

职场实用英语交际水平考试（高阶版）

考试大纲

实用英语交际职业技能等级考试委员会

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目 录

1. 考试简介	1
1.1 考试目的	1
1.2 考试对象	1
1.3 考试用途	1
2. 能力要求	1
2.1 概述	1
2.2 VETS (高阶版) 能力要求	2
3. 考试内容和形式	5
3.1 概述	5
3.2 试卷构成	5
4. 评分方式和标准	7
4.1 评分方式	7
4.2 评分标准	7
5. 成绩报告	8
附：职场实用英语交际水平考试 (高阶版) 样题	9

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（高阶版）能力要求

2.2.1 英语语言能力

2.2.1.1 听力

要求考生能听懂话题熟悉、语速正常的独白和对话，如非专业性讲座、访谈等。听力材料语速为每分钟 100-120 词左右。考生应能：

- 理解主旨要义；
- 获取细节信息；
- 对所听内容作出推断；
- 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、语调较为自然，语流较为连贯；
- 用词较为恰当、得体，语法较为正确；
- 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、题材广泛的材料，如公司介绍、信函等。考生应能：

- 理解主旨要义；
- 获取细节信息；
- 对所读内容作出判断和推理；
- 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，语义较为连贯，结构较为清晰完整；
- 用词较为恰当，语法较为准确；
- 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”、“活动组织”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：

- 使用英语建立档案、规章制度等文件的分类、归档标签体系；
- 梳理和汇总英文工作总结和工作计划；
- 根据指令，撰写较为复杂的英文行政事务通知；
- 使用英语获取会议中的发言要点，撰写英文会议记录或备忘录。

在完成“活动组织”任务时，考生应能：

- 使用英语口语发布指令，组织团队筹备活动；
- 使用英语口语或书面回应活动成员对活动通知、日程等的疑问；
- 使用英语对活动组织情况及活动成果进行口头或书面汇报；
- 使用英语制作活动宣传材料，撰写活动新闻稿。

在完成“后勤保障”任务时，考生应能：

- 根据内部成员的物资采购需求，使用英语选择合适的供货商；
- 使用英语获取和分析内部成员的差旅需求，并选择合适的交通工具和食宿方案等；
- 使用英语获取内部成员对物资、差旅等的反馈，并通过英文邮件或电话进行评价或投诉。

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“产品研发”三类典型工作任务。

在完成“操作说明”任务时，考生应能：

- 借助词典、翻译软件等，翻译篇幅短小的产品说明书或技术资料；
- 使用英语编写简单的维修、保养案例；
- 使用英语分析需求，选择合适的操作方案。

在完成“技术服务”任务时，考生应能：

- 分析技术咨询中的复杂问题，并使用英语口语或书面回应解决方案；
- 使用英语分析客户的技术需求，并提供适当的处理措施；
- 根据客诉情况，分析整理产品技术问题，并撰写英文处理预案。

在完成“产品研发”任务时，考生应能：

- 使用英语获取技术相关信息；
- 使用英语获取、分析产品研发需求，并口头或书面汇报分析结果，为产品迭代提供有价值的功能规划建议；
- 通过英文邮件或电话与专家、同行就产品研发问题进行交流。

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：

- 使用英语分析客户信息和特性，制定客户服务内容；

- 通过英文邮件或电话联络客户，进行回访，维护客户关系。

在完成“客户参访接待”任务时，考生应能：

- 使用英语获取和分析客户参访需求，并进行合理的行程安排；
- 使用英语提供日常陪同、景点参观等客户陪同服务；
- 在客户参访过程中使用英语就公司业务进行口头介绍和交流。

在完成“客户反馈处理”任务时，考生应能：

- 分析客户的反馈信息，通过英文邮件或电话给出处理方案；
- 汇总和分析客户的反馈信息，并使用英语口语或书面汇报处理方案。

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：

- 分析英文的市场相关数据，并撰写英文数据分析报告；
- 根据数据分析结果，使用英语口语对业务推广和客户开发提出简单的建议；
- 使用英语撰写客户需求调查问卷和访谈提纲；
- 使用英语对客户需求进行口头或书面调研，并撰写英文调研报告。

在完成“产品推介”任务时，考生应能：

- 使用英语制作产品资料包，包括推介书、案例库等；
- 分析客户需求，选定合适的产品，并使用英语进行推介。

在完成“广告宣传”任务时，考生应能：

- 对英文的产品信息进行分析，提炼其特色、卖点等内容；
- 根据广告策划书，使用英语撰写广告文案；
- 使用英语口语介绍并讨论广告创意。

2.2.2.5 商品交易

“商务交易”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：

- 使用英语撰写询盘函等外贸函电；
- 根据对方的发盘，综合分析各项交易条件，撰写英文的还盘函、接收函等；
- 结合谈判的报价和还价技巧，使用英语进行简单的口头磋商。

在完成“合同签订”任务时，考生应能：

- 根据合作双方前期洽谈结果，借助模板草拟英文合同；
- 使用英语审查合作方的授权委托书等合同辅助性材料。

在完成“订单管理”任务时，考生应能：

- 使用英语与生产部门或仓储部门协调，确认生产或采购进度；
- 使用英语获取货运信息，选择合适的货代公司和运输方式；
- 使用英语汇报订单生产或采购过程中的问题。

在完成“交易善后”任务时，考生应能：

- 使用英语在索赔时效内向责任人提出索赔；
- 使用英语回复并处理客户的不可抗力事件免责要求；
- 在争议发生后，能根据方案使用英语积极与客户协商，妥善处理纠纷。

3. 考试内容和形式

3.1 概述

VETS 考试（高阶版）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一般性国际交流场合中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 105 分钟。

3.2 试卷构成

VETS 考试（高阶版）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（高阶版）由六项任务构成，以样题为例，依次为参访陪同、业务介绍、产品推介、书面磋商、市场调研和活动组织。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	参访陪同	1 篇独白	理解独白	单项选择	5	10
任务二	业务介绍	1 篇公司简介	介绍简况	口头表达	1	10
任务三	产品推介	3 篇产品简介 3 篇客户需求	听取独白	填空	7	25
			听取独白	选择匹配	3	
			答复咨询	口头表达	1	
任务四	书面磋商	2 封邮件	阅读邮件	单项选择	5	10
			回复邮件	句子回填	5	
任务五	市场调研	1 篇报告	阅读资料	单项选择	5	10

任务	材料	要求	题型	题量	分值	
	1 份图表					
任务六	活动组织	1 篇调研汇报 3 篇活动海报	读取邮件	填空	5	35
			阅读海报	选择匹配	5	
			汇报观点	书面表达	1	
总计				43	100	

3.2.1 参访陪同

参访陪同任务考查考生陪同客户进行参访时的沟通能力。

本任务要求考生听 1 篇 200 词左右的独白。录音材料播放两遍。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 业务介绍

业务介绍任务考查考生向客户介绍业务的能力。

本任务要求考生阅读 1 篇 200 词左右的公司业务介绍，并根据短文内容进行 120 秒的口头陈述。任务考查考生归纳信息，并进行口头说明的能力。

3.2.3 产品推介

产品推介任务由三节内容组成，考查考生根据客户需求合理选择和推介产品的能力。

第一节要求考生听 3 篇各 100 词左右的同类产品介绍，并将所需信息填入已给的表格中。共 7 小题。该节考查考生听取关键信息的能力。

第二节要求考生听 3 段客户的独白，总长度为 150 词左右，并将其需求与产品进行选择匹配。每段独白播放两遍。该节考查考生听取关键信息，理解客户的意图和态度，并进行分析、对比以及选择的能力。

第三节要求考生根据上节中的选择，对其中一位客户进行 90 秒的口头产品推介。该节考查考生归纳关键信息、分析产品优势，并进行口头说明的能力。

3.2.4 书面磋商

书面磋商任务由两节内容组成，考查考生通过英文邮件进行交易磋商的能力。

第一节要求考生读 1 封 150 词左右的邮件，并根据邮件内容，从每题所给的 4 个选项中选出最佳答案。共 5 小题。该节考查考生读取文中具体信息，理解主旨大意，推断作者意图、观点或态度等方面的能力。

第二节要求考生根据上一篇邮件内容作出合理回应，从试题提供的 7 个选项中选择 5 个正确的选项填入指定空格中。该节考查考生理解文章结构与组织，并综合评判双方观点或态度的能力。

3.2.5 市场调研

市场调研任务考查考生获取产品调研相关信息的能力。

本任务要求考生阅读 1 篇 150 词左右的报告和 1 份含有数据的图表，并根据报告内容和图表信息，从每题所给的 4 个选项中选出最佳答案。共 5 小题。任务考查考生读取和理解文字、数据信息的能力。

3.2.6 活动组织

活动组织任务由三节内容组成，考查考生根据需求合理组织活动的的能力。

第一节要求考生读一段 120 词左右的活动背景信息，并将关键信息填入已给的便签模板中，共 5 小题。该节考查考生读取和处理关键信息的能力。

第二节要求考生阅读三份与活动场地、内容等相关的材料，并匹配特点。共 5 小题。该节考查考生读取和处理关键信息的能力。

第三节要求考生根据上节中的选择，进行书面汇报。该节考查考生根据需求合理选择并进行书面沟通的能力。

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 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。

4.2.3 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，是否涵盖全部作答要点，以及是否有足够的细节支撑；
- 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，格式是否规范；
- 在语言方面，重点评判考生作答的词汇和语法是否准确，句式是否灵活，表述是否得体。

4.2.4 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（高阶版）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（高阶版）”合格证书。

附：职场实用英语交际水平考试（高阶版）样题

Task 1

You are a client manager at New Technic. You are asked to accompany Nanami Sakurai, your Japanese client, during her visit to your company. Before meeting her, you are asked to attend a lecture on Japanese cultural taboos. Decide how you should behave during Nanami's visit 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 possibly a good topic for your conversation with Nanami?
 - A. Nanami's income.
 - B. Prime Minister of Japan.
 - C. Places of interest in Japan.
 - D. Nanami's educational experiences.
2. Why is it rude to praise Nanami's make-up?
 - A. Because it is a private topic.
 - B. Because it implies that she is ugly.
 - C. Because it means that she likes hiding.
 - D. Because it is impolite to make comments.
3. What is the best thing to do when you greet Nanami?
 - A. Hug her.
 - B. Bow to her.
 - C. Shake hands.
 - D. Kiss on her cheek.
4. What should you do when you exchange your business cards?
 - A. Receive her card with one hand.
 - B. Stand up when receiving her card.
 - C. Hand out your card with one hand.
 - D. Keep seated when handing out your card.
5. What is best to do during your dinner with Nanami?
 - A. Pour your own drink.
 - B. Ask others to help with your drink.
 - C. Talk about Nanami's family members.
 - D. Collect food and put it on your plate before eating.

Task 2

You are Sally Zhang, a marketing manager at Neno Coffee. You are asked to introduce your company to your potential investors during their visit. Read the profile of the company and prepare for the introduction. You will have 5 minutes to read and prepare. Then the text will disappear and you will have 120 seconds to speak.

The Neno Coffee Profile

History

Our story began in 1991. Back then we were only a retailer of whole bean and ground coffee with a single store in Hangzhou's Square Market. Today, we connect with millions of customers every day and possess more than 30,000 retail stores.

Products

We've always believed in serving the best coffee possible. We offer more than 10 blends and more than 20 single-origin premium coffees. It's our goal for all of our coffee to be grown under the highest standards of quality. Our coffee buyers personally travel to coffee farms in Latin America, Africa and Asia to select high-quality beans. And our master coffee roasters bring out the balance and rich flavour of the beans.

Social responsibility

At Neno, we have always believed in the importance of striking a balance between profitability and social conscience. It all started with our early travels to the places where our coffee is grown, understanding that our future is tied to the future of farmers and their families. We built a global network of support to create a new way to produce coffee: one that is sustainable and good for people and the planet. As the threats of climate change have grown, we have been working to help coffee farms adapt and find innovative solutions for building and operating our stores, while reducing the environmental impact of our cups, straws and lids.



Task 3

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

Task 3.1

Listen to the introductions to three of your new waffle makers. Complete the table by using the **EXACT** words, phrases or numbers from the recording. You will have **5** minutes to complete the task. The recording will be played **TWICE**.

Products	Cooking Features	Other Advantages	Price
Dash Mini Waffle Maker	<ul style="list-style-type: none"> • Make waffles and paninis • Small cooking surface for [1] _____ portions 	<ul style="list-style-type: none"> • Light-weight • Heat up in 3 minutes • Variety of [2] _____ options 	\$23
Sea Creature Waffle Maker	<ul style="list-style-type: none"> • 7 cool and fun [3] _____ shapes 	<ul style="list-style-type: none"> • [4] _____ on the heat plates • Include a compact storage case • Include tried and true [5] _____ 	\$34
Emoji Waffler	<ul style="list-style-type: none"> • Make waffles and pancakes using 4 changeable plates • The plates are of different [6] _____ 	<ul style="list-style-type: none"> • Non-stick for easy [7] _____ • Waffles are easily removed • Adjustable browning and temperature control 	\$58

Task 3.2

Three customers are calling you and describing their needs to you. Choose the waffle maker 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**.

- A. Dash Mini Waffle Maker
- B. Sea Creature Waffle Maker
- C. Emoji Waffler

- 8. Customer 1 _____
- 9. Customer 2 _____
- 10. Customer 3 _____

Task 3.3

Now listen **AGAIN** to the first customer’s needs and introduce the product you have chosen for her based on the information of the waffle makers. 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 have chosen for her
- The reasons that you have chosen this product for her

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

Task 4

You are Susan Zhao, an assistant export manager at Ausrice Pty. You are asked to respond to a letter about a counteroffer.

Task 4.1

Now read the letter from Edward Carey making a counteroffer on your company's rice. Answer Questions 1-5 by choosing A, B, C or D.



1. What is the major reason why Edward Carey makes this counteroffer?
 - A. The price is high.
 - B. The quality is low.
 - C. The origin is wrong.

- D. The market is unstable.
2. Which country's rice is used for comparison with that of Ausrice Pty?
- A. China.
 - B. Australia.
 - C. Malaysia.
 - D. Singapore.
3. When is Susan Zhao expected to reply?
- A. Before 1st January.
 - B. Before 6th January.
 - C. Before 10th January.
 - D. Before 6th February.
4. At what price does Edward Carey counter offer?
- A. A\$1,050 per ton.
 - B. A\$1,050 per 100 tons.
 - C. A\$1,200 per ton.
 - D. A\$1,200 per 100 tons.
5. Why does Edward Carey suggest that Susan Zhao accept the counteroffer immediately?
- A. The price is increasing.
 - B. The price is decreasing.
 - C. The demand is increasing.
 - D. The demand is decreasing.

Task 4.2

Now complete the reply letter to Edward Carey's counteroffer, and explain why you cannot accept his price. Fill in the blanks by choosing from A to G.

20th January, 2024

Mr. Edward Carey
 Manager
 Keppel Rice Ltd
 112 Bukit Timah Road
 Singapore

Dear Mr. Carey,

Thank you for your letter dated 10th January 2024.
 [6] _____ since it is below our expectation.

You mentioned the price of other countries' rice in your letter.
 [7] _____ at a price as low as that. We must point out that your offer is unacceptable in the current market. To be honest, we have several long-term clients in your region.
 [8] _____.

[9] _____, which is contrary to your claims. And we believe it is unlikely to change in the near future.

[10] _____ so that we can ensure your requirements are met in good time. I look forward to your early reply.

Yours sincerely,
 Susan Zhao
 Assistant Export Manager
 Ausrice Pty

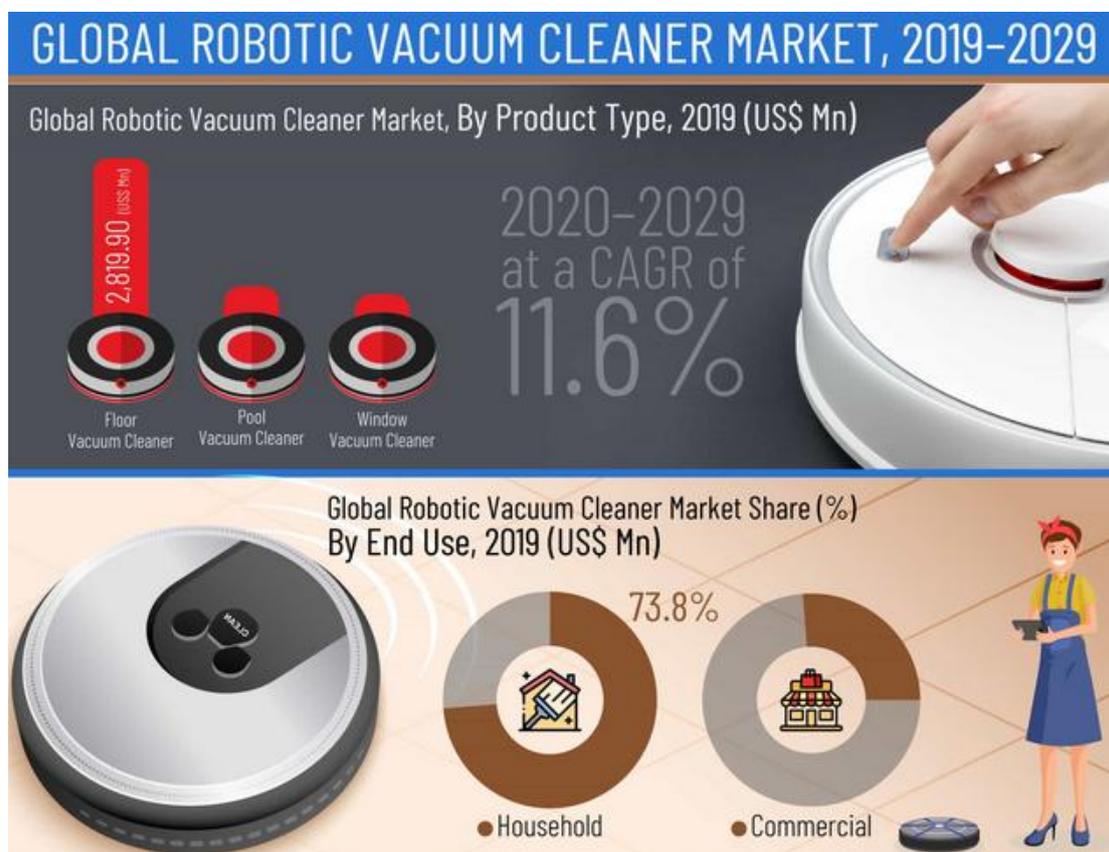
- A. The market price is rising
- B. I am glad to receive your letter
- C. They are also buying at this price
- D. Please send us a price list as soon as possible
- E. Therefore, we hope that you will agree to our price
- F. But we have not heard of Australian rice being sold
- G. Regretfully, we are unable to accept your counteroffer

Task 5

You work in the R&D Department of TopTech Company. You are doing market research to assist your manager to develop a new robotic vacuum cleaner. Read part of a market report and graphics on global robotic vacuum cleaners. Answer Questions 1-5 by choosing A, B, C or D.

The future of the robotic vacuum cleaner market looks bright with opportunities in the residential, commercial, industrial, and healthcare industries. The market is expected to grow with a CAGR（年复合增长率）of 16% from 2019 to 2024. The major drivers for this market are increasing application of automation in household devices, rise in labor cost and increasing safety concern.

The global robotic vacuum cleaner market is divided on the basis of product, operations, applications and region. On the basis of product, the market is divided into floor vacuum cleaner, window vacuum cleaner, pool vacuum cleaner, lawn vacuum cleaner and others. These cleaners have functions such as navigation control systems and sensors. They are used to detect obstacles and prevent collisions. The floor vacuum cleaner is expected to hold the largest share of the robotic vacuum cleaner market by 2025.



1. What is the expected CAGR for the robotic vacuum cleaner market from 2019 to 2024?
 - A. 11.6%
 - B. 16%
 - C. 25%
 - D. 73.8%
2. Which of the following is one of the drivers for the rise of the robotic vacuum cleaner market?

- A. More considerations in safety.
 - B. More investments in the labor market.
 - C. Increasing opportunities in the healthcare industry.
 - D. Increasing application of automation in the commercial industry.
3. What is the use of the sensors of the floor vacuum cleaner?
- A. Cleaning the floor.
 - B. Sensing the obstacles.
 - C. Removing the obstacles.
 - D. Controlling the direction.
4. What is believed to take the largest share of the robotic vacuum cleaner market by 2025?
- A. The pool vacuum cleaner.
 - B. The lawn vacuum cleaner.
 - C. The floor vacuum cleaner.
 - D. The window vacuum cleaner.
5. What conclusion can be drawn from the graphics?
- A. Household vacuum cleaners took up 73.8% of the global market in 2019.
 - B. Window vacuum cleaners took up the largest share of the global market in 2019.
 - C. The market share of window vacuum cleaners doubled that of floor vacuum cleaners in 2019.
 - D. About half of the robotic vacuum cleaner products were sold for commercial purposes in 2019.

Task 6

You are Tim Li, an HR director at Double Tech Company. Your company is holding a New Year Gala next month and you are asked to choose a venue for it.

Task 6.1

Read part of your assistant's email on when and where the staff members expect the party to be held. Complete the notes using the **EXACT** words, phrases or numbers from the email.

...Last week I did a survey among our staff. It is good to know that about 120 people are willing to go to the Gala. As for the venue, almost 90% of them think it is a good idea to have it in the bar. They hope there will be a good selection of drinks. Also, it would be better if there could be some music for them to relax or dance to. About the time, nearly 87% of them suggest that the Gala starts at 5 p.m. in the evening, so they can have more time to hang out together. As for the location, most of them would like to meet in the downtown area because there will be more choices. Those who live far away can drive anyway...

Notes

Number of people willing to attend the Gala:
[1] _____

Venue preferred:
Bar

Expectations of the bar:

- A good selection of [2] _____
- Some [3] _____

Time preferred:
[4] _____ in the evening

Location preferred:
[5] _____ area

Task 6.2

Read part of a travel guide about three bars. Answer Questions 6-10 by choosing A, B or C.

Leap Brewing Original



This bar opened in Beijing in 2010.

It has a good selection of different beers, with prices starting from 25 RMB for each glass.

While it doesn't serve food, it has menus from many of its nearby restaurants. It can help you order great food like pizza, dumplings, pasta, etc.

At Leap Brewing Original, you may find about 8 tables in the beautiful courtyard. It's a good place to sit with friends and get away from life's pressures.

The bar is in Baochao Hutong, and you are advised to walk or bike there. Reminder: it doesn't open until 9 o'clock in the evening.

Whisky & Words



If you are looking for a quiet bar in downtown Beijing, you'll love this one.

Its opening hours are 5 p.m. to 11 p.m. It has many whiskeys from all over the world, including some great ones from Scotland and Japan.

The staff are awesome and knowledgeable. They are fun to interact with and have special talents, such as doing magic and dancing.

The decorations inside the bar are quite unusual, which makes the experience more unforgettable.

The place is a little small but great for one on one dates.

Sugar



Open from 3 p.m. till midnight, Sugar is a rooftop bar at a five-star hotel.

With amazing cocktails, a good wine list and delicious food, there's no better place in Beijing to watch the sunset and see the city light up after dark.

Also, along with pleasant music through the evening, you can relax or dance if you prefer. Its vast outdoor area with some of Beijing's best views attracts many people looking for a great space to relax after work.

So, don't forget to book online beforehand, especially on weekends, and you'll get a 5-hour parking PASS for the hotel's parking lot.

Which bar:

6. has a parking lot for customers? _____
7. is suitable for one on one dates? _____
8. advises customers to go by bike or on foot? _____
9. plays good music to dance to? _____
10. is not open until 9 p.m.? _____

- A. Leap Brewing Original
- B. Whisky & Words
- C. Sugar

Task 6.3

Write an email to your manager Jack Brown about your ideas for the venue in about **120** words. You should state which bar you have chosen and give your reasons.

Keys

Task 1

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

Task 2

Sample

Ladies and gentlemen,

I'm Sally Zhang, Marketing Manager at Neno Coffee. Thank you for coming all the way to China. Now I'd like to introduce to you more details about our company.

Neno Coffee was established in 1991. Back then there was only one single store in Hangzhou. Now we own more than 30,000 retail stores and provide services for millions of customers every day. We have developed more than 10 blends and 20 single-origin coffees. All of these changes have taken place in just 20 years.

We guarantee high quality at Neno. Our coffee beans are personally selected from Latin America, Africa and Asia, and our master coffee roasters can bring out rich flavours.

Striking a balance between profitability and social responsibility has always been our mission. We not only help coffee farms adapt to climate change, but also try to reduce the environmental impact of plastic cups, straws and lids.

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

Task 3

Task 3.1

1. individual
2. colour
3. sea creature/sea animal
4. non-stick coating
5. recipes
6. emojis
7. clean-up

Task 3.2

8. A 9. C 10. B

Task 3.3

Sample

Good morning, madam. I understand that you want to cook individual portions at a time, and that you expect to cook other foods besides waffles. I'd like to recommend our new product—Dash Mini Waffle Maker. Its small cooking surface won't take up much space, especially suitable for students like you who live alone in a dorm. You can cook both waffles and paninis with it. What's more, our product is very well-designed and comes in different colours. I believe our Dash Mini Waffle Maker will meet your needs well.

Task 4

Task 4.1

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

Task 4.2

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

Task 5

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

Task 6

Task 6.1

1. 120
2. drinks
3. music
4. 5 p.m.
5. downtown

Task 6.2

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

Task 6.3

Sample

Dear Mr. Brown,

I'm writing to make a suggestion on the venue for our New Year Gala.

According to the survey, 90% of the staff expect the Gala to be held in a bar. I've looked into three famous bars and have chosen the Sugar Bar due to the following reasons:

First of all, the Sugar Bar provides both amazing cocktails and high-quality wines, which suits our staff's needs perfectly because of its good selection of drinks. Besides, with pleasant music throughout the evening, the Bar is an ideal choice for our staff to relax in. What's more, as it opens at 3:00 p.m., we can go there early and spend more time having fun together. Finally, though located in downtown area, it offers enough parking spaces for everyone.

That's why I've chosen the Sugar Bar. I hope that my suggestion is helpful for your final decision.

Look forward to your reply.

Yours sincerely,

Tim Li

Scripts

Task 1

You are a client manager at New Technic. You are asked to accompany Nanami Sakurai, your Japanese client, during her visit to your company. Before meeting her, you are asked to attend a lecture on Japanese cultural taboos. Decide how you should behave during Nanami's visit 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**.

When you try to talk with Japanese people, you might be unsure about what topics the Japanese don't like. Talk of politics is not encouraged in Japan. Commenting on a woman's makeup is considered rude. This is because praising someone's makeup could be mistaken as saying that she is hiding an ugly face. Personal information including age, family, income and even school of graduation is what the Japanese don't want to be asked.

Shaking hands is very popular for business introductions in Japan. You can also bow toward those who you are sure are older than you. Unlike Westerners, Japanese people do not hug or do cheek kisses.

Business cards play an important role in Japanese business culture. If you are seated, remember to stand up when receiving and handing out business cards. Both should be done using both hands.

It's impolite to eat directly from common dishes. Put food on your plate first. It's best to collect a few things and put them on your plate before eating. During dinner, it's rude to pour your own drink. Pour others' drink instead, and someone will notice and fill yours.

Task 3.1

Listen to the introductions to three of your new waffle makers. Complete the table by using the **EXACT** words, phrases, or numbers from the recording. You will have **5** minutes to complete the task. The recording will be played **TWICE**.

Waffle Maker 1: Dash Mini Waffle Maker can make both waffles and paninis. Weighing only about one pound, this is a must-have for that first apartment, smaller kitchen, or college dorm life. It's quite easy to use—simply plug it in and go! It heats up in three minutes. The small cooking surface is specially designed for individual portions. With its lovely and well-designed appearance, it's a perfect wedding or new home gift. Its small size takes up little space, and its variety of colour options will match any kitchen décor. The price of this waffle maker is only \$23.

Waffle Maker 2: Sea Creature Waffle Maker makes seven different cool and fun sea animal-shaped waffles in minutes! The shapes include crab, starfish, shark, etc. It's the most creative waffle maker the customers will ever use, and their kids will love it too! This product has a non-stick coating on the heat plates to help clean up quick and easy. It also includes a compact storage case for long-time storage. What's more, the waffle maker includes our tried and true recipes—try it out! This waffle maker costs only \$34.

Waffle Maker 3: Emoji Waffle Maker has four changeable plates which allow users to make either pancakes or waffles. All four cooking surfaces are non-stick for easy clean-up. The plates are of different emojis, which makes cooking fun—suitable for both adults and kids. When cooked, the waffles are easily removed. This product also features adjustable browning and temperature control, which enables users to make perfect-tasting waffles and pancakes according to their own preferences. The price of this waffle maker is \$58.

Task 3.2

Three customers are calling you and describing their needs to you. Choose the waffle maker 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**.

Customer 1: I love eating waffles and I prefer making them by myself. I live alone in my dorm so a small-sized waffle maker will be best for me—I really don't want to waste anything, and I don't have much space in my kitchen. It would be better if I could use the product to cook some other food, like paninis, for my breakfast.

Customer 2: We previously had a waffle maker that made character-shaped waffles but required a lot of effort to get those shapes out. So this time the most important feature we are looking for is that the waffles come out easily. What's more, our kids love waffles with some interesting characters.

Customer 3: I have three kids, and they enjoy having waffles for breakfast. I need one that can make several waffles at the same time—I'm quite busy in the morning, and it would be better if the waffles come in different shapes, because kids will like those. Oh, by the way, I also want it to be non-stick and easy to clean.