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How to make more of meetings You should know what ends you want to achieve in a meeting before it starts and prepare for it (0)...
...reading any papers circulated beforehand, and carefully thinking about (31)..... you want to say. This may sound rather boring, but solid preparation is the key to successful meetings: A GREat (32)...
...of time and energy can be wasted through simple lack of planning. The most important issues are not always given the most time in the general running of meetings. People are often unwilling (33)..... discuss important budgetary matters BECause they do not fully understand them, but (34)..... becomes an expert when it comes to discussing the colour of the new curtains, or what type of coffee to buy The discussion of (35)..... trivial matters as these, therefore, should be saved until the end of the meeting. During the meeting it is essential to stick to the agenda so (36).....to avoid the common problem of repetition. At the same time you (37)..... to be sensitive to other people s ideas and feelings, and never lose your temper. Be prepared to accept (38)..... implement a suggestion that is contrary to (39)..... own ideas if it is an improvement on them. such honesty and flexibility are signs of good leadership and earn respect. Finally, remember that when a decision is made it is important to act (40)...

... it and to honour all the commitments you have made in the meeting. PART SIX Questions 41 - 50 In most lines of the following text, there is one unnecessary word. It is either grammatically incorrect or does not fit in with the sense of the text. For each numbered line 41 - 50, find the unnecessary word and then write the word in CAPITAL LETTERS on your Answer Sheet. Some lines are correct. If a line is correct, write CORRECT on your Answer Sheet. The exercise begins with two examples (0) and (00). Customer care 0
Apart from ensuring that an efficient electricity supply for our 00 customers, NatElectric provides an invaluable service in other areas 41 as well. While our Customer Helpline (charged at local rates) is the 42 first point of contact with when you want to make an enquiry and 43 we receive a huge number of calls from customers - on 44 average, there are 50 000 calls a one week. Available 24 hours 45 a day, seven days a week, 365 days a year, our Helpline on advisors 46 aim at to answer 95 per cent of all calls within 15 seconds. There 47 are more than 200 advisors, working in around the clock to 48 provide for this service, backed by a further 80 support staff 49 who do handle any necessary paperwork. Although our target 50 is to reply to letters within 10 working days, NatElectric regularly responds within three to four days, and we are especially proud of the standards achieved by our customer relations team. 100Test 下载
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