

试卷代号:1389

国家开放大学2020年春季学期期末统一考试

管理英语 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列对话, 并将答案序号写在答题纸上。

1. — This project is too big for me to finish on time.

— _____

A. Please do me a favor.

B. You may not ask for help.

C. I'll give you a hand.

2. — I'd like a wake-up call at 7:00 a. m., please!

— OK, _____

A. you will certainly make it.

B. I'll make sure you get one.

C. just do what you like.

3. — Terribly sorry to interrupt, but may I use your dictionary?

— Yes, _____

A. of course.

B. it doesn't matter.

C. no hurry.

4. — I think I have made a great mistake.

— _____

A. I don't think so. You really made an error.

B. I don't think so. It's really terrible.

C. I don't think so. It's not your fault.

5. — _____

— I'd like to have this film developed.

A. What's it?

B. May I help you?

C. What do you want?

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. _____ there is smoke, there is fire.

A. If

B. When

C. Where

7. The Human Resource Managing Department at Honda is given specific instructions _____ employ the best possible workers.

A. how to

B. on what to

C. on how to

8. Creativity, especially _____ which takes place across departmental boundaries, is likely to suffer hugely as team synergy slips.

A. that

B. those

C. /

9. On hearing the news of _____ the major exam again, the girl burst into tears.

A. her having failed

B. she failed

C. her being failed

10. It is through enthusiasm and quiet intensity _____ we transform creativity and vision into the technologies.

A. that

B. /

C. which

11. I would recommend that you _____ on following through with projects.

A. worked

B. work

C. would work

12. _____ the importance of English, we should put more effort into it and try to learn it well.

A. Gave

B. Giving

C. Given

13. He will write to me as soon as he _____ home.

A. will have returned

B. returns

C. will return

14. Linda walked at the head, _____ by her colleagues.

A. followed

B. following

C. to follow

15. _____ we can't compete in terms of size, I do believe we hold an advantage in terms of dedication to customer service.

A. Therefore

B. But

C. Although

16. We've asked the designers we used before to _____ up with some designs for us.
A. come B. hurry
C. get
17. An agreement was reached on the _____ of mutual respect and mutual interest.
A. basic B. base
C. basis
18. All the _____ guests are seated in the front row.
A. distinguishing B. extinguishing
C. distinguished
19. Please ask the solicitor what his _____ would be to take the case to court.
A. fare B. fee
C. salary
20. You can't _____ to sit back—even though it might be tempting.
A. afford B. stand
C. willing

三、阅读理解(共计 40 分,每小题 4 分)

21—25 题: 阅读短文,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。

If there's one word that captures the essence of what is occurring in the world today, it's "change." Downsizing, reorganizing, and cutting costs, are now the norm for survival. No industry is exempt. Even the most conservative institutions are undergoing significant change just to survive.

Change management has always been an issue of debate amongst scholars: how can employers create suitable conditions for a successful change process? And what can employees do to get through it?

Tips for dealing with change in the workplace.

- Make yourself aware that change happens: it happens in personal life, it happens in your professional life. You cannot live in the past, so denying that change could occur only makes things more complicated for you.

- Stay alert in the workplace; know what is happening around you. When you come across clues that hint change is on the way, acknowledge them!

• Maintain open communication channels; Don't lay back and expect things to pass you by smoothly. You need to get acquainted with the occurring changes. Seek more details from your management and peers to form an accurate understanding of the matter. Be transparent and honest about your fears; dealing with the unknown is often resented and daunting. Make the picture as clear as you can.

• Assess yourself; Change is a time when one's confidence about one's skills and capabilities gets shaky. Recognize your strengths and where you could bring them into play. At the same time, stay aware of your developmental areas and work on improving those.

• Don't be stiff; It will make the change process much harder if you are rigid. Be flexible enough to look at the different angles of the change and see where you could apply your "existing" skills and knowledge, and what new skills you need to acquire.

• Stay optimistic; Keep a positive attitude and don't let yourself drown in uncertainty. Involve yourself in the new process; locate yourself properly in the new scenario. Adjust!

"You can't get to the top of Everest by jumping up the mountain. You get to the mountaintop by taking incremental steps. Step by step, you get to the goal", says Robin Sharma, one of the world's most-sought-after leadership and personal success experts.

21. Enterprises carry out downsizing, reorganizing and cutting costs in order to _____.

- A. cut down on the number of workers
- B. reshuffle the organization
- C. survive

22. "No industry is exempt" means _____.

- A. No industry is an exception
- B. No industry is an example
- C. Not every industry can be exempted

23. The following questions are often discussed among scholars EXCEPT _____.

- A. How can bosses create favorable conditions for change
- B. How can productivity be increased
- C. What can workers do to get through change

24. How many suggestions does the author put forward?

A. 4

B. 5

C. 6

25. From the passage, we know that Robin Sharma is _____.

A. an expert on leadership, and personal success

B. a great leader

C. someone who likes to play the game of Hide and Seek

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。

When Jack Welch, the Chairman and CEO at General Electric (GE) retired in 2001, he could look back at a very successful career. He became CEO in 1981 at the age of 45. At that time, GE had a very complex organizational structure with considerably bureaucratic rules.

One of his first changes was to initiate a strategy formulation process with the guideline that each of the businesses should be number 1 or 2 in their respective areas. If this was not the case, managers had the options of fixing the problem, selling their particular business, or closing it. In an effort to streamline the organization, Welch removed the sector level and eliminated thousands of salaried and hourly employee positions.

The restructuring was followed by changing the organizational culture and the managerial styles of GE's managers. One such program was the Work—Out(群策群力). Groups of managers were assembled to share their views openly in three—day sessions. At the beginning of the meetings, the superior presented the challenges for his or her organizational unit. Then the superior had to leave, requesting the groups to find solutions to the problems. Facilitators (会议主持人) helped these discussions. On the last day, the superior was presented with proposed solutions. He or she then had three choices: to accept the proposal, not to accept it, or to collect more information. This process put great pressure on the superior to make decisions.

Another program to improve effectiveness and efficiency was Best Practices. The aim was to learn from other companies how they obtained customer satisfaction, how they related to their suppliers, and in what ways they developed new products. This helped the GE people to focus on the processes in their operations that would improve the company's performance.

Jack Welch was personally involved in developing managers at GE's training center in Crotonville. Leaders, Welch suggested, are not only those who achieve results but also those who share the values of the company.

26. Jack Welch retired at the age of 65.

27. Jack Welch insisted that each of the businesses should be at least number 3 in their respective area.

28. If the business could not meet Welch's change requirements, its manager had 3 choices.

29. The restructuring went before changing the organizational culture and the managerial styles of GE's managers.

30. The Work Out lasted a week.

四、写作(共 20 分)

31. 根据要求写作文。

Write at least 100 words about an event caused by different understandings of the workplace culture. You may need to include the 5Ws and 1H elements. (/who/when/ where why/ what and how).

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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

管理英语 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列对话,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.
8.
9.
10.
11.
12.
13.
14.
15.
16.
17.
18.
19.
20.

得 分	评卷人

三、阅读理解 (共计 40 分,每小题 4 分)

21—25 题:阅读短文,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。

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。

26. 27. 28. 29. 30.

得 分	评卷人

四、写作(共 20 分)

31. 根据要求写作文。

Write at least 100 words about an event caused by different understandings of the workplace culture. You may need to include the 5Ws and 1H elements. (/who/when/ where why/ what and how).

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国家开放大学2020年春季学期期末统一考试

管理英语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列对话,并将答案序号写在答题纸上。

1. C 2. B 3. A 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. A | 9. A | 10. A |
| 11. B | 12. C | 13. B | 14. A | 15. C |
| 16. A | 17. C | 18. C | 19. B | 20. A |

三、阅读理解(共计40分,每小题4分)

21—25题:阅读短文,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。

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

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。

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

四、写作(共20分)

31. 根据要求写作文。

Write at least 100 words about an event caused by different understandings of the workplace culture. You may need to include the 5Ws and 1H elements. (/who/when/ where why/ what and how).

(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"> ●完全完成了试题规定的任务; ●覆盖所有内容要点; ●语法结构、句型和词汇有变化; ●语法结构和用词准确; ●语意连贯、逻辑性强; ●应用文写作格式规范。
11—15 分	<ul style="list-style-type: none"> ●较好地完成了试题规定的任务; ●覆盖所有内容要点; ●句型和词汇有变化; ●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; ●语意基本连贯、有一定的逻辑性; ●应用文写作格式较为规范。
6—10 分	<ul style="list-style-type: none"> ●基本完成了试题规定的任务; ●覆盖所有内容要点; ●语法结构和词汇运用方面的能力能满足任务的基本要求; ●有一些语法结构或词汇方面的错误,但不影响理解; ●语意连贯性及逻辑性方面存在一定问题; ●应用文写作格式基本规范。
3—5 分	<ul style="list-style-type: none"> ●虽尽力但不足以完成试题规定的任务; ●仅覆盖部分主要内容,或写了一些无关内容; ●语法结构和词汇运用能力很弱; ●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; ●语意不连贯,逻辑性方面问题较大; ●应用文写作格式不规范。
1—2 分	<ul style="list-style-type: none"> ●未完成试题规定的任务; ●句子不完整或无法理解; ●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; ●语意不清,毫无逻辑; ●应用文写作格式不规范。
0 分	<ul style="list-style-type: none"> ●未答题,或虽作答但让人不知所云。