

实用英语交际职业技能等级考试 (中级) 模拟题 (一)

Task 1

You are a client manager at Sinotech. You will fly to Istanbul to have a face-to-face meeting with Mr. Mevlut Albayrak, your Turkish business partner, next week. Before leaving for Turkey, you are asked to attend a lecture on Turkish business culture. Decide how you should behave during your stay in Turkey 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. What will Mr. Albayrak do after receiving your email about your ideas for cooperation?
 - A. Pay you a visit.
 - B. Reply to you quickly.
 - C. Give you a phone call.
 - D. Arrange for a face-to-face meeting with you.
2. When will decisions usually be made?
 - A. After several emails.
 - B. After a lot of meetings.
 - C. After one or two meetings.
 - D. After a discussion over the phone.
3. Which topic should you avoid when starting a meeting with Mr. Albayrak?
 - A. Your family.
 - B. Your interest.
 - C. Turkish food.
 - D. Your purpose.
4. How should you deal with your business cards when meeting with Mr. Albayrak?
 - A. Give him your business card with both hands.
 - B. Print your business card in English.

- C. Receive his business card with your right hand.
 - D. Print your business card in Chinese.
5. What should you keep in mind during your meeting with Mr. Albayrak?
- A. Do not give him any deadlines.
 - B. Do not ask him informal questions.
 - C. Push him to start the negotiation quickly.
 - D. Translate both sides of your business card into Turkish.

Task 2

You are Linda Yang, a marketing manager at Hollow Tea. You are asked to introduce your company to your future business partners 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 Hollow Tea Profile

Our Brand Story

We were founded in Guangzhou on 1st January 1999 with just a small number of customers. By working with the world's finest farmers and suppliers, we have offered quality teas to people all over the world. We have also been working hard to develop new teas from time to time based on customers' needs. Our aim is to benefit both the people who produce our tea and our customers who drink it.



Our Tea

Six billion cups of tea are drunk all over the world every day. But to us, tea is more than a kind of drink. Our tea has multiple functions. For example, it can help you fight against morning sickness. What's more, our tea comes in different flavours and colours, like traditional black tea, green tea, white tea, etc. With over 150 different teas to choose from, you're sure to find your next favourite!

Our Social Responsibility

Just as our founder once said, with great tea comes great responsibility. This means that making money should not be our only aim. We have tried many ways to contribute to society and protect the environment. For example, we encourage and organise our staff to do volunteer services every month. In terms of environmental protection, we try different ways to reduce our carbon footprint, like using recyclable packaging.

Task 3

You are a shopping consultant at C&G company. Your company recently launched some new blenders. 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 blenders. Complete the table 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	Blending Features	Other Advantages
Leaf Blender	<ul style="list-style-type: none"> Strong enough to crush [1] _____ easily Great for making different drinks Easy to use 	<ul style="list-style-type: none"> Suitable for [2] _____ use Comes with three free cups
Honor Blender	<ul style="list-style-type: none"> Processes different food, like fruit, vegetables, and even [3] _____ and nuts Makes [4] _____ while processing the food 	<ul style="list-style-type: none"> Made of high-quality materials Safe to use and can be [5] _____
Just Blender	<ul style="list-style-type: none"> Automatically [6] _____ with a countdown timer Easy operation with an LED screen 	<ul style="list-style-type: none"> Makes the drink [7] _____ enough Convenient storage and good after-sales customer service

Task 3.2

Three customers are calling you and describing their needs to you. Choose the blender 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. Leaf Blender
- B. Honor Blender
- C. Just Blender

- 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 blenders. 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 Emma Wang, a customer service manager of a leather manufacturer. You are asked to respond to an email of complaint.

Task 4.1

Now read the email from Stephen Smith, complaining about a mistake in an order he has received. Answer Questions 1-5 by choosing A, B, C or D.

To: EmmaW@gmail.com
From: StephenS@yahoo.com
Subject: Complaint about Order No. HB0276

Dear Ms. Wang,

The shipment of the leather we ordered on 15th April is not of the quality as shown in the samples.

The shipment arrived yesterday. On comparing the leather with the samples you sent us, we were disappointed to find that they were different. The quality of the leather seems lower than that of the samples. It will not meet our customers' requirements.

We had planned for the production of shoes and would have started as soon as the leather arrived. We will, however, have to delay the original plan because of the poor quality of the leather you sent us. This is causing us much trouble.

Would you take the leather back and replace it with what we ordered? We will give you 10 days to prepare and send us the new leather. If you cannot deliver the goods before 15th May, we will ask for a complete refund.

Your understanding will bring benefits to both of us.

Sincerely yours,
Stephen Smith

1. What did Stephen Smith buy from Emma Wang?
A. A ship. B. Shoes. C. Clothes. D. Leather.
2. When did Stephen Smith place the order?
A. 14th April. B. 15th April. C. 15th May. D. 25th May.
3. What is the problem with Stephen Smith's order?
A. The delivery date is late.
B. The delivery address is wrong.
C. The product number is wrong.
D. The product quality is not as ordered.

4. What trouble did Stephen Smith experience after receiving the wrong order?
- A. He had to put off his production plan.
 - B. He had to apologise to his customers.
 - C. He had to return money to his customers.
 - D. He had to lower the price of his products.
5. What does Stephen Smith ask for in the email?
- A. A complete refund.
 - B. A replacement of the goods.
 - C. An investigation into the problem.
 - D. A face-to-face meeting with Emma Wang.

Task 4.2

Now complete the reply email to Stephen Smith's complaint. Fill in the blanks by choosing from A to G.

To: StephenS@yahoo.com
From: EmmaW@gmail.com
Subject: Re: Complaint about Order No. HB0276

Dear Mr. Smith,

I am grateful for your email dated 25th April. We are sorry to learn that [6] _____. After careful investigation, [7] _____. We have arranged for the correct shipment and [8] _____.

We have been business partners for many years and I do not want this issue to affect our cooperation in the future. As compensation for the wrong delivery, [9] _____. I hope you are satisfied with this solution. And if you have any further problems with the order, [10] _____.

Sincerely yours,
Emma Wang

- A. we received your email last week
- B. the leather doesn't match the samples
- C. it will arrive at your place within 15 days
- D. I would like to give you a 5% discount on this order
- E. please feel free to contact me by replying to this email
- F. we found that we made some errors with your order form
- G. we have been your supplier of clothing materials for years

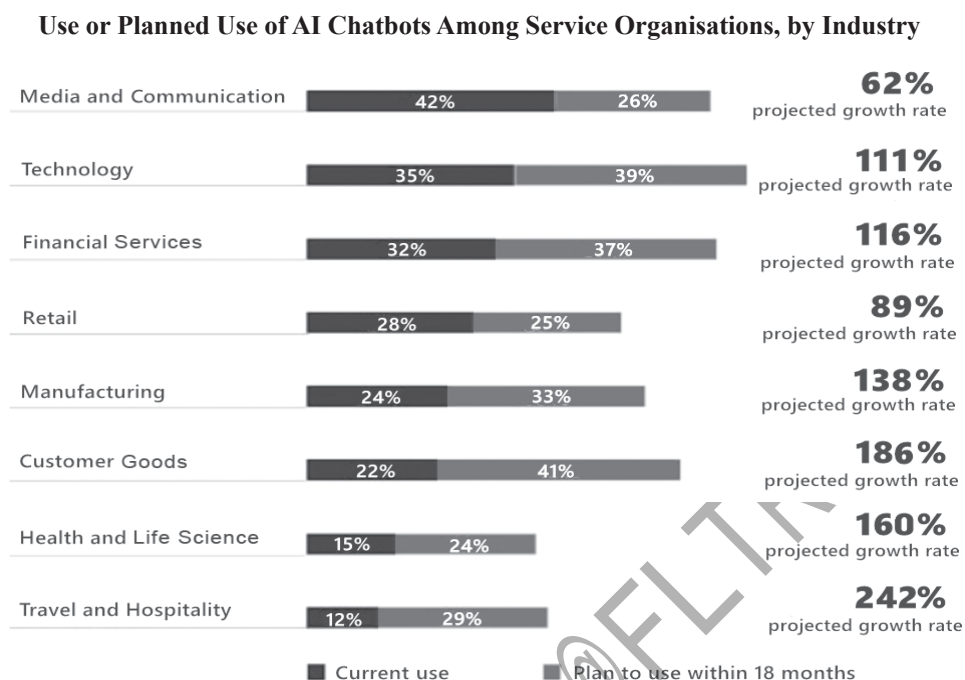
Task 5

You work in the R&D Department of Century Program Company. You are doing market research to assist your manager with the development of a new computer programme. Read part of a technical report and a bar chart on chatbots. Answer Questions 1-5 by choosing A, B, C or D.

What is a chatbot? Technically speaking, a chatbot is a computer programme that simulates (模仿) human conversation, either via voice or text. Whether we realise it or not, this technology is becoming a bigger part of our daily life.

Whether through typing or talking, a chatbot can connect with a customer. More importantly, it can improve the relationship with a customer by responding faster than human assistants. By interacting with a chatbot, customers can do tasks such as changing a password, asking for information or making an appointment—all without speaking to a real person. Chatbots can also help customers expedite (加速) activities such as ordering food or booking a hotel from a mobile device or chat platform. Typical chatbots are becoming a popular way for consumers to communicate with brands.

More recently, chatbot systems have improved a lot, thanks to significant developments in the field of artificial intelligence (AI).



1. What is a chatbot?
 - A. A machine.
 - B. A real assistant.
 - C. An app for chatting.
 - D. A computer programme.

2. How can a chatbot improve the relationship with a customer?
 - A. It can better understand what a customer is saying.
 - B. It can respond to a customer faster than a real person.
 - C. Customers can order food or book a hotel from a chatbot.
 - D. Customers can change passwords and ask for information from a chatbot.

3. What is true about chatbots?
 - A. They are not welcomed by customers anymore.
 - B. They can connect customers with a real person.
 - C. They are more popular than real person service.
 - D. They connect with customers through typing or talking.

4. What is the expected growth rate for the use of AI chatbots in retail within 18 months?
A. 53% B. 89% C. 25% D. 28%
5. According to the bar chart, which service organisation has the highest use rate of AI chatbots now?
A. Technology.
B. Customer goods.
C. Financial services.
D. Media and communication.

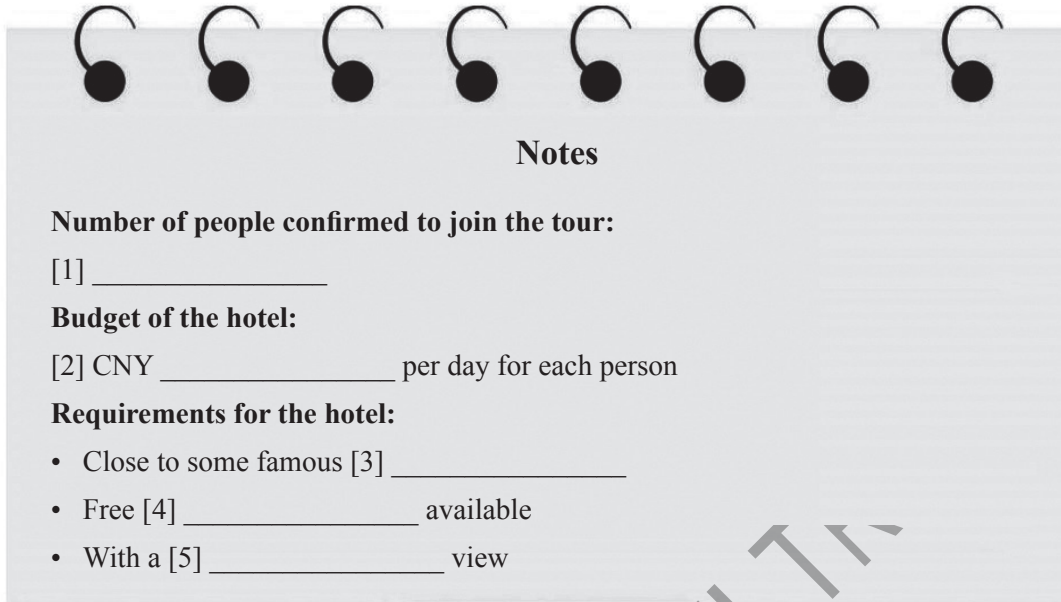
Task 6

You are Jack Li, an administrative director at Single Media Company. Your company will organise a tour to Hong Kong for the staff members who have won the Outstanding Employee Award and you are asked to choose a hotel for the tour.

Task 6.1

Read part of your assistant's email on the award-winners' preferences for the hotel. Complete the notes using the **EXACT** words, phrases or numbers from the email.

... Altogether 13 staff members have confirmed that they are taking the tour to Hong Kong. According to our financial policy, the budget for the hotel should be kept within CNY 800 per day for each person. Last week I did a survey on staff preferences for the hotel and here are the major findings. First, all of them prefer that the hotel should be close to some famous places of interest such as Hong Kong Skyline and Victoria Harbour. It would be best if they could walk there from the hotel. Second, 10 of them have suggested that a free swimming pool should be available in the hotel. Last but not least, some colleagues mentioned that the hotel room should have a sea view.



Notes

Number of people confirmed to join the tour:
[1] _____

Budget of the hotel:
[2] CNY _____ per day for each person

Requirements for the hotel:

- Close to some famous [3] _____
- Free [4] _____ available
- With a [5] _____ view

Task 6.2

Read introductions of three hotels in Hong Kong. Answer Questions 6-10 by choosing A, B or C.

East Hotel



East Hotel is an excellent choice for travellers visiting Hong Kong. It offers inexpensive accommodation alongside various Cantonese foods. These foods have a good reputation with our guests.

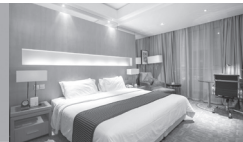
All rooms at East Hotel have a flat screen TV and air conditioning, and guests can stay connected with Wi-Fi.

Baggage storage and currency exchange are some of the conveniences offered at this hotel. The swimming pool is available for a small charge.

If you're looking for things to do, you can check out Hong Kong Skyline or Sky100 Hong Kong Observation Deck. You can go to these places for free with our hotel bus service.

Enjoy your stay in Hong Kong!

South Hotel



For travellers visiting Hong Kong, South Hotel should be your first choice. Well-known for its easy access to attractions, South Hotel makes it easy to enjoy the best of Hong Kong.

All rooms at South Hotel offer air conditioning, providing comfort and convenience, and guests can see the sea from the window.

In addition, while staying at South Hotel, guests have access to room service and the swimming pool, and they can also store baggage in the hotel lockers.

Located within walking distance of Hong Kong Skyline and Victoria Harbour, South Hotel is also a great choice for guests who want to visit famous tourist sites in Hong Kong.

Whether you're travelling for business, pleasure or both, South Hotel is sure to make your stay in Hong Kong an unforgettable one.

West Hotel



Finding the ideal, inexpensive hotel in Hong Kong does not have to be difficult. Welcome to West Hotel, a nice option for travellers like you.

For those interested in checking out popular landmarks, West Hotel is located a short distance from Tsim Sha Tsui and Central. You can also take the subway located at the gate of our hotel to other attractions.

As your "home away from home", the hotel rooms offer air conditioning and have a view of the hills.

Guests have access to a self-service laundry while staying at West Hotel.

West Hotel looks forward to welcoming you on your visit to Hong Kong.

- A. East Hotel
- B. South Hotel
- C. West Hotel

Which hotel:

6. has rooms with a view of the hills? _____
7. offers a swimming pool for a small charge? _____
8. is within walking distance of Victoria Harbour? _____
9. has rooms where the sea can be seen from the window? _____
10. offers hotel bus service to Hong Kong Skyline? _____

Task 6.3

Write an email to your manager Alice Smith about your ideas for the hotel in about **120** words. You should state which hotel you have chosen and give your reasons.