

国开 04018-管理英语 2-任务 7-辅导资料以及国开 04019 管理英语 3 任务 5-辅导资料

国开 04018-管理英语 2-任务 7 参考答案

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特殊说明请仔细：课程的题目每学期都可能更换，所以请仔细核对是不是您需要的题目再下载!!!!

题目 1: —Hello, is that service center? The elevator of our apartment doesn't work.

—

: Oh, I don't know what's wrong with it.

; Sorry, I'll have it checked out at once.

; Ok, I see.

参考答案: Sorry, I'll have it checked out at once.

题目 2: —Why do you look unhappy. What's the matter?

—

: I'm satisfied with the good performance of the radio I've just bought.

; I'm glad to have bought this radio at such a price.

; I ' m rather disappointed with the poor quality of the radio I ' ve just bought.

参考答案： I ' m rather disappointed with the poor quality of the radio I ' ve just bought.

题目 3： —Customer: We have ordered for almost one hour. Why is it so hard to get our dishes ready in your restaurant?

—Waiter:

: I ' m really sorry about that.

; I don ' t think it ' s hard.

; You ' ll get it next time.

参考答案： I ' m really sorry about that.

题目 4： We are under _____to finish the task within such limited time.

: line

; pressure

; expectation

参考答案： pressure

题目 5: I don ' t know . I just arrived here two minutes ago.

: what ' s going on

; how is going on

; who is going on

参考答案: what ' s going on

题目 6: 二、阅读理解: 阅读下面的短文, 根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

Imagine this situation: you have bought a faulty item from a shop and you take {A. them; B. it; C. him} back to complain. You go directly to the shop assistant and tell them your problem. They say they cannot help you, {A. which; B. it; C. that} makes you angrier, to the point perhaps where you start insulting the poor shop assistant. RESULT: This will do you no {A. comments; B. interests; C. favours}, like getting any compensation, or even a refund. If you go directly to the first person you see within the organization you are complaining about, you may be wasting your time {A. as; B. if; C. when} they maybe powerless to take any action or provide you {A. to; B. with; C. for} a solution. So the important lesson to be learnt is to make sure firstly that you are speaking to the relevant person, the one who has the authority to make decisions.

参考答案: 子问题 1: B. it; 子问题 2: A. which; 子问题 3: C. favours; 子问题 4: A. as; 子问题 5: B. with

题目 7: —

—Neither do I. Look at our community, it is such a mess.

: Our service center doesn't offer much help for us.

; I really don't think our service center is satisfying.

; I'm slightly satisfied with our service center.

参考答案: I really don't think our service center is satisfying.

题目 8: —?

—That's great!

: What are you going to eat at the Mexican restaurant

; When are you going to dinner at the Mexican restaurant

; How about going to dinner at the Mexican restaurant tonight

参考答案: How about going to dinner at the Mexican restaurant tonight

题目 9: We feel with the inconvenience the service center brought us.

: disappointed

; worried

; surprised

参考答案: disappointed

题目 10: It is only by agreeing with their view point and that you will resolve the situation and send the customer away happy.

: suggesting a possible solution

; suggest a possible solution

; suggested a possible solution

参考答案: suggesting a possible solution

题目 11: 二、翻译: 从以下 A、B、C 三个选项中选出与英文最适合的中文翻译。

1. Focus groups are representatives of customers whose job is to provide you with information on their needs and preferences. {A; B; C}

A. 焦点小组是顾客的代表, 他们的工作是把你的需求和喜好提供给顾客。

B. 焦点小组是顾客的代表, 他们的工作是给顾客提供需求和喜好。

C. 焦点小组是顾客的代表, 他们的工作是给你提供他们的需求和喜好。

2. Angry customers tend to aim their dissatisfaction and complaints at staff members. {A; B; C}

A. 愤怒的顾客往往会把员工当做他们发泄不满和抱怨的目标。

B. 愤怒的顾客计划把对员工的不满和抱怨当做目标。

C. 愤怒的顾客趋向于把员工的不满和抱怨当成目标。

3. You will do everything within your power to try and resolve the situation. {A; B; C}

A. 你会在权利范围内尽一切努力解决问题。

B. 你会在意志范围内尽一切努力解决问题。

C. 你会在力量范围内尽一切努力解决问题。

4. Having patience with your customers and with yourself will go a long way in winning over hostile customers. {A; B; C}

A. 对顾客和对自己有耐心将走很长的路才能赢得生气的顾客对你工作的支持。

B. 对顾客和对自己有耐心将在赢得生气的顾客对你工作的支持方面大有帮助。

C. 对顾客和对自己有耐心将会很难赢得生气的顾客对你工作的支持。

5. To communicate precisely what you want to say, you have to frequently need to define key words. {A; B; C}

A. 要简明扼要地表达本意，就必须不断定义关键词。

B. 只要定义频繁出现的关键词就能准确传达本意。

C. 要准确表达你的本意，就必须不断定义关键词。

参考答案：子问题 1：C；子问题 2：A；子问题 3：A；子问题 4：B；子问题 5：
C

题目 12: The more information you can get,in your field.

: the more competitive will you be

; you will be the more competitive

; the more competitiveyou will be

参考答案: the more competitiveyou will be

题目 13: 二、阅读理解: 阅读下面的短文, 根据文章内容进行判断, 正确写 “T”
错误写 “F”。

Feedback from your customers is very important. The more information you have from them, the more competitive you will be in your field. The following techniques will help you know what the customers think of your business.

1. Ask your customers directly and cater to their wishes. This is the simplest way to find out what people want from your service or product. When hotel customers are asked what they want for their breakfast and then the hotel staff are asked what they think the customer wants, the answers are quite different.
2. Be a customer yourself and find out what your customers experience when they use your service. This is one of the most obvious but underused ways for getting feedback. For example, you can act as one of the customers in a wheelchair, and see how you 're treated.

3. Use a focus group. Focus groups are representatives of customers whose job is to provide you with information on their needs and preferences.
4. Use questionnaires and surveys. This is one of the most well-established feedback techniques. When well-conducted, they usually work well.
5. Encourage your front-line staff to build strong relationships with customers. Your front-line staff are the most resourceful and reliable, as well as the least costly, of your customer feedback sources. Their communication with the customers will become important information for improving customer care.

You may deliver the best service in the world. But if it is not what people want, you 're wasting your time. Implement one, two, three or all of the above techniques, and your service and product will improve overnight.

1. Hotel customers and hotel staff think the same about breakfast. {T; F}
2. A good or bad experience of a customer in a wheelchair in your shop shows whether your service is good or not. {T; F}

3. It ' s not necessary to knowabout the customers ' needs and preferences.
{T; F}

4. Questionnaires are useful in getting feedback from customers.{T; F}

5. Front-line staff have nothing to do with improving customer service.{T;
F}

参考答案： 子问题 1： F； 子问题 2： T； 子问题 3： F； 子问题 4： T； 子问题 5：
F

题目 14： The heating system of our apartment broke down so Imade a _____
call to the community service center.

: discussion

; complaint

; praise

参考答案： complaint

题目 15： They promised the car for us.

: repairing

; repaired

; to repaired

参考答案: to repaired

题目 16: Weit very much that you' ve come to give us a timely ride. Otherwise we would miss the train.

: appreciate

; expect

; promise

参考答案: appreciate

题目 17: 二、阅读理解: 阅读下面的短文, 根据文章内容从 A、B、C 三个选项中选出一个最佳选项。

Angry customers tend to aim their dissatisfaction and complaints at staff members. If this happens to you, you should remember that they are actually expressing their dissatisfaction about the company and not about you as an individual. But if you wish to be successful in any business, then you have to learn how to handle angry customers. Listed below are a few guidelines to help you develop your own personal strategy for dealing with angry customers:

Never argue back. You must stay calm and aim to satisfy the customer even in the most difficult situations. It is only by agreeing with their view

point and suggesting a possible solution that you will resolve the situation and send the customer away happy.

Use your ears more than your mouth. Make sure you listen more than you speak. By listening carefully, you will be able to understand why the customer is complaining, so that satisfactory steps can be taken.

Show that you care: Use every opportunity to express your apology and understanding. You have to show that you will do everything within your power to try and resolve the situation. This exhibition of your concern will win the customer over. There will be a significant change in their behaviour.

Control your anger and be patient. Learn to relax and calm yourself. Having patience with your customers and with yourself will go a long way in winning over hostile customers.

The above guidelines are very useful in every situation in life and you can successfully tackle hostile circumstances by following them. If you follow the above tips, you are on your way to succeeding in your career.

1. At whom do angry customers tend to aim their dissatisfaction and complaints? {A; B; C}

A. staff members

B. company managers

C. those who accompany them

2. When a customer shouts rudely at you, you should {A; B; C}.

A. argue back and protect yourself

B. keep quiet and leave the customer alone

C. keep calm and listen carefully to the customer

3. The underlined sentence “Use your ears more than your mouth” means {A; B; C}.

A. Your mouth is not more important for you than your ears.

B. You should listen more than you speak.

C. You should talk more than you listen.

4. When dealing with an angry customer, which is NOT the right attitude? {A; B; C}

A. Be concerned.

B. Be patient.

C. Be amused.

5. Which of the following statements is true according to the passage? {A; B; C}

A. When the customers complain, you needn't listen carefully.

B. You needn't say sorry to those angry customers.

C. You should relax yourself and try to understand the angry customers.

参考答案：子问题 1： A；子问题 2： C；子问题 3： B；子问题 4： C；子问题 5：
C

题目 18： Our workers have been checking the heating system since you called us. Iyou it will perform well soon.

: argue

; affect

; assure

参考答案： assure

题目 19： They since last night. They are about to finish the work.

: are cleaning the system

; have been cleaning the system

; had cleaned the system

参考答案： have been cleaning the system

国开 04019 管理英语 3 任务 5 参考答案

说明：如果课程题目是随机的，请按 **CTRL+F**在题库中逐一搜索每一道题的答案

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题目 1: — What vegetables are in season now?

—Radish and carrot , _____.

: I know

; I see

; I think

参考答案: I think

题目 2: — Jack won ' t like the film, you know.

— _____ I don ' t care what Jack thinks!

: So why ?

; So what?

; So how?

参考答案: So what?

题目 3: _____ is known to all, too much fat causes heart problems.

: It

; As

; Just as

参考答案： As

题目 4： The machine _____ this morning for no reason.

: broke off

; broke out

; broke up

参考答案： broke out

题目 5： All things _____ , the planned flight will have to be cancelled.

: be considered

; considered

; considering

参考答案： considered

题目 6： 二、听力理解

听对话录音，根据对话内容完成下方题目（每题 10 分）。

TASK4_TEST.MP3

操作提示：通过题干后的下拉框选择题目的正确答案。

1. The problem with Koukou Old Yogurt is that it contains _____. {A; B; C}

A. processed food

B. leather products

C. industrial gelatin

2. We can infer from the dialog that lead is _____. {A; B; C}

A. a heavy metal

B. processed food

C. a company manager

3. According to Michael, food safety problems can _____, ' t be prevented because
_____. {A; B; C}

A. there aren ' t any industrial standards

B. the industrial standards are too high

C. the industrial standards are too low

4. Melinda ' s solution to the food safety problem is _____. {A; B;
C}

A. punishing the companies concerned severely

B. sending a text message to the companies concerned

C. sending a text message to all the other companies

5. In the dialog, _send a clear message_ to means to _____. {A; B; C}

A. publish

B. warn

C. inform

参考答案：子问题 1： C；子问题 2： A；子问题 3： C；子问题 4： A；子问题 5： B

题目 7： — If you invite a Muslim to dinner, what are you advised not to order for him?

— _____

: chicken

; pork.

; mutton.

参考答案： pork.

题目 8： — Do you mind if I smoke here?

— _____

: No, thanks.

; Yes, please.

; Yes, better not.

参考答案： Yes, better not.

题目 9： This is the book _____ I have learned a lot.

: to which

; by whom

; from which

参考答案： from which

题目 10: I don' t think anyone can accuse him _____ not being honest.

: of

; with

; about

参考答案: of

题目 11: We have spent all of our spare time, _____, our spare money, on the project.

: as soon as

; as long as

; as well as

参考答案: as well as

题目 12: 二、听力理解

听对话录音，根据对话内容判断正误（每题 10 分）。

TASK3_TEST.MP3

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