

2008年英语四级预测试卷听力(二)sectionC PDF转换可能丢失  
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[https://www.100test.com/kao\\_ti2020/497/2021\\_2022\\_2008\\_E5\\_B9\\_B4\\_E8\\_8B\\_B1\\_c83\\_497444.htm](https://www.100test.com/kao_ti2020/497/2021_2022_2008_E5_B9_B4_E8_8B_B1_c83_497444.htm) Section C When a consumer finds that an item she or he bought is faulty or does not live up to the manufacturer ' s (36) \_\_\_\_\_ for it, the first step is to present the guarantee at the store of purchase. In most cases, this action will (37) \_\_\_\_\_ results. However, if it does not, there are various means the consumer may use to gain satisfaction. A simple and common method used by many consumers is to complain directly to the store manager. In general, the “ higher up ” the consumer takes his or her (38) \_\_\_\_\_, the faster he or she can expect it to be settled. In such a case, it is usually settled in the consumer ' s favor, (39) \_\_\_\_\_ he or she has a just claim. Consumers should complain in (40) \_\_\_\_\_ whenever possible, but if they cannot get to the place of purchase, it is (41) \_\_\_\_\_ to phone or write the complaint in a letter. Complaining is usually most effective when it is done politely but (42) \_\_\_\_\_, and especially when the consumer can demonstrate what is wrong with the item in (43) \_\_\_\_\_. If this cannot be done, (44) \_\_\_\_\_. The store manager may advise the consumer to write to the manufacturer. If so, (45) \_\_\_\_\_. But if a polite complaint does not achieve the desired result, the consumer can go a step further. (46) \_\_\_\_\_.

Section C 36. 【解析】claim。从manufacturer's这个所有结构可知所填词为名词，而且可以和介词for搭配。另外，live up to和所填词构成动宾搭配，live up to意为“遵守(诺言、原则等)，符合”。句中的or表示：faulty和or后面的部分是选择性并列关系。那么，consumer买的商品可能有瑕疵或者不像manufacturer标榜得那么好。claim作名词时常和for搭配，for后面的it指代的是an item。 37. 【解析】produce。空前will限定所填词为一原形动词，并在句中作谓语，和results构成动宾搭配。主语this action是指上句中的present the guarantee at the store of purchase，在很多情况下，这种方式都比较有效。表示“产生好的效果”的搭配有produce / bring about / bear / give / yield (good) results。 38. 【解析】complaint。从in general(一般而言)可知，这句话是对上一句的进一步说明，所填词很可能和上一句中的关键词complain有关，而且作空后settled的宾语。Settle暗含“解决(棘手的或令人不愉快的事情)”。complaint是complain的名词形式，take one's complaint意为“抱怨”，等同于complain。 39. 【解析】assuming。空前的句子结构已完整，所以本空应填一“动词ing”，即现在分词作伴随状语。 40. 【解析】person。in person意为“亲自，本人”，为固定短语。空后的转折句but if they cannot get to the place of purchase...to phone or write the complaint in a letter起提示作用。 41. 【解析】acceptable。空前的It is及to phone...表明本空中应填一形容词。考生应注意：短文听写中若出现It is/was to do结构时，所填词往往为以able结尾的形容词。 42. 【解析】firmly。所填词前面的but表示“尽管...还是...”，所填词和politely应该词性相同，但意义相对。短文听写中的副词往往

以ly结尾。 43.【解析】question。in question为固定搭配，意为“正在谈论的”，修饰the item。在文章语境中，正在谈论的商品也就是向经理抱怨的商品。 44.【答案】the consumer will succeed best by presenting specific information as to what is wrong, rather than by making general statements 【Main Points】 the consumer will succeed by presenting specific information , but not by making general statements 45.【答案】the consumer should do this, stating the complaint as politely and as firmly as possible 【Main Points】 the consumer should do this, stating the complaint politely and firmly 46.【答案】She or he can threaten to take the seller to court or report the seller to a private or public organization responsible for protecting consumers rights 【Main Points】 She or he can threaten to accuse the seller or report the seller to an organization responsible for protecting consumers rights

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