

职场实用英语交际水平考试（标准版）

考试大纲

职场实用英语交际水平考试委员会

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1. 考试简介

1.1 考试目的

职场实用英语交际水平考试（Vocational English Test System，以下简称 VETS 考试）由外语教学与研究出版社研发设计的英语职业技能考试体系。该考试的研发以职场实用英语交际水平考试等级标准为依据，以成果为导向，以任务为驱动，以场景为依托，反映用人单位对不同岗位英语交际职业技能的需求；以促进公平公正和教育国际化为基本价值取向，以促进高素质技术技能型人才培养为主要目标，能够满足多层次、多群体的测评需求；致力于服务职业院校及应用型本科院校的英语教学、用人单位招聘、社会培训及学生职业生涯发展等目的。

1.2 考试对象

VETS 考试是一项水平考试，含标准版和高阶版两个级别，面向中等职业学校、高等职业学校和应用型本科高校的在校生、毕业生和社会成员开放。考生可根据自身能力水平及需求，选择适合自己的级别参加考试。

1.3 考试用途

VETS 考试可用于能力评价、教学反馈及人才选拔等。VETS 考试委员会解释各级别考试水平和成绩，但考生成绩的使用权在考生所在院校或用人单位。VETS 考试委员会尊重各单位对其人员英语能力要求的自主权。

2. 能力要求

2.1 概述

VETS 考试是以职场实用英语交际水平考试等级标准（初级）为依据，参照中等职业学校、高等职业学校和应用型本科高校的英语课程标准及教学要求设计而成。VETS 考试遵循实用英语交际职业技能的定义和描述，充分借鉴语言测试等相关学科的发展与研究成果，考查语言使用者在特定工作岗位中的英语交际能力。

2.2 VETS (标准版) 能力要求

2.2.1 英语语言能力

2.2.1.1 听力

要求考生能听懂发音清晰、语速较慢的简短材料，如对话、通知等。听力材料语速为每分钟 80-100 词。考生应能：

- 理解主旨要义；
- 获取细节信息；
- 对所听内容作出简单推断；
- 理解说话者的意图、观点和态度。

2.2.1.2 口语

要求考生能就熟悉话题与他人进行交流。考生应能做到：

- 语音、语调基本自然，语流基本连贯；
- 用词基本恰当、得体，语法基本准确；
- 使用有效的交际策略。

2.2.1.3 阅读

要求考生能读懂语言简单、话题熟悉的简短材料，如广告、说明书等。考生应能：

- 理解主旨要义；
- 获取细节信息；
- 对所读内容作出简单判断和推理；
- 理解篇章的基本结构和逻辑关系；
- 理解作者的意图、观点和态度。

2.2.1.4 写作

要求考生能借助模板围绕熟悉话题进行书面表达。考生应能做到：

- 中心思想明确，语义基本连贯；
- 用词基本恰当，语法基本准确；
- 使用有效的写作策略。

2.2.2 英语交际职业技能

2.2.2.1 事务安排

“事务安排”工作领域主要包含“文件处理”、“活动执行”及“后勤保障”三类典型工作任务。

在完成“文件处理”任务时，考生应能：

- 根据指令，撰写简单的英文行政事务通知；
- 借助模板，制作英文行政业务报表。

在完成“活动执行”任务时，考生应能：

- 获取并记录口头或书面的活动信息，编制英文活动日程；
- 使用英语口语或书面发布简单的活动通知；
- 使用英语在线或电话预订场地、物料等；
- 使用英语接待活动来宾，简单介绍活动内容，回应咨询；
- 借助模板，制作英文活动海报或简报。

在完成“后勤保障”任务时，考生应能：

- 使用英语获取并记录内部成员的物资采购需求，并在线、邮件或电话咨询采购相关事宜；
- 使用英语登记物资的入库、分配和领用；
- 使用英语获取并记录内部成员的差旅或会议筹备需求，并协助准备；
- 使用英语获取内部成员对安全、餐饮等后勤事务的简单需求，并协助解决。

2.2.2.2 产品操作与研发

“产品操作与研发”工作领域主要包含“操作说明”、“技术服务”及“研发支持”三类典型工作任务。

在完成“操作说明”任务时，考生应能：

- 从英文产品说明书中获取有关产品使用操作说明的关键信息；
- 使用英语填写产品工作记录单。

在完成“技术服务”任务时，考生应能：

- 使用英语口语或书面回应客户简单的技术咨询；
- 使用英语询问客户技术维护或维修需求，对维护或维修的人员及日程作出安排。

在完成“研发支持”任务时，考生应能：

- 从英文的技术生产相关法规、标准和规范中获取关键信息，并进行整理和汇总；
- 借助模板，撰写简单的英文产品说明书或说明文档。

2.2.2.3 客户服务

“客户服务”工作领域主要包含“客户资源管理”、“客户参访接待”及“客户反馈处理”三类典型工作任务。

在完成“客户资源管理”任务时，考生应能：

- 使用英语获取并录入客户信息，进行分类、筛选；
- 通过英文邮件或电话联络客户，并对客户的基本信息进行维护和更新；
- 根据指令查询客户信息，并使用英语进行口头或书面的答复。

在完成“客户参访接待”任务时，考生应能：

- 通过英文邮件向客户发送参访邀请；
- 从英文邮件或电话中获取并记录客户的来访目的和行程安排等信息，并制作英文日程表；
- 使用英语口语或书面回应客户对行程安排的简单咨询，并向内部成员传递行程关键信息；
- 使用英语登记来访客户的基本信息，协助办理基础业务；
- 使用英语与客户进行沟通，并提供接送机等陪同服务。

在完成“客户反馈处理”任务时，考生应能：

- 从英文邮件或电话中获取客户的反馈信息，并进行整理和汇总；
- 使用英语向内部成员口头或书面传递客户的反馈信息；
- 通过英文邮件或电话对客户的投诉等反馈信息进行简单的回应。

2.2.2.4 业务推广

“业务推广”工作领域主要包含“市场调研”、“产品推介”及“广告宣传”三类典型工作任务。

在完成“市场调研”任务时，考生应能：

- 使用英语获取市场相关数据，进行汇总和整理，并制作数据统计表；
- 获取英文的竞品信息，并进行汇总和整理；
- 通过英文邮件或电话询问客户需求，记录关键信息；
- 使用英语对问卷调查和访谈收集的信息进行录入和整理。

在完成“产品推介”任务时，考生应能：

- 使用英语制作简单的产品推介材料；
- 使用英语进行简单的产品介绍，并口头或书面回应咨询。

在完成“广告宣传”任务时，考生应能：

- 使用英语获取并整理各媒体平台特色及受众群体特征的信息；
- 根据广告目的，使用英语获取并整理相关资源和信息；
- 借助模板，使用英语制作简单的广告宣传品。

2.2.2.5 商品交易

“商品交易”工作领域主要包含“交易磋商”、“合同签订”、“订单管理”及“交易善后”四类典型工作任务。

在完成“交易磋商”任务时，考生应能：

- 获取英文贸易函电中有关交易条件的关键信息；
- 对往来英文贸易函电进行整理、归档；

- 借助模板，撰写询盘、发盘等英文贸易函电；
- 使用英语进行简单的口头询盘和发盘。

在完成“合同签订”任务时，考生应能：

- 从英文合同中获取运输和支付条款等关键信息；
- 使用英语对合同进行整理、归档；
- 使用英语填写合同中的运输和支付条款等细节信息。

在完成“订单管理”任务时，考生应能：

- 从英文订单中获取并确认关键信息；
- 使用英语整理、归档和录入订单信息；
- 使用英语填写订单，撰写订单通知函、确认函等；
- 使用英语制作装箱单、产地证等单证；
- 使用英语口语或书面查询订单物流进度。

在完成“交易善后”任务时，考生应能：

- 使用英语收集和整理索赔依据，获取索赔相关的关键信息；
- 借助模板，使用英语撰写有关商品生产或运输过程中不可抗力事件的通知；
- 通过英文邮件或电话向对方提出争议或就争议进行简单回应。

3. 考试内容和形式

3.1 概述

VETS 考试（标准版）综合考查事务安排、产品操作与研发、客户服务、业务推广和商品交易等五个工作领域中日常的、简单的典型工作任务所需的英语语言能力和职业技能。考查形式为机考。考试时间约为 85 分钟。

3.2 试卷构成

VETS 考试（标准版）试卷涵盖职场实用英语交际水平考试等级标准中各工作领域内的 1-2 项典型工作任务。每次考试的试卷结构及题型不变，但各题型对应的工作任务将有所变化。以下任务说明均基于样题编写。

VETS 考试（标准版）由七项任务构成，以样题为例，依次为交易磋商、客户接待、产品咨询、活动通知、参访接待、操作说明和日程安排。试题指导语为英语，口语和写作提供的材料中可能涉及少量中文。

各任务信息如下表所示：

任务	材料	要求	题型	题量	分值	
任务一	交易磋商	3 篇对话	理解对话	单项选择	5	10

任务	材料	要求	题型	题量	分值	
任务二	客户接待	10 个问题	听后回答问题	单项选择	10	20
任务三	产品咨询	1 篇产品简介	阅读产品简介 听问题并回答	口头简答	6	12
任务四	活动通知	1 份活动海报	发布通知	口头表达	1	10
任务五	参访接待	1 篇说明文	理解短文	判断正误	5	10
任务六	操作说明	1 份说明书	制作说明书	选择匹配	4	8
任务七	日程安排	1 份日程表	撰写邮件	书面表达	5	30
		1 封邮件	编制日程	填空	5	
总计				41	100	

3.2.1 交易磋商

交易磋商任务考查考生在交易磋商过程中获取关键口头信息的能力。

本任务要求考生听 3 篇对话，每篇 50—100 词。每篇材料播放两遍。每篇材料设置 1—2 道单选题，共 5 小题。考生需要根据材料内容，从每题所给的 4 个选项中选出最佳答案。任务考查考生理解主旨大意、听取关键信息的能力。

3.2.2 客户接待

客户接待任务考查考生在接待客户时与客户进行简单沟通的能力。

本任务要求考生听问题，并从每题所给的 3 个选项中选出最佳回应。每个问题播放一遍。共 10 小题。任务考查考生听取关键信息，并进行得体回应的能力。

3.2.3 产品咨询

产品咨询任务考查考生回应顾客对产品提出的问题的能力。

本任务要求考生阅读 1 篇 100 词左右的产品简介，然后听顾客关于该产品的提问，并根据产品简介的内容口头回答问题。每个问题播放一遍。共 6 小题。任务考查考生读取文章关键信息，并口头回答问题的能力。

3.2.4 活动通知

活动通知任务考查考生口头发布活动通知的能力。

本任务要求考生阅读 1 份活动海报，基于海报信息，在 90 秒内口头发布活动通知。任务考查考生整合信息，并进行口头说明的能力。

3.2.5 参访接待

参访接待任务考查考生得体地接待来自不同文化背景的客户的能力。

本任务要求考生阅读 1 篇 200 词左右关于不同国家风俗礼仪的文章，根据文章内容判断具体接待行为的得体性。共 5 小题。任务考查考生理解文章主旨大意，并判断跨文化行为得体性的能力。

3.2.6 操作说明

操作说明任务考查考生制作简单的英文说明书的能力。

本任务要求考生完成 1 份 100 词左右的说明书的制作。考生需阅读某说明书中的操作演示图 and 对应文字说明，并将文字说明和图片进行匹配，完成说明书的制作。任务考查考生理解图片和说明性文字的能力。

3.2.7 日程安排

日程安排任务由两节内容组成，考查考生撰写邀请函并制作活动日程表的能力。

第一节要求考生根据提供的信息和模板制作邀请函。该节考查考生读取关键信息，并进行书面表达的能力。

第二节要求考生阅读一封 150—200 词的邮件，根据邮件内容完成活动日程表的制作。该节考查考生读取和处理关键信息的能力。

4. 评分方式和标准

4.1 评分方式

4.1.1 客观题

客观题采用计算机自动评分方式进行评卷。

4.1.2 主观题

主观题采用人工评分的方式进行评卷。评卷基本流程如下：

- 制定统一的评分原则和标准，作为每次评卷工作的纲领性文件，确保各次评分的一致性；
- 每次考试结束后，抽取一定数量的答卷，由专家团队进行评析，结合评分原则、标准和试题要求制定具体的评分细则，确保评分的科学性；
- 正式评卷时，由受过培训的评卷员进行评分，并采用计算机系统追踪、人工抽检、仲裁等多种手段对评卷质量进行监控，确保评分的公平性。

4.2 评分标准

4.2.1 选择题/选择匹配题

选择题/选择匹配题均为单选题，错选、不选或多选均不得分。

4.2.2 判断题

判断题答案唯一，判断错误不得分。

4.2.3 填空题

从信息提取的正误、单词拼写及形式是否准确等方面对考生的作答进行综合评分。

4.2.4 书面表达

从内容、结构和语言三个维度对考生的作答进行分项评分：

- 在内容方面，重点评判考生作答是否扣题，信息是否准确；
- 在结构方面，重点评判考生作答的逻辑是否清晰，衔接是否得当；
- 在语言方面，重点评判考生作答的词汇和语法是否准确。

4.2.5 口头简答

从回答内容的准确性、语音语调的规范性等方面对考生的作答进行综合评分。

4.2.6 口头表达

从内容和语言两个维度对考生的作答进行分项评分：

- 在内容方面，重点评判考生作答是否扣题，是否涵盖全部作答要点和细节信息，条理是否清晰，以及衔接是否自然；
- 在语言方面，重点评判考生作答的词汇、语法是否准确，词汇是否丰富，句式是否灵活，语音、语调是否自然，以及表述是否得体。

5. 成绩报告

VETS 考试（标准版）按百分制计分，满分为 100 分。60 分及 60 分以上为合格。考试成绩合格者获颁“职场实用英语交际水平考试（标准版）”合格证书。

附：职场实用英语交际水平考试（标准版）样题**Task 1**

Mark Green, the sales manager of a furniture company, is talking with his business partner Jane Smith. Listen to 3 conversations between them and answer Questions 1-5 by choosing A, B, C or D. You will have **10** seconds to answer each question. Each recording will be played **TWICE**.

Question 1 is based on Conversation 1.

1. What did Ms. Smith like best during her breakfast?
 - A. Bacon.
 - B. Bread.
 - C. Coffee.
 - D. Dumplings.

Questions 2-3 are based on Conversation 2.

2. How many desks and chairs did Ms. Smith order?
 - A. 30 desks and 50 chairs.
 - B. 50 desks and 30 chairs.
 - C. 300 desks and 500 chairs.
 - D. 500 desks and 300 chairs.
3. At what price did Ms. Smith buy the desk and chair?
 - A. \$90 for each desk and \$50 for each chair.
 - B. \$50 for each desk and \$90 for each chair.
 - C. \$40 for each desk and \$72 for each chair.
 - D. \$72 for each desk and \$40 for each chair.

Questions 4-5 are based on Conversation 3.

4. When will the desks and chairs be sent to Ms. Smith?
 - A. On 13th December.
 - B. On 20th December.
 - C. On 28th December.
 - D. On 30th December.
5. Where will the desks and chairs be sent to?
 - A. The factory.
 - B. The warehouse.
 - C. The new office.
 - D. The old building

Task 2

You are a general manager's secretary and are asked to receive an important guest of your company. Now listen to 10 questions or statements from the guest and for each of them choose a reply which best responds to it. You will have **15** seconds for each reply. Each recording will be played only **ONCE**.

1. A. What a pity!
B. Never mind.
C. Thank you so much!

2. A. No problem. I'll pick you up.
B. Sure. The plane will land at 3 p.m.
C. Yes. You can take a taxi from the airport.

3. A. Sure. The weather is very pleasant.
B. You bet. It's really a beautiful city.
C. Yes. There's a lot here in this book.

4. A. Well, the bread is terrible.
B. Sure. This soup is very famous.
C. Yes. You look very hungry now.

5. A. You can drive to a nearby store.
B. You can try some beef dumplings.
C. You can have breakfast at the hotel.

6. A. Yes. We need to plan for the future.
B. We'll have a meeting in the afternoon.
C. We have made a good plan in the morning.

7. A. I'm in Marketing.
B. I work for a living.
C. I'm studying product design.

8. A. Of course. How about you?
B. Of course. What can I do for you?
C. Of course. What's wrong with your hand?

9. A. The delicious food.
B. I can't get it all here.
C. I hope to be there some day.

10. A. Yes. My alarm clock went off this morning.
B. Yes. I had to finish my task before the deadline.
C. Yes. It's time for me to go to my friend's birthday party.

Task 3

You are a sales assistant at AW Technology. You are asked to answer some customers' questions about a smart watch. Now you have **60** seconds to read the product's advertisement.


Features
Weight: 290 grams
Dimensions: 1.98 x 3.98 x 9 inches
Colour: Black; white
Price: £43.00

Functions

- Detect your heart rate through the day
- Record your sleep at night
- Safe to use with water activities
- Last for 5-7 days once fully charged

Requirements

- Don't use it in hot water
- Keep away from chemicals



Now listen to 6 questions about the watch from some customers. Answer Questions 1-6 according to the advertisement. You must respond within **15** seconds after you hear a tone. You will hear each question only **ONCE**.

Task 4

You are an HR assistant at ABC Co Ltd. Your company is organising a team-building tour to the United Kingdom. You are asked to inform the staff of the tour. Read the following poster and give a short announcement about the tour to the staff. You should:

- Inform them of the tour
- Provide detailed tour information
- Ask them to book the tour with you by email

You will have **5** minutes to prepare and **90** seconds to speak.

United Kingdom

WHAT'S INCLUDED

- 4-star hotel
- Round-trip flight tickets
- Tour guide services
- Travel insurance



DESTINATIONS

- Days 1-4: London
- Days 5-7: York
- Days 8-10: Bath

Departure Date

2nd October, 2024

Price

RMB 2,000 for each staff member

RMB 6,000 for each family member

Task 5

You are an assistant to the client manager. Lola Cruz Sánchez, a representative from a Spanish company, is paying a visit to your company for the first time next month. You are asked to accompany her during the visit. Now you are learning about Spanish manners. Read Statements 1-5 and decide whether each manner is **PROPER** or **IMPROPER**.

Although the Spanish are usually open, there are some issues that are best avoided in daily conversation or business contacts. These sensitive issues include discussion about gender roles, the Spanish Civil War, politics and religion, and conflicts between regions of Spain. All of these topics are considered improper for a polite conversation.

Furthermore, it is suggested not to be overly friendly or have close body contact with someone who is not a close friend or family member. Once your relationship with the Spanish business partners has developed into a strong one, friendly gestures, such as hugging, may become acceptable. Also, standing too far away during conversation is not appropriate. The Spanish like to stand close together while talking, and may also pat your arm or shoulder to make a point. Don't move away, or it may cause trouble.


At last, it is best to address people directly by using Mr. or Ms., followed by the surname. There are no specific rules about the giving and receiving of business cards. But it is always best to treat the card with respect.

1. You talk about women's changing roles in the Spanish society with Lola.
2. When introducing Lola to your colleagues, you suggest them to hug her.
3. When talking with Lola, you stand close to her to show politeness.
4. It's best for you to call her "Lola" when you introduce her to your colleagues.
5. When Lola gives you her business card, you receive it carefully to show respect.


Task 6

You are a quality inspector at Oster Manufacturing. You are asked to do the quality test for the Oster Blender according to the user manual. There are four steps to use the blender. Now choose the right description for each step.


How to Use the Oster Blender




Spill-Proof Drinking Lid



Blade Assembly




Sport Bottle




Blender Base


Our newly-launched Oster Blender consists of four parts: a drinking lid, a sport bottle, a blade assembly and a blender base. Refer to the following simple steps when you want to make your own drink.




1 _____



2 _____



3 _____



4 _____

**Now you are good to go!
Take your drink anywhere with our sport bottle.**

1. _____
2. _____
3. _____
4. _____

Steps of instruction

- A. Fasten the blade assembly on the bottle.
- B. Fill the bottle with water and your favorite fruits.
- C. Replace the blade assembly with the drinking lid.
- D. Put the bottle into the base. Press it down to start blending.

Task 7

You are Miranda Li, a secretary at AD Manufacturing. You are asked to invite David Clarkson, a business partner, to attend your product launch event and then make an itinerary according to his reply.

Task 7.1

Now complete the invitation email to David Clarkson according to the schedule provided.

	Product Launch	Welcome Dinner
Time	2:00 p.m.—5:00 p.m. 15th August	6:00 p.m.—9:00 p.m. 15th August
Venue	Beijing Hotel	Forest Western Restaurant
Activities	<ul style="list-style-type: none"> • Product briefing • Q & A • Product trial 	<ul style="list-style-type: none"> • Welcome speech by CEO • A three-course dinner

From: Miranda@hotmail.com
 To: D. Clarkson@gmail.com
 Subject: Invitation to product launch

Dear Mr. Clarkson,

AD Manufacturing warmly invites you to attend our company's product launch event on the 15th of August.

There will be two main sessions during the event—the product launch and the welcome dinner. The product launch is scheduled to take place [1] _____ at Beijing Hotel. First, our CEO will brief the guests on our new product in detail, then [2] _____ followed by a product trial.

In the evening, [3] _____ at Forest Western Restaurant. First, [4] _____; at the end of the evening, [5] _____.

We'd be delighted if you could join us at our launch. Please let us know if you will be able to attend and if there is anything we can do to assist you with your travel plans.

We look forward to hearing from you.

Sincerely,
 Miranda Li
 AD Manufacturing

Task 7.2

Now read David Clarkson's reply. Complete the schedule with the **EXACT** words or phrases from the text.

From: D. Clarkson@gmail.com
To: Miranda@hotmail.com
Subject: Invitation confirmation

Dear Ms. Li,

I am delighted to confirm my acceptance of your invitation to the product launch event your company will hold in China.

I will arrive at Beijing International Airport at 8:30 a.m. on the 14th of August. I would really appreciate it if you could pick me up and take me to Beijing Hotel. If it suits you, we could perhaps have lunch together in the hotel. Could you possibly show me around your company in the afternoon? It has been years since my last visit.

On the 15th of August, I will attend your product launch and also the welcome dinner in the evening.

My departure time will be 2:00 p.m. on the 16th of August, and I would like to get to the airport at 12:00 p.m. I'd really appreciate it if we could drop into a souvenir shop on the way to the airport, so I could buy some small gifts for my children.

I hope this plan is convenient for you. Please do get in touch if you have any concerns.

Best regards,
David Clarkson
CEO
WET Co. Ltd

Itinerary

Date	Time	Activities
14th August	8:30 a.m.	Airport pick-up
	12:00 p.m.	Have lunch in [6] _____
	2:00 p.m.-5:00 p.m.	Visit [7] _____
15th August	2:00 p.m.-5:00 p.m.	Attend [8] _____
	6:00 p.m.-9:00 p.m.	Attend [9] _____
16th August	9:00 a.m.-11:00 a.m.	Buy some souvenirs
	[10] _____ p.m.	Arrive at the airport
	2:00 p.m.	Departure

Keys

Task 1

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

Task 2

1. C 2. A 3. C 4. B 5. C
6. B 7. A 8. B 9. A 10. B

Task 3

1. Black and white.
2. 43 pounds.
3. Heart rate.
4. Yes.
5. 5-7 days.
6. Don't use it in hot water and keep away from chemicals.

Task 4

Sample

Good morning, everyone!

Our company is organizing a team-building tour to the United Kingdom.

The tour will begin on 2nd October and will last for 10 days. Our first destination is London. We will stay there for 4 days. Then we are going to visit York and Bath before we head home on 11th October. You will pay only RMB 2,000 for the tour. It includes 4-star hotels, round-trip flight tickets, tour guide services and travel insurance. And if you want to book it for your family members, you need to pay RMB 6,000 for each.

If you want to join the tour, please book with me by email. Have a nice day!

Task 5

1. IMPROPER 2. IMPROPER 3. PROPER 4. IMPROPER 5. PROPER

Task 6

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

Task 7

1. from 2:00 p.m. to 5:00 p.m. (on the 15th of August)
2. there will be a Q & A session
3. we will hold a welcome dinner
4. our CEO will give a welcome speech
5. a three-course dinner will be served
6. Beijing Hotel
7. company
8. product launch
9. welcome dinner
10. 12:00

(Keys to task 7 are for reference.)

Scripts

Task 1

Mark Green, the sales manager of a furniture company, is talking with his business partner Jane Smith. Listen to 3 conversations between them and answer Questions 1-5 by choosing A, B, C or D. You will have **10** seconds to answer each question. Each recording will be played **TWICE**.

Question 1

Mark Green: Good morning, Ms. Smith.
 Jane Smith: Morning, Mr. Green. It's been a long time since we last met!
 Mark Green: Yeah, it really has. How's your breakfast at the hotel?
 Jane Smith: Pretty good. I like the bread and coffee. But bacon is the best.
 Mark Green: Did you try the dumplings? They are my favourite.
 Jane Smith: I wanted to, but I was already full after I finished those.
 Mark Green: Pity. You can have a try next time. You won't regret it.
 Jane Smith: Definitely.
 Mark Green: OK, then how about we get down to business?...

Questions 2-3

Mark Green: Then how about we get down to business? Ms. Smith, how many desks and chairs do you want?
 Jane Smith: Well, how much do they cost?
 Mark Green: The desk is \$90 each and the chair is \$50 each.
 Jane Smith: Oh, that's a little bit expensive. Can I have a discount?
 Mark Green: We can offer you a lower price if you order a large number.
 Jane Smith: Yes, I need 300 desks and 500 chairs.
 Mark Green: In that case, we can give you a 20% discount. That's \$72 for the desk and \$40 for the chair.
 Jane Smith: That sounds fine with me. I'll take it.

Questions 4-5

Mark Green: That's great! Ms. Smith, when do you want the desks and chairs ready?
 Jane Smith: Let me see... Today is 13th December. Er... Can you send them to us on 20th December?
 Mark Green: Sure. We have enough products in our warehouse. That won't be a problem. Do you want them to be sent to your company?
 Jane Smith: Oh, yes. But we will move out of the old building on 28th December. So please send them to our new office. It's on the Brighton Street, not far from your factory.
 Mark Green: No problem.

Task 2

You are a general manager's secretary and are asked to receive an important guest of your company. Now listen to 10 questions or statements from the guest and for each of them choose a reply which best responds to it. You will have **15** seconds for each reply. Each recording will be played only **ONCE**.

1. This is a gift for you.
2. I'll arrive at 3 p.m. tomorrow. Can you pick me up at the airport?

3. Do you have any information about the city sights?
4. Could you give me some recommendations?
5. Where can I have breakfast?
6. What's our plan for today?
7. Which department do you work for?
8. Can you give me a hand, please?
9. What do you miss most about Canada?
10. You look so tired. Did you stay up late last night?

Task 3

You are a sales assistant at AW Technology. You are asked to answer some customers' questions about a smart watch. Now you have **60** seconds to read the product's advertisement.

Now listen to 6 questions about the watch from some customers. Answer Questions 1-6 according to the advertisement. You must respond within **15** seconds after you hear a tone. You will hear each question only **ONCE**.

1. What colour do you have for the watch?
2. How much is the watch?
3. What can the watch detect through the day?
4. Can I use the watch when I swim?
5. How many days can the battery last once fully charged?
6. What are the requirements when using this watch?