	介绍背景、架构及文化	<ul style="list-style-type: none"> ◆ 能够简要介绍历史及发展 ◆ 能够描述组织架构及主要部门职能 ◆ 能够理解岗位描述 ◆ 能够理解企业文化
3	日常办公	进行内部沟通 进行外部联络 处理文档	<ul style="list-style-type: none"> ◆ 能够得体、有效地进行电话沟通 ◆ 能够指示工作地点 ◆ 能够撰写简单的应用文 ◆ 能够理解常见办公设备操作说明 ◆ 能够安排简单的工作日程
4	公务旅行	安排日程→办理预订→准备旅行→办理旅行手续	<ul style="list-style-type: none"> ◆ 能够听懂公共场所的广播信息 ◆ 能够读懂公共场所的指示信息 ◆ 能够安排旅行日程 ◆ 能够办理票务、食宿等预约或预订 ◆ 能够办理入住和结账手续 ◆ 能够问讯与求助 ◆ 能够兑换货币 ◆ 能够办理出入境手续
5	来访接待	邀请来访→安排日程→迎接客人→款待客人→送行	<ul style="list-style-type: none"> ◆ 能够发出、接受或拒绝邀请 ◆ 能够制订活动计划 ◆ 能够得体地与客人进行寒暄 ◆ 能够读懂菜单和介绍常见的菜式 ◆ 能够安排参观与休闲活动 ◆ 能够得体地表达感谢
6	会议安排	准备会议→处理会中事务→处理后续事务	<ul style="list-style-type: none"> ◆ 能够安排会议日程 ◆ 能够制作简单的会议议程 ◆ 能够拟订会议通知 ◆ 能够读懂会议纪要 ◆ 能够整理会后相关信息
7	产品与销售	熟悉产品或服务→销售产品或服务→完成交付	<ul style="list-style-type: none"> ◆ 能够读懂简单的生产或业务流程介绍 ◆ 能够理解客户咨询 ◆ 能够简单地描述产品的外观、功能和特点 ◆ 能够读懂简单的设备及软件说明 ◆ 能够谈论产品价格 ◆ 能够理解简单的产品广告 ◆ 能够讨论货物运输方式 ◆ 能够填写运输单据中的通用信息 ◆ 能够跟踪货物运输过程

续表

序号	典型工作情景	主要工作任务及工作流程	职场英语应用能力
8	客户服务	维护客户关系： 问候客户→提供信息→收集反馈 投诉： 发起投诉→提出要求 处理投诉： 接受投诉→了解情况→提供解决方案或转交相关部门→表达歉意并进行承诺→跟踪回访	<ul style="list-style-type: none"> ◆ 能够得体地表达问候、祝贺、慰问等 ◆ 能够提供产品及服务信息 ◆ 能够收集整理反馈信息 ◆ 能够就产品或服务缺陷进行投诉 ◆ 能够提出合理的补偿要求 ◆ 能够解释公司政策 ◆ 能够根据调查结果提出恰当的解决办法

六、考试项目

本考试为笔试，包括听力、阅读、翻译与写作四大模块。各个题型、题数、计分和考试时间等，见下表：

序号	模块	计分	时间（分钟）	题型	题数	计分
1	听力	30	25	职场单句信息捕捉	5	5
				工作场景识别	5	5
				职场短对话补全	5	5
				职场短对话理解	10	10
				工作流程短篇理解	2	5
				合计	27	30
2	阅读	40	40	单句信息匹配	5	5
				图表信息判断	5	5
				职场短篇理解	15	30
				合计	25	40
3	翻译	15	25	职场单句翻译	5	10
				职场段落翻译	1	5
				合计	6	15
4	写作	15	30	应用文写作	1	15
合计		100	120		59	100

七、考试组织机构

由常设的“全国国际商务英语考试中心”负责组织考务培训、命题、考试、阅卷和认证工作。由来自相关行业和高校的专家组成专家委员会，指导考试和认证工作。

通过考试中心资质认证的各地高校和培训机构可以申请设立考点。考试中心对各地考点实行年审和动态管理。

八、考试时间

每年六月和十二月的第一个星期日各组织一次考试。

九、考试成绩和认证

考试总分为100分，成绩60分以上（含60分）为通过。考试通过者可获得商务部中国国际贸易学会颁发的全国职场英语证书。

第二章 全国职场英语考试（一级）样题

第一节 样 题

全国职场英语考试（一级） China Workplace English Test (Level One)

试 卷 册 (120 分钟)

注 意 事 项

一、请将自己的姓名、准考证号写在答题卡上。试卷册和答题卡均不得带出考场。考试结束，监考人员收卷后考生才可离开。

二、全部考试时间为 120 分钟，不得拖延。

三、选择题的答案一定要填涂在答题卡上；翻译（TRANSLATION）部分第二节（Section B）和写作（WRITING）部分的答案要写在答题卡上，凡是写在试卷册上的一律不给分。

四、选择题每题只能选一个答案；如多选，则该题无分。选定答案后，用 2B 浓度以上的铅笔在相应字母的中部画一条横线。正确方法如下：

[A] [B] [D]

使用其他符号答题者不给分。画线要有一定粗度，浓度要盖过字母底色。

五、如需改动答案，必须先用橡皮擦净原来选定的答案，然后再按上面的方法重新填涂。

Part I LISTENING**(25 minutes, 30 points)****Section A**

Directions: *In this section, you will hear five short sentences. Each sentence will be spoken only once. At the end of each sentence there will be a pause. During the pause, you must read the four choices marked A, B, C and D, and decide which is the best answer. Then mark the corresponding letter on the Answer Sheet with a single line through the center.*

1. The meeting will be at _____ .
A. 3 a. m. on Thursday
B. 3 p. m. on Thursday
C. 3 a. m. on Tuesday
D. 3 p. m. on Tuesday

2. _____ meets the requirements for the job.
A. John Lynn B. George Lynn C. John Lee D. George Lee

3. The telephone number is _____ .
A. 36672891 B. 36678219 C. 35619701 D. 35679829

4. The pizza should be sent to _____ .
A. Burnett Exhibition Agency
B. Burnett Advertising Agency
C. Cornell Insurance Agency
D. Cornell Exhibition Agency

5. The price of the TV set was originally _____ .
A. \$ 305 B. \$ 315 C. \$ 350 D. \$ 355

Section B

Directions: *For each question in this section, you will hear four statements about a picture on your Test Paper. When you hear the statements, you must select the one that best describes what you see in the picture. Then mark the corresponding letter on the Answer Sheet with a single line through the center. The statements are not printed out and will be spoken only once.*

Example:



You'll hear:

Statement B, "The man is driving", is the best description of the picture, so you should select B and mark it on the Answer Sheet.



6. _____



7. _____



8. _____



9. _____



10. _____

Section C

Directions: In this section, there are five recorded questions or statements. The questions or statements will be spoken only once. After each question or statement, there is a pause. During the pause, you should decide which is the proper response among the four choices marked A, B, C and D. Then you should mark the corresponding letter on the Answer Sheet with a single line through the center.

- | | |
|-----------------------------------|-------------------------------------|
| 11. A. Thank you for calling! | B. How can I help you? |
| C. Never mind. | D. This is Richard Miller speaking. |
| 12. A. I haven't seen you before. | B. It's my pleasure. |
| C. Nice to meet you. | D. How are you? |
| 13. A. You'll get it next time. | B. I'm really sorry about that. |
| C. Don't be angry about it. | D. I don't think it's hard. |
| 14. A. Yes, better not. | B. No, I do mind! |
| C. Yes, do as you like. | D. No, it's not allowed here. |

15. A. It's all right. B. I don't care.
C. You're welcome. D. I'm pleased.

Section D

Directions: *In this section, you will hear ten short conversations. At the end of each conversation, a question will be asked about what was said. Both the conversation and question will be spoken only once. After each question, there will be a pause. During the pause, you must read the four choices marked A, B, C and D, and decide which is the best answer. Then mark the corresponding letter on the Answer Sheet with a single line through the center.*

Example: *You will hear:*

You will read: A. He can't breathe in his office.

B. He is not so sure about his work.

C. One of his dear friends is giving him trouble.

D. His job is giving him a lot of stress.

From the conversation we learn that the man is under a lot of pressure from work. Therefore, the correct answer is D.

16. A. In 1990. B. In 1991. C. In 1992. D. In 1993.
17. A. Answering phone calls. B. Receiving visitors.
C. Writing emails to customers. D. Making reservations.
18. A. Shenyang. B. Hangzhou. C. Changchun. D. Suzhou.
19. A. Shanghai. B. A factory. C. A market. D. A scenic spot.
20. A. The woman refuses the product.
B. The woman thinks the product is acceptable.
C. The woman thinks it's too expensive.
D. The woman thinks the price is acceptable.
21. A. He can't make phone calls because his phone is out of order.
B. He keeps getting a noise after getting through to a number.
C. He can't hear anything after getting through to a number.
D. The line is always busy when he makes a phone call.
22. A. She will change her job soon.
B. She will work there for a long time.
C. She will get a promotion.
D. She likes to be an engineer.

23. A. At the railway station. B. In the hotel.
C. At the airport. D. In the bank.
24. A. Because she doesn't enjoy having dinner with the man.
B. Because she will have dinner with her family.
C. Because she hasn't finished her work.
D. Because she has already had dinner.
25. A. Manager and secretary. B. Doctor and patient.
C. Friends. D. Customer and waitress.

Section E

Directions: *In this section, you will hear one passage. At the end of it, some questions will be asked about what was said. You will hear the passage and questions twice. After each question, there will be a pause. During the pause, you must read the four choices marked A, B, C and D, and decide which is the best answer. Then mark the corresponding letter on the Answer Sheet with a single line through the center.*

26. A. Name. B. Identification. C. A form of payment. D. Salary.
27. A. ①→②→⑤→④→③ B. ②→④→①→⑤→③
C. ④→①→②→⑤→③ D. ④→⑤→①→②→③

The steps here are in random order;

- ① Specify the requirements for the room.
- ② Indicate any special services that you need.
- ③ Take your keys and enjoy your stay.
- ④ Inform the receptionist that you need a room.
- ⑤ Pay for your room by cash or credit card.

Part II READING

(40 minutes, 40 points)

Section A

Directions: *Read the following party plan and decide who is the best person for each task. Then mark the corresponding letter on the Answer Sheet with a single line through the center.*

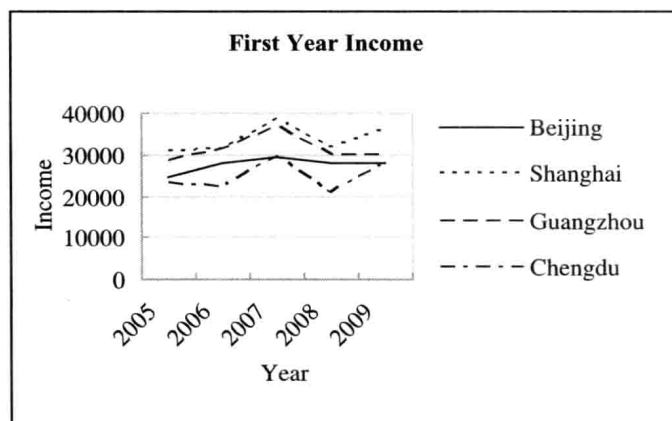
Party Plan	Candidates
28. Get souvenirs ready.	A. Barbara Richards used to work for a gift company.
29. Organize food and drinks.	B. Andrew Smith is skilled in art and design.
30. Type the address labels for invitations.	C. Linda Bright has contacts with performers in the music business.
31. Prepare attractive invitations and posters.	D. Bob Taylor is a chef in the company canteen.
32. Select entertainers.	E. Robert Lee has developed excellent keyboard skills.

Section B

Directions: In this section there are five questions about a table and a chart. For each question, choose the best answer from the four choices marked A, B, C and D. Then mark the corresponding letter on the Answer Sheet with a single line through the center.

FLIGHT TIMETABLE	
(1) FROM SYDNEY TO LONDON	
Mon.	Departure 09:45
Wed.	Departure 14:20
Fri.	Departure 15:10
(2) FROM LONDON TO SYDNEY	
Sat.	Departure 10:35
Sun.	Departure 21:05

33. You can fly from Sydney to London _____ .
 A. on any day B. any night C. on some weekdays D. on all weekdays
34. You cannot fly from London to Sydney _____ .
 A. on weekdays B. on weekends C. at night D. during the day



* The chart above shows the income (in RMB) for college graduates during their first year of work over the period of 2005—2009 in four major cities of China.

35. The city of _____ has seen the highest income levels over the five years.
A. Beijing B. Shanghai C. Guangzhou D. Chengdu
36. Graduates in the four cities earned the highest income in _____ .
A. 2006 B. 2007 C. 2008 D. 2009
37. Which of the following statements is true? _____
A. Graduates in all four cities earned the lowest income in 2005.
B. The year 2008 experienced a fall of income across all four cities.
C. The year 2007 saw a fall in income in all four cities.
D. Generally speaking, graduates in Chengdu have the lowest income.

Section C

Directions: Read the following passages. Choose the best answer for each question from the four choices marked A, B, C and D, and mark the corresponding letter on the Answer Sheet with a single line through the center.

Passage One

Questions 38 to 40 are based on the following passage.

Some candidates for jobs were wearing jeans, purple sweat suits, and sneakers. Other applicants weren't afraid to show pierced body parts and odd hairstyles. Still others chewed gum or showed up in clothes with wrinkles or with their pants falling down. One recruiter even told a candidate with his trousers down below his hips, to "Pull your pants up." Their strange choice of dress cost some candidates the job.

Does it really make a difference how you dress for an interview? In many cases, it does. I'll never forget the gentleman I interviewed for an accounting position. He had been out of work for a few months and wanted to show me why. He took off his jacket, unbuttoned his shirt and showed me the scar that he got from a car accident. He didn't get the job. Neither did the young lady in a bright red skirt so short and tight that she could hardly sit down!

In the conservative business climate I worked in at the time, appearances did matter. In other environments it isn't as important. However, it does make sense to dress your best for an interview, regardless of the dress code at the organization. If you're in doubt about how to dress for an interview, it is best to dress conservatively. It is much better to be overdressed than underdressed (or undressed). If you're not sure, check with the person who scheduled the interview and ask.

38. Which of the following is proper for an interview? _____
A. Wearing jeans and a T-shirt.
B. Wearing a shirt and a suit.
C. Having an unusual hairstyle.
D. Wearing poorly-fitting trousers.