

## 实用英语交际职业技能等级考试（中级）模拟题

### Task 1

You are a marketing manager at ETC Manufacturing. You will fly to South Korea next month to have a business meeting with Doyoon Kim, your Korean business partner. Before that, you are asked to attend a lecture on South Korean business culture. Decide how you should behave to have a successful meeting in South Korea according to the lecture. Answer Questions 1-5 by choosing A, B, C or D. You will have 50 seconds to answer the questions. The recording will be played **TWICE**.

1. Which is a right thing to do when making an appointment for your meeting with Doyoon?
  - A. Schedule the meeting near lunchtime.
  - B. Schedule the meeting in the early morning.
  - C. Make the appointment one day in advance.
  - D. Make the appointment several weeks in advance.
2. What should you do when shaking hands with Doyoon?
  - A. Shake with one hand.
  - B. Bow while shaking hands.
  - C. Shake hands gentler than him.
  - D. Shake hands more firmly than him.
3. When should you get your business card ready?
  - A. After the meeting.
  - B. Before the meeting.
  - C. After shaking hands.
  - D. Before shaking hands.
4. What should you do when receiving Doyoon's business card?
  - A. Receive it with one hand.
  - B. Put it directly into your pocket.
  - C. Read it carefully for some time.
  - D. Hold it in your hand all along the meeting.
5. When should you arrive at the meeting?
  - A. Be a little bit earlier.
  - B. Be a few minutes late.
  - C. After Doyoon arrives.
  - D. As soon as Doyoon arrives.

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## Task 2

You are Elsa Wu, a marketing manager at Goden Camera Inc. You are asked to introduce your company to your potential investors during their visit.

### Task 2.1

Read the profile of Goden Camera and make some PPT slides to support your introduction. Complete the slides using the **EXACT** words, phrases, or numbers from the profile. You will have 5 minutes to complete the task.

## The Goden Camera Profile

### History and development

In 1955, Goden opened our first office in New Jersey. After developing various kinds of digital cameras today, Goden has become a leader in the digital imaging market today. With leading technology, Goden cameras are well-known for their excellent image quality and performance.

### Social responsibilities

Goden always believes that all people should live and work together into the future. For our customers, we offer the best products possible. In addition, we work hard to support local communities by creating different programs to help people in need. We also support different programs to preserve natural resources and animals. What's more, we encourage our staff to spend some time on environmental protection activities.

### Future plans

During a time of great change around the world, Goden is trying to find new ways for further growth. Creating good products and services begins with people. For the next five years, Goden will continue to bring together the strengths of our business partners and fully develop the talent of our staff. Meanwhile, with a focus on research and development, we will develop our technology to create products that benefit our customers.

### History and development

- ◇ In 1955:
  - ✓ Opened first office in [1] \_\_\_\_\_
- ◇ Today:
  - ✓ A leader in the digital imaging market
  - ✓ Well-known for high image quality and performance

### Social responsibilities

- ◇ Support [2] \_\_\_\_\_ by setting up programs to help people in need
- ◇ Support different programs to protect natural resources and animals
- ◇ Encourage staff to take part in [3] \_\_\_\_\_ activities

### Future plans

- Begin with people
  - ✓ Bring together the strengths of our [4] \_\_\_\_\_
  - ✓ Develop the talent of our staff

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- Focus on [5] \_\_\_\_\_
    - ✓ Develop technology to create high-quality products

### **Task 2.2**

Now give a presentation about Goden Camera to the potential investors based on the PPT slides.  
You will have **120** seconds to prepare and **120** seconds to speak.

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### Task 3

You are a shopping consultant at Mandy Company. Your company recently produced some new notebooks. You are asked to choose the most suitable product for each customer based on his/her needs.

#### Task 3.1

Read the leaflets about three of your new notebooks. Complete the table using the **EXACT** words, phrases, or numbers from the leaflets. You will have **10** minutes to complete the task.

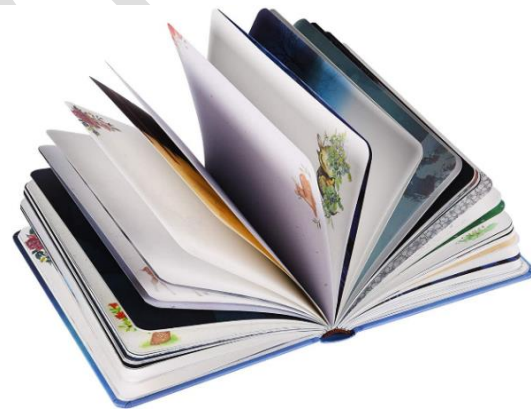
#### Mandy Luxury Notebook

- The notebook is hand made with high quality leather. It is not only strong but also gives a luxury look.
- It has far greater storage than common notebooks. It can hold pens, photos and even your mobile phone.
- It looks amazing held in your hand when you walk into a meeting or interview.
- We offer personalized services to print names on the cover. This will be a wonderful and useful gift for yourself, or for your business partner.
- This notebook comes with 1-month free return or exchange.
- Available for only \$25!



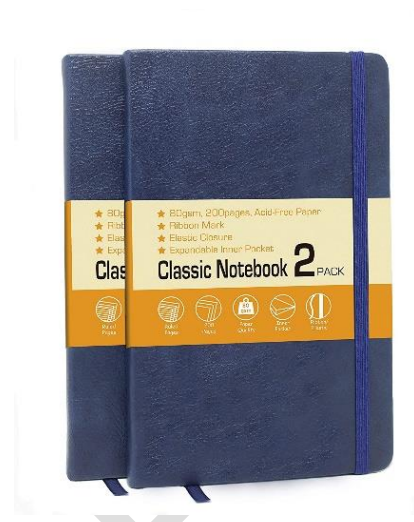
#### Mandy Cute Journal Notebook

- This notebook contains wonderful art details. 256 pages, each page is attractive with different watercolour backgrounds. It has a beautiful hard cover with a lucky deer, full moon and stars. This makes it a perfect gift for your family and friends, especially girls.
- The paper is thicker than normal, and is smooth to write for most pens. Perfect to record your ideas, feelings and favourite poetry. There is also a blue bookmark which can help find your notes easily.
- The small size is convenient for pockets and handbags to carry at all times.
- Price: \$18



### Mandy Classic Notebook

- The notebook has a classic and simple look. Perfect choice for everyday use: notes, lists, diaries and more.
- It is of great quality. It has a hard leather cover and 200 pages high quality white paper. It won't turn yellow after long time's use.
- Perfect size for carrying around or putting into your bag.
- It has a convenient inner pocket in the back to keep business cards, notes, and other small items.
- 100% satisfactory guarantee. If there are any quality concerns, we'll replace it or give you every cent back.
- It is great value for money – you can buy a pack of 2 notebooks at only \$10.



Products	Features	Advantages
Mandy Luxury Notebook	<ul style="list-style-type: none"> <li>• Hand made with high quality leather</li> <li>• Greater storage to hold pens, photos and [1] _____</li> <li>• Personalized with names printed on the cover</li> </ul>	<ul style="list-style-type: none"> <li>• Strong and luxurious</li> <li>• 1 month free return or [2] _____ of no reason</li> </ul>
Mandy Cute Journal Notebook	<ul style="list-style-type: none"> <li>• 256 pretty pages with different [3] _____ backgrounds.</li> <li>• Thicker paper</li> <li>• Blue [5] _____ to help find your notes</li> <li>• Small size</li> </ul>	<ul style="list-style-type: none"> <li>• Perfect gift especially for [4] _____</li> <li>• Smooth to write for most pens</li> </ul>
Mandy Classic Notebook	<ul style="list-style-type: none"> <li>• Classic and [6] _____ look</li> <li>• 200 pages high quality white paper</li> <li>• Inner pocket to keep small items</li> </ul>	<ul style="list-style-type: none"> <li>• Perfect for daily use</li> <li>• Won't turn [7] _____ after a long time's use</li> <li>• Of great value of money</li> </ul>

### Task 3.2

Three customers are calling you and describing their needs to you. Choose the notebook that best suits each customer's needs by choosing A, B or C for Questions 8-10. You will have **30** seconds to complete the task. The recording will be played **TWICE**.

- |  |
|--|
| <p>A. Mandy Luxury Notebook</p> <p>B. Mandy Cute Journal Notebook</p> <p>C. Mandy Classic Notebook</p> |
|--|

8. Customer 1 \_\_\_\_\_
9. Customer 2 \_\_\_\_\_
10. Customer 3 \_\_\_\_\_

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### Task 3.3

Now Listen **AGAIN** to the first customer's needs and introduce the product you choose for her based on the information in the leaflet. Your purpose is to persuade her to buy the product. You should cover the following points in your introduction:

- A summary of her needs
- The product you would choose for her
- The reasons that you chose this product for her

After the recording, you will have **120** seconds to prepare and **90** seconds to speak.

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#### Task 4

You are Peter Wang, a customer service manager at Nutech Technologies. You are asked to respond to a refund email.

#### Task 4.1

Now read the email from Albert D'Costa requesting to cancel his order and get a full refund. Answer Questions 1-5 by choosing A, B, C or D. You will have **10** minutes to complete the task.

From: Albert.D@office.com  
To: Peter.W@nutech.com  
Subject: Request of a full refund

Dear Mr. Wang,

I purchased a new computer on 2nd December from your online store by credit card and had it delivered to my house at No. 78 Holloway Road. The computer was supposed to arrive by 5th December.

However, it didn't arrive on time. I checked the delivery but only found that it hadn't even been sent! I called up your store to ask whether you had received my order. And I was told that your stock in the warehouse was sold out because of the huge demand and that I had to wait until 15th December.

I was about to wait until then. However, my old computer now suddenly broken down. It can't be repaired due to its age. To do my daily tasks, I bought a second-hand computer from my friend. Since I've got one computer to do my work, I don't want to waste my money on buying a new one.

Therefore, I am within my rights to cancel my order and request a full refund. I would appreciate this matter being resolved by 20th December.

Thank you for your understanding.

Best Regards,  
Albert D'Costa

1. When should the new computer have been delivered to Albert?
  - A. By 2nd December.
  - B. By 5th December.
  - C. By 15th December.
  - D. By 20th December.
2. Why didn't the new computer arrive on time?
  - A. The warehouse delivered it late.
  - B. The store didn't receive the order.
  - C. Bad weather slowed down the delivery.
  - D. They ran out of stock due to the huge demand.
3. What happened to Albert's old computer?
  - A. It was lost by accident.
  - B. It ran slower and slower.
  - C. It broke down suddenly.
  - D. It was sent to be repaired.

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4. Where did Albert finally purchase a computer?
- A. From his friend.
  - B. From the online store.
  - C. At No.78 Holloway Road.
  - D. At the warehouse of Nutech Technologies.
5. Why did Albert want to cancel the order?
- A. He had finished his tasks in advance.
  - B. He had no budget for a new computer.
  - C. He had bought a second-hand computer.
  - D. He didn't want to wait until 15th December.

**Task 4.2**

Now complete the reply email to Albert D'Costa's request. Fill in the blanks by choosing from A to G. You will have **10** minutes to complete the task.

From: Peter.W@nutech.com  
To: Alber.D@office.com  
Subject: Re: Request of a full refund

Dear Mr. D'Costa,

Thank you for your letter informing us about the problem you have been having with your purchase. [6] \_\_\_\_\_.

[7] \_\_\_\_\_ when you make a purchase. We know that we have let you down, and for that we are very sorry.

We will be issuing you a refund as soon as we have completed the necessary paperwork for your account. [8] \_\_\_\_\_.

Given your unsatisfactory experience, we also attach a \$50 card in the letter for your next purchase. [9] \_\_\_\_\_.

If you have any questions, please call me on 025 8213 2295. [10] \_\_\_\_\_.

Sincerely,  
Peter Wang,  
Customer Service Manager  
Nutech Technologies

- |  |
|--|
| <ul style="list-style-type: none"><li>A. Again, please accept our most sincere apologies</li><li>B. We will ship the computer to you as soon as possible</li><li>C. The refund will be returned to your credit card within 7 days</li><li>D. You can use the card to pay for your next order of our products</li><li>E. We understand that you expected to receive your product on time</li><li>F. We will take steps to ensure that the computer will satisfy your needs</li><li>G. I am deeply sorry for the inconvenience and dissatisfaction you experienced</li></ul> |
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## Task 5

You work in the Administration Department of Newlife Hospital. You are doing some research about how to make use of big data technology in daily work. Read part of a report and graphics on big data in healthcare industry. Answer Questions 1-5 by choosing A, B, C or D. You will have 15 minutes to complete the task.

Market research has shown that the global big data in the healthcare market is expected to reach \$34.27 billion by 2022. Here are 3 ways in which it can help in the healthcare sector.

### 1. Reducing Cost

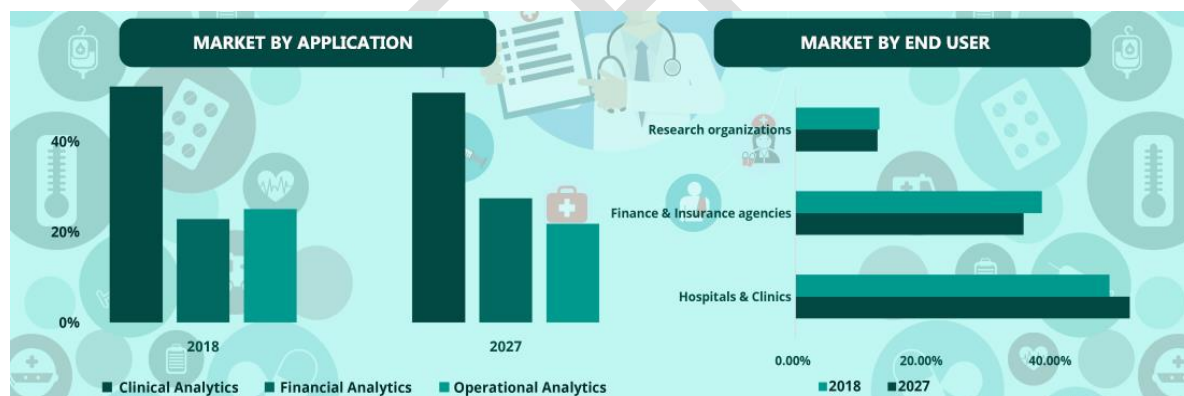
Big data is a great way to save costs for hospitals. Predictive analysis will help by predicting the admission rates (录用率) and help with staff allocation. This will reduce hospitals' Rate of Investment and help make use of their investment to the max.

### 2. Assisting High-Risk Patients

If all the hospital records are digitized (数字化), it will be the perfect data for understanding the pattern of many patients. Such understanding will help with more effective treatment. It is a great way to keep a list and check on high-risk patients and offer them better care.

### 3. Preventing Human Errors

Sometimes doctors make mistakes. For example, they may give the wrong medicine to a patient. Such errors can be reduced with the help of big data. It can analyze both patient data and the medicine given to them and then corroborate (证实) the data. By doing so, big data helps reduce mistakes and save lives.



1. How will big data help hospitals to reduce costs?
  - A. By increasing the admission rates.
  - B. By reducing the Rate of Investment.
  - C. By reducing investment in treatment.
  - D. By increasing staff's working efficiency.
  
2. What will be the perfect data for understanding the pattern of patients?
  - A. Printed patient records.
  - B. Digital hospital records.
  - C. An effective treatment plan.
  - D. A list of high-risk patients.
  
3. Which of the following can be prevented by using big data?
  - A. A doctor is late for an operation on his patient.

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- B. A doctor treats his patient impolitely and rudely.
  - C. A doctor gives the wrong medicine to his patient.
  - D. A doctor does not clean his hands before examining his patient.
4. What was the percent of big data use for clinical analytics in 2018?
- A. About 20%.
  - B. About 30%.
  - C. About 50%.
  - D. About 60%.
5. What conclusion can be drawn from the graphics?
- A. Hospitals and clinics were the main end user of big data in healthcare sector in 2018.
  - B. Compared with 2018, big data will be used more widely in finance and insurance agencies in 2027.
  - C. Big data will be used more in research organizations than in finance and insurance agencies in 2027.
  - D. Compared with 2018, there will be an increase in the use of big data in research organizations in 2027.

## Task 6

You are Chris Liang, an administrative director at Ribble Media. Your company is going to organize a team building tour next month and you are asked to choose a scenic spot for it.

### Task 6.1

Listen to your assistant's survey report on the staff members' preferences for the tour. Complete the notes using the **EXACT** words, phrases, or numbers from the recording. You will have **90** seconds to complete the task. The recording will be played **TWICE**.

#### Notes

##### Number of people willing to go to the tour:

[1] \_\_\_\_\_

##### Expectations for destination:

- With beautiful [2] \_\_\_\_\_
- With stores or [3] \_\_\_\_\_ nearby

##### Expectations for entertainment activities:

- ◇ Having barbecues
- ◇ Playing some fun outdoor [4] \_\_\_\_\_
- ◇ Watching performances

##### Expectations for distance:

Within [5] \_\_\_\_\_ hours' drive from the downtown area

### Task 6.2

Read introductions to three scenic spots. Answer Questions 6-10 by choosing A, B or C. You will have **10** minutes to complete the task.

#### Bondi Beach

The natural beauty of Bondi Beach is beyond your imagination. Here you can walk along the sea or dive into the ocean to see beautiful fish.

The beach is also an ideal place for those who love outdoor sports. There are a variety of fun projects, including beach volleyball, surfing, sailing, etc. You can even have barbecues here with your families and friends!

In addition, there are several local restaurants on the beach, all of which have an amazing sea view and offer well-cooked seafood.

Welcome to Xichong Beach! With not more than one hour's drive from the downtown, you can get rid of busy city life and have a real rest!

#### Grand Folk Village

With around two hours' drive away from the downtown area, Grand Folk Village is one of the biggest folk villages in China.

For those who are interested in Chinese minority ethnic cultures, you can visit 24 folk villages with just one ticket. In each village, there will be many interesting activities for you to participate in, such as paper-cutting and making rice cakes.

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There is also an evening performance every day. A variety of restaurants can also be found throughout the park.

Whether you are interested in special culture, or exciting activities, Grand Folk Village will have something that interests you!

### **Wulong Mountain**

At an altitude of 936 meters, Wulong Mountain is one of the most popular scenic spots in the city. It is popular because of its remote and quiet location, challenging hiking trails and amazing mountain views.

As you climb up the hill, you can relax in the fresh mountain air, and enjoy the sight of different kinds of trees and plants. When you stand on the top of the mountain, you will find the whole city and beyond is at your feet.

If you are looking for somewhere to get close to the nature and relax , Wulong Mountain will be a wonderful choice!

Which scenic spot:

6. provides places for barbecues? \_\_\_\_\_
7. is popular for its hiking trail? \_\_\_\_\_
8. shows rich Chinese culture? \_\_\_\_\_
9. has an evening performance every day? \_\_\_\_\_
10. is within one hour's drive from the downtown? \_\_\_\_\_

- |                       |
|-----------------------|
| A. Bondi Beach        |
| B. Grand Folk Village |
| C. West Hotel         |

### **Task 6.3**

Write an email to your manager Ivy Moore about your ideas for the location of the team building event in about **120** words. You should state which location you have chosen and give your reasons. You will have **20** minutes to complete the task.

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## Keys

### Task 1

1. D 2. C 3. B 4. C 5. A

### Task 2

#### Task 2.1

1. New Jersey
2. local communities
3. environmental protection
4. business partners
5. research and development

#### Task 2.2

#### Sample

Hello, dear guests,

I'm Elsa Wu, Marketing Manager at Goden Camera. Thank you for coming here. Now please allow me to introduce to you more details about our company.

We started our business in New Jersey in 1955. Now, we've become one of the leaders in the market with various kinds of digital camera and first-class digital technology.

While pursuing business profits, we also try our best to fulfil our social responsibilities. We build up programs to support local communities and preserve the nature. We also encourage our staff to take part in environmental protection.

In the future, we'll work more closely with our business partners and release the full potential of our staff. Besides, by focusing on research and development, we'll continue to produce the best products with high technology.

That's the end of my introduction. Thank you for listening.

### Task 3

#### Task 3.1

1. (your) mobile phone
2. exchange
3. watercolour
4. girls
5. bookmark
6. simple
7. air and light

#### Task 3.2

8. B 9. C 10. A

#### Task 3.3

#### Sample

Hi, according to your needs, I highly recommend you our new Mandy Luxury Notebook. The pages of the notebook are very beautiful with different watercolour backgrounds on each page. Specifically, the cover is very dreamlike with moons and stars on it. Your daughter will definitely like this. She can not only use this to note down her favourite poetry, but also record her everyday ideas and feelings.

What's more, its small size is perfect to be kept in your daughter's handbag. Oh, and this notebook only costs \$18, which is quite cheap.

I hope you will consider this option. I'm very glad to help.

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**Task 4****Task 4.1**

1. B 2. D 3. C 4. A 5. C

**Task 4.2**

6. G 7. F 8. C 9. D 10. A

**Task 5**

1. B 2. B 3. C 4. C 5. A

**Task 6****Task 6.1**

1. 85
2. natural scenery
3. restaurants
4. group sports
5. 1/one

**Task 6.2**

6. A 7. C 8. B 9. B 10. A

**Task 6.3****Sample**

Dear Ms. Moore,

I'm writing to give my suggestions on the destination for the team building tour.

According to the survey report from my assistant, I've looked into three scenic spots and think that Bondi Beach is a good choice. The reasons are as follows:

Firstly, Bondi Beach has amazing sea views, which satisfies our staff members' preference for natural beauty. Besides, the beach also provides various outdoor group sports projects and even a barbecue service, so the staff can entertain themselves and have fun with each other. The restaurants nearby the beach with delicious seafood are also an attractive factor. Finally, the beach is within one hour's drive from the downtown, which also meets our staff's requirement.

That's why I've chosen Bondi Beach. I hope that my suggestions are helpful to you.

Look forward to your reply.

Yours sincerely,  
Chris Liang

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## Scripts

### Task 1

If you want to have a successful business meeting in South Korea, the following tips will be very helpful.

First of all, make appointments for meetings at least several days in advance, even a few weeks beforehand. Meetings in South Korea are often scheduled in the mid-morning or mid-afternoon, without interrupting lunchtime.

When meeting your Korean partner, it's common to shake hands. Your handshake can be as firm as the other party, but it's better if it's gentler. Remember to shake with both hands. You can also choose to bow instead of shaking hands.

Another important thing is that you should go into the meeting with your business card ready. Business cards are usually exchanged immediately after shaking hands. When receiving a business card, you should use both hands and spend 30 seconds to read it carefully. Your partner will appreciate this. Hold the card in your hand until you are able to put it in your briefcase. This is better than putting them directly into your pocket.

Finally, remember to be on time or a little earlier. If you are going to be late, be sure to call ahead and let them know. But also understand that your Korean partner may be busy and somewhat late.

### Task 3.2

**Customer 1:** Hello, I want to buy a lovely notebook for my 12-year-old daughter as her Christmas gift. She likes reading poetry and noting down her favourite sentences. It's important that the notebook has a nice-looking cover and pages. What's more, I'd like the notebook to be small enough for her to carry in her handbag.

**Customer 2:** Well, I need a new notebook as simple as possible, as it's just for my daily notes. The pages of my last notebook turned yellow after only a short time's use, so this time, the quality of the paper is important for me. What's more, I don't have much budget for this. Around \$10 would be best.

**Customer 3:** Hi, do you have a notebook with some inner pockets? I have to carry a lot of things during meetings, such as my business cards, pens and mobile phone. I also want it to be of high quality with a luxury look, because I plan to send it to my business partner as a gift as well. It would be best if you can put our names on it.

### Task 6.1

...According to my survey, around 85 staff members are willing to go to the tour. As for the destination, nearly 86% of them would prefer to go to places with beautiful natural scenery. What's more, it would be better if there can be some stores or restaurants nearby, so that they can buy some food and take a rest. As for the entertainment activities, around two thirds of them want to have barbecues, play fun outdoor group sports, or watch interesting performances. In addition, they hope that the distance can be within one hour's drive away from the downtown area, so that they won't spend too much time on road.