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赵建昆 主编

# 英语专业四级 历年真题 集中赢



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历年真题全面覆盖，解题思路深入剖析

中国石化出版社

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# 前 言

高校英语专业四级考试(TEM-4)是由高等院校外语专业指导委员会实施的全国性考试,目的在于检查各高校英语专业基础阶段教学大纲的执行情况。TEM-4 考试的权威性及社会影响在不断提高,已被越来越多的机构和人士所认可。

但是,怎样更好地复习专四考试,对于每一位考生来说这都是一个首先需要考虑的问题。如果在英语复习过程中找不到最好的、最合适自己的技巧,那么将会导致复习事倍功半,浪费宝贵的复习时间,最后可能因为英语不过关而全盘皆输,那将是非常可惜的。所以在攻克专四考试的过程中,最好的复习资料就是历年真题。

研究真题到底为什么有如此重要的作用呢?它究竟有何神秘之处呢?

1. 权威性。相信没有任何的辅导书或者模拟试题在权威性上能超越真题。真题是考试英语命题组的各位老师根据学生知识水平、国际化要求以及科研能力要求进行综合研究而得出的,在复习中权威性最大。

2. 接近性。真题和真题的接近性,绝对要比模拟题和真题之间的距离要近。考生们要想检验自己的知识水平,用真题是最好的工具。

3. 指导性。真题在广大考生理解考试大纲的时候有很强的指导作用。很多考生不能理解词汇怎么去复习,真题用最直接的方式告诉大家,是在阅读还是完形中用到,而且用的是哪种形式,可以通过哪种方式出题考查等。

4. 全面性。真题在涵盖大纲指定内容上具有全面性。一份试卷,看上去内容不多,但是大纲涉及考查的词汇、语法、句型都有包含。一句话,可能考查考生很多的知识点。

因此,为帮助考生充分体会历年考题的命题思路,对自己面临的任务和需要解决的问题获得清醒的认识,提高应试能力,我们特别编写了这本《英语专业四级历年真题集中赢》。全书对2004年至2013年十年的专四英语真题进行了详细的题解,解题中注重揭示命题角度,注意总结归纳一些应试技能及理解文章和题意的办法。同时,为了帮助考生全面、透彻理解文章与句子,还为听力部分提供了听力原文。我们认为,本书是考生在开始复习时应该首先阅读的书之一,更是考生在整个复习过程中需要始终参考的一本书。如果把真题吃透,融会贯通,那么英语的复习就会达到立竿见影的效果。

在整个复习中自始至终认真研究真题,从真题中找方法、找差距,是英语专业四级考试复习中不可忽视的一个重要方法。我们相信通过使用本书,广大考生一定能进一步巩固语言知识,很快掌握事半功倍的学习方法,轻松地掌握应试技能,从而在专四考试中取得满意的成绩。

编 者

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# 第一部分 历年真题

## TEST FOR ENGLISH MAJORS (2004)

### —GRADE FOUR—

TIME LIMIT: 140 MIN

#### **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.

1. Where is Lily working now?  
A. In the police department.                      B. In a drama society.  
C. In a university.                                      D. In a primary school.
2. Passengers must check in to board Flight 5125 by \_\_\_\_\_.  
A. 11:00                      B. 11:20                      C. 11:30                      D. 11:50
3. 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.
4. The death and missing numbers in the floods are respectively \_\_\_\_\_.  
A. 60/9                      B. 16/9                      C. 9/60                      D. 9/16
5. 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.
6. 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.
7. 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.
8. 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.*

9. When will they discuss the agenda?  
A. Before dinner.    B. During dinner.    C. After dinner.    D. Tomorrow.
10. 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.
11. 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.

Questions 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 16~17 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 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.

## 第一部分 历年真题

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.

- |                    |                  |               |                  |
|--------------------|------------------|---------------|------------------|
| 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 |
| 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 & 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



## 第一部分 历年真题

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 interview
- 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: why 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 States 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 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.

Yours sincerely,

Marks Swift

Managing Director,

Johnson & Sons Ltd.

### TEXT G

First read the following question.

83. The purpose of the pamphlet is to show \_\_\_\_\_.

- A. how much money the card holder can take at a cash machine  
B. how many more benefits the card holder can now enjoy