

试卷代号:1391

国家开放大学2020年春季学期期末统一考试

### 商务英语 4 试题

2020年7月

### 注 意 事 项

一、将你的学号、姓名及分校(工作站)名称填写在答题纸的规定栏内。考试结束后,把试卷和答题纸放在桌上。试卷和答题纸均不得带出考场。监考人收完考卷和答题纸后才可离开考场。

二、仔细读懂题目的说明,并按题目要求答题。答案一定要写在答题纸的指定位置上,写在试卷上的答案无效。

三、用蓝、黑圆珠笔或钢笔答题,使用铅笔答题无效。

四、考试时间为 60 分钟。

一、交际用语 (共计 10 分, 每小题 2 分)

1—5 题: 选择正确的语句完成下面对话, 并将答案序号写在答题纸上。

1. — I'm really fed up with Larry!

— \_\_\_\_\_

A. I'm sorry to hear that.

B. Really?

C. Hey, what's up?

2. — Hello, is that Sail Moving Company?

— \_\_\_\_\_

A. Yes, this is Jack speaking. Thanks for calling. What can we do for you?

B. Yes, I'm Jack. Thanks for calling. What can we do for you?

C. Yes, speaking. What can I do for you?

3. — Are there any disadvantages to shopping online?

— \_\_\_\_\_ But I think this problem will be solved soon.

A. It makes life easy.

B. It takes some time for the stuff you buy online to arrive.

C. The stuff you buy online arrives quickly.

4. — Could you be so kind as to turn down that rock "n" roll? I'm preparing for tomorrow's meeting report.

— \_\_\_\_\_

A. It's none of your business.

B. No, I don't think so.

C. Sure. Sorry to disturb you.

5. — I had a really good weekend at the seaside.

— \_\_\_\_\_

A. Oh, that's very nice of you.

B. Oh, I'm glad to hear that.

C. It's a pleasure.

二、词汇与结构(共计 30 分,每小题 2 分)

6—20 题:阅读下面的句子,从 A、B、C 三个选项中选出一个能填入空白处的正确选项,并将答案序号写在答题纸上。

6. The processing time \_\_\_\_\_ per embassy.  
A. various B. variety  
C. varies
7. It will \_\_\_\_\_ about eight percent more than initially projected.  
A. spend B. pay  
C. cost
8. \_\_\_\_\_ has good reputation will sooner or later be successful in his business.  
A. whatever  
B. whoever  
C. whoseever
9. When the rest of the room \_\_\_\_\_ emotional, stay cool and use logic to negotiate and close.  
A. get B. gets  
C. got
10. Some stores even offer \_\_\_\_\_ lanes for customers with 10 items or less to checkout quickly.  
A. express B. expire  
C. exact
11. The same is true \_\_\_\_\_ individual proprietorships.  
A. of B. to  
C. at
12. Some of the customers' complaints seem \_\_\_\_\_.  
A. unacceptable  
B. unacceptable  
C. unaccepted

13. That might be acceptable \_\_\_\_\_ you handle the insurance fees.  
A. if B. whether  
C. even if
14. The franchisor \_\_\_\_\_ the franchisee should observe the regulations to make the business go well.  
A. or B. as well as  
C. either
15. Some of the \_\_\_\_\_ solutions will support these requirements better at the moment.  
A. property B. prosperity  
C. proprietary
16. Did you get the financial records \_\_\_\_\_ shape for your audit next month?  
A. into B. in  
C. from
17. They exchanged tales of \_\_\_\_\_ or disappointing news of popular items sold out minutes after the spree began at midnight.  
A. bargains B. deals  
C. goods
18. One kind of partnership is called a limited \_\_\_\_\_ partnership.  
A. obligation B. responsibility  
C. liability
19. Travelers, when \_\_\_\_\_ the checks, have to sign the checks in the presence of the bank or service clerks.  
A. buy B. buying  
C. to buy
20. The instruction describes completely the \_\_\_\_\_ and its safety basis.  
A. faculty B. facilitate  
C. facility

### 三、阅读理解(共 40 分,每小题 4 分)

21—25 题:阅读下列短文,从 A、B、C 三个选项中选出一个正确答案,并将答案序号写在答题纸上。

#### Passage 1

Emotions play an important part in the negotiation process, although it is only in recent years that their effect is being studied. Emotions have the potential to play either a positive or negative role in negotiation. During negotiations, the decision as to whether or not to settle rests in part on emotional factors. Negative emotions can cause intense and even irrational behavior, and can cause conflicts and negotiations to break down, but may be instrumental in attaining concessions. On the other hand, positive emotions often facilitate reaching an agreement and help to maximize joint gains, but can also be instrumental in attaining concessions. Positive and negative discrete emotions can be strategically displayed to influence task and relational outcomes and may play out differently across cultural boundaries.

21. Emotions play an important role during the negotiation, although their effect is being studied just \_\_\_\_\_.

- A. at the beginning of negotiation practice
- B. during the negotiation process
- C. not long before

22. Negative emotions may \_\_\_\_\_ make concessions.

- A. be helpful to
- B. be harmful to
- C. be nothing to

23. During negotiations, the decision as to whether or not to settle depends \_\_\_\_\_ on emotional factors.

- A. totally
- B. to some extent
- C. completely not

24. Attaining concessions can be done \_\_\_\_\_.

- A. only by negative emotions
- B. only by positive emotions
- C. by both negative and positive emotions

25. In different cultures, negotiators should use \_\_\_\_\_ strategies to show positive and negative emotions.

- A. the same
- B. different
- C. no

26—30 题: 请根据短文内容判断给出的语句是否正确, 正确的写“T”, 错误的写“F”, 并将答案写在答题纸上。

#### Passage 2

The balance sheet is produced at the end of a company's financial year, and is a snapshot of its financial situation. It shows the company's assets and liabilities at that point in time.

There are two halves to a balance sheet. The top half shows where the money is being used in the business (the net assets), and the bottom half shows where this money came from (the capital employed). The total of each half should be the same, hence the expression balance sheet.

There are two kinds of assets — long-term and short-term. The long-term assets are known as fixed assets, and include the land, buildings, machinery and vehicles that are used in connection with the business. All fixed assets except land are depreciated as they wear out over time. The total fixed assets are the value of the fixed assets, less the accumulated depreciation.

The short-term assets are known as current assets, and include cash, stocks and receivables that are due within one year.

The top half of the balance sheet also includes liabilities, that is all debts and obligations owed by the business to creditors. Current liabilities are those debts that must be paid within

the year, such as wages earned but not yet paid. Long-term liabilities may include mortgages and other loans that will not have been paid off within the year.

The top half of the balance sheet therefore consists of the total of fixed and current assets, less the current and long-term liabilities, giving the net assets.

The bottom half of the balance sheet shows where this money came from. For a limited company, this will include the money raised by issuing shares, and is known as the share capital. The business may also have ploughed some of the money back into building up the business. This is called retained profit.

The bottom half of the balance sheet therefore consists of the total of share capital and retained profits, giving the capital employed.

26. The top half of a balance sheet shows where the money is being used in the business.

27. All fixed assets are depreciated as they wear out over time.

28. The short-term assets are known as fixed assets.

29. Current liabilities are those debts that must be paid within the year.

30. The money ploughed back into building up the business is called retained profit.

#### 四、写作(共 20 分)

31: 根据要求写作文。

**Write a resignation letter according to the information below. (根据以下信息写一封英文辞职信)**

Suppose you are Jason Law, CEO of Starwood's. Write a resignation letter to the Board of Directors based on the following information.

- (1) Resign due to personal health problem;
- (2) Participate in the search for a successor;
- (3) Continue as CEO until a new CEO is selected;

(4) Wish a bright future for Starwood's; and thank Starwood's for the days spent together.

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座位号 

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国家开放大学2020年春季学期期末统一考试

商务英语 4 试题答题纸

2020 年 7 月

|     |   |   |   |   |     |
|-----|---|---|---|---|-----|
| 题 号 | 一 | 二 | 三 | 四 | 总 分 |
| 分 数 |   |   |   |   |     |

|     |     |
|-----|-----|
| 得 分 | 评卷人 |
|     |     |

一、交际用语 (共计 10 分,每小题 2 分)

1—5 题:选择正确的语句完成下面对话,并将答案序号写在答题纸上。

1.
2.
3.
4.
5.

|     |     |
|-----|-----|
| 得 分 | 评卷人 |
|     |     |

二、词汇与结构 (共计 30 分,每小题 2 分)

6—20 题:阅读下面的句子,从 A、B、C 三个选项中选出一个能填入空白处的正确选项,并将答案序号写在答题纸上。

6.
7.
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19.
20.

|     |     |
|-----|-----|
| 得 分 | 评卷人 |
|     |     |

三、阅读理解 (共 40 分,每小题 4 分)

21—25 题:阅读下列短文,从 A、B、C 三个选项中选出一个正确答案,并将答案序号写在答题纸上。

Passage 1

21.
22.
23.
24.
25.



26—30 题: 请根据短文内容判断给出的语句是否正确, 正确的写“T”, 错误的写“F”, 并将答案写在答题纸上。

Passage 2

26.                      27.                      28.                      29.                      30.

|     |     |
|-----|-----|
| 得 分 | 评卷人 |
|     |     |

四、写作(共 20 分)

31: 根据要求写作文。

试卷代号:1391

国家开放大学2020年春季学期期末统一考试

商务英语4 试题答案及评分标准

(供参考)

2020年7月

一、交际用语(共计10分,每小题2分)

1—5题:选择正确的语句完成下面对话,并将答案序号写在答题纸上。

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

二、词汇与结构(共计30分,每小题2分)

6—20题:阅读下面的句子,从A、B、C三个选项中选出一个能填入空白处的正确选项,并将答案序号写在答题纸上。

6. C                  7. C                  8. B                  9. B                  10. A  
11. C                  12. B                  13. A                  14. B                  15. C  
16. A                  17. A                  18. C                  19. B                  20. C

三、阅读理解(共40分,每小题4分)

21—25题:阅读下列短文,从A、B、C三个选项中选出一个正确答案,并将答案序号写在答题纸上。

Passage 1

21. C                  22. A                  23. B                  24. C                  25. B

26—30题:请根据短文内容判断给出的语句是否正确,正确的写“T”,错误的写“F”,并将答案写在答题纸上。

Passage 2

26. T                  27. F                  28. F                  29. T                  30. T

四、写作(共20分)

31: 根据要求写作文。

Write a resignation letter according to the information below. (根据以下信息写一封英文辞职信)

Suppose you are Jason Law, CEO of Starwood's. Write a resignation letter to the Board of Directors based on the following information.

- (1) Resign due to personal health problem;
- (2) Participate in the search for a successor;
- (3) Continue as CEO until a new CEO is selected;
- (4) Wish a bright future for Starwood's; and thank Starwood's for the days spent together.

参考范文:

To the Starwood's Board of Directors and the Starwood's Community,

I'd like to share with you some difficult news about my future plans. Later today, I will announce that I have resigned from Starwood's due to my health problems.

I will be participating in the search for my successor, and I will continue as CEO until the board selects a new one.

Together, we have accomplished what some might have thought could not be done. I believe Starwood's brightest and most innovative days are ahead of it.

I have made some of the best friends of my life at Starwood's, and I thank you all for the many years of being able to work alongside you.

Jason Law

作文评分标准:

1. 评分原则

- (1) 本题总分为 20 分, 按 6 个档次给分。
- (2) 评分时, 先根据文章的内容和语言初步确定其所属档次, 然后以该档次的要求来衡量、确定或调整档次, 最后给分。
- (3) 评分时应注意的主要内容为: 内容要点、句型变化、词汇运用和语法结构的准确性, 语意的连贯性、逻辑性以及应用文的格式要求。
- (4) 评分时, 如拼写错误较多, 书写较差, 以至影响交际, 将分数降低一个档次。

## 2. 各档次的给分范围和要求

|         |  |
|---------|--|
| 16—20 分 | <ul style="list-style-type: none"> <li>●完全完成了试题规定的任务；</li> <li>●覆盖所有内容要点；</li> <li>●语法结构、句型和词汇有变化；</li> <li>●语法结构和用词准确。</li> <li>●语意连贯、逻辑性强。</li> <li>●应用文写作格式规范。</li> </ul>   |
| 11—15 分 | <ul style="list-style-type: none"> <li>●较好地完成了试题规定的任务；</li> <li>●覆盖所有内容要点；</li> <li>●句型和词汇有变化；</li> <li>●语法结构和词汇基本准确,些许错误主要是因为尝试较复杂语法结构或词汇所致。</li> <li>●语意基本连贯、有一定的逻辑性。</li> <li>●应用文写作格式较为规范。</li> </ul>            |
| 6—10 分  | <ul style="list-style-type: none"> <li>●基本完成了试题规定的任务；</li> <li>●覆盖所有内容要点；</li> <li>●运用语法结构和词汇方面能满足任务的基本要求；</li> <li>●有一些语法结构或词汇方面的错误,但不影响理解。</li> <li>●语意连贯性及逻辑性方面存在一定问题。</li> <li>●应用文写作格式基本规范。</li> </ul>          |
| 3—5 分   | <ul style="list-style-type: none"> <li>●虽尽力但不足以完成试题规定的任务；</li> <li>●仅覆盖部分主要内容,或写了一些无关内容；</li> <li>●语法结构和词汇运用能力很弱；</li> <li>●有许多语法结构或词汇方面的错误,影响了对写作内容的理解。</li> <li>●语意不连贯,逻辑性方面问题较大。</li> <li>●应用文写作格式不规范。</li> </ul> |
| 1—2 分   | <ul style="list-style-type: none"> <li>●未完成试题规定的任务；</li> <li>●句子不完整或无法理解；</li> <li>●语法结构或词汇方面错误连篇,影响对写作内容的理解;语言运用能力差。</li> <li>●语意不清,毫无逻辑。</li> <li>●应用文写作格式不规范。</li> </ul>  |
| 0 分     | <ul style="list-style-type: none"> <li>●未答题,或虽作答但不知所云。</li> </ul>  |