

试卷代号:11357

座位号

国家开放大学2024年秋季学期期末统一考试

高级商务英语听说 试题

2025 年 1 月

注意事项:

- 1. 将你的学号、姓名及考点名称填写在试题和答题纸的规定栏内。考试结束后,把试题和答题纸放在桌上。试题和答题纸均不得带出考场。待监考人员收完试题和答题纸后方可离开考场。
- 2. 仔细阅读题目的说明,并按题目要求答题。所有答案必须写在答题纸的指定位置上,写在试题上的答案无效。
- 3. 用蓝、黑圆珠笔或钢笔(含签字笔)答题,使用铅笔答题无效。

Instructions:

- This test will take approximately 30 minutes.
- There are **FIVE** recordings in the test and you will hear each recording twice.
- There will be a pause of 30 seconds before each recording to allow you to look at your questions.
- There will be a pause of 30 seconds after each recording to allow you to check your answers.
- You can first mark or write your answers on this test paper. After the recordings, you **MUST** transfer all your answers to the Answer Sheet.
- The total marks for this test are 100 points. There are altogether 25 questions in the test and each question takes up 4 points.

Recording One

There are five multiple choice questions after the recording. Choose the best answer to each question and write your answers on the Answer Sheet. You will hear the recording twice. (20 points, 4 points each)

- 1. In the woman's opinion, what should be checked to avoid misunderstandings?
A. Specifications. B. Spellings.
C. Dates. D. All of the above.
- 2. The woman thinks it's best to end calls with some sort of check if you have made agreements. You might even ask for _____.
A. another phone call B. a fax confirmation
C. a short message D. a business letter
- 3. According to the woman, which of the following is NOT correct about small talk?
A. Small talk can be a comment on the weather.
B. Small talk can be your last trip away.
C. Small talk can be as long as possible.
D. Small talk helps to build and maintain friendly relationships.
- 4. Which action is a right way to get off a phone when the other side keeps talking?
A. To interrupt quickly. B. To make a polite excuse.
C. To hang up the phone directly. D. To criticize the other side.
- 5. Which of the following is NOT mentioned in the woman's suggestions about making a phone call?
A. Ways of greeting each other.
B. Ways of starting small talk.
C. Ways of avoiding misunderstandings.
D. Ways of getting off a long phone call.

Recording Two

Listen and mark the following as True (T) or False (F). Write your answers on the Answer Sheet.

You will hear the recording twice. (20 points, 4 points each)

- 6. The number of the printer order is HF6518. (T/F)
- 7. The problem is that only 70 have arrived. (T/F)
- 8. Berraondo Company needs the other three printers urgently. (T/F)
- 9. The customers of Berraondo Company are rather unhappy. (T/F)
- 10. The Sales Office will dispatch the printers next month. (T/F)

Recording Three

Listen and mark the following as True (T) or False (F). Write your answers on the Answer Sheet.

You will hear the recording twice. (20 points, 4 points each)

- 11. The technical features of the two systems are almost the same. (T/F)
- 12. The products of Company A are more expensive than those of Company B. (T/F)
- 13. Company A has a larger market share than Company B right now. (T/F)
- 14. Company B is less well known than Company A right now. (T/F)
- 15. The directors believe Company A has better market prospects. (T/F)

Recording Four

Fill in the blanks as you listen to the recording. Write your answers on the Answer Sheet. You will hear the recording twice. (20 points, 4 points each)

VISITOR: Hello, my name's Henrik van der Linden from Amtel. I have an
16. _____ with Sandra Bates.

RECEPTIONIST: Oh, yes, Mr. van der Linden. Welcome to Datalink. Ms. Bates
will be along in a few 17. _____. She's just finishing a
meeting. Can I get you something to drink?

VISITOR: No, thanks. I'm fine. Er. but I wonder if I could use a phone?

RECEPTIONIST: Yes, of course. And anything else... if you need to send an email
or anything...

VISITOR: No, it's okay, 18. _____ the phone.

RECEPTIONIST: Right, well you can use this one.

VISITOR: Thanks.

(a few minutes later)

VISITOR: Allo. Pas du tout... Au revoir. Thank you very much.

RECEPTIONIST: Not at all. If there's anything else you need, please ask.

VISITOR: Yes, I was wondering how far is it to the 19. _____ ?

RECEPTIONIST: It's about two miles - ten minutes by taxi. Shall I book one?

VISITOR: Er, yes, thank you. That would be good. Can we say four o'clock?

RECEPTIONIST: Right, I'll do that. Oh - I think Ms. Bates is 20. _____ now.
Shall I take you to her office?

VISITOR: Thanks.

Recording Five

Fill in the blanks as you listen to the recording. Write your answers on the Answer Sheet. You will hear the recording twice. (20 points, 4 points each)

Well, another type of preparation... you can 21. _____ for incoming calls. Of course,
you don't always know when someone is going to call, of course not, but you can have some
idea just by 22. _____ what work is going on. So, I think... if I know someone's going to
call me... then of course it makes sense to think about what they'll be talking about and to
try to anticipate what they might ask or say. In other words to 23. _____ what might come
up - that way I can... er... maybe see if there's anything in particular I need to find out or
24. _____ before they call - or think about what I need to ask them. So if someone calls me
and I'm not really ready to talk to them I often say I'll call back - and I'll 25. _____ them
when I am ready.

This is the end of the test.

Now remember to transfer all your answers to your Answer Sheet.

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国家开放大学2024年秋季学期期末统一考试

高级商务英语听说 试题答案及评分标准

(供参考)

2025 年 1 月

计分标准:

- 本试题共由 25 题组成,每题 4 分,做对得 4 分,做错不得分。
- 16—25 题中的单词拼写出现错误,每题扣 2 分。

Recording One (20 points, 4 points each)

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

Recording Two (20 points, 4 points each)

- | | | | | |
|------|------|------|------|-------|
| 6. F | 7. F | 8. T | 9. T | 10. F |
|------|------|------|------|-------|

Recording Three (20 points, 4 points each)

- | | | | | |
|-------|-------|-------|-------|-------|
| 11. T | 12. T | 13. F | 14. F | 15. T |
|-------|-------|-------|-------|-------|

Recording Four (20 points, 4 points each)

- | | | | | |
|-----------------|-------------|----------|-------------|----------|
| 16. appointment | 17. minutes | 18. just | 19. station | 20. free |
|-----------------|-------------|----------|-------------|----------|

Recording Five (20 points, 4 points each)

- | | | | | |
|-------------|-------------|-------------|-----------|----------|
| 21. prepare | 22. knowing | 23. predict | 24. check | 25. ring |
|-------------|-------------|-------------|-----------|----------|