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PART ONE The bar chart below shows the number of complaints made by consumers about different types of products and services in the years 1994 and 1997. Using the information from the bar charts, write a short report summarising the changes that took place between 1994 and 1997.

Write about 100 words on your answer sheet. PART TWO Your company or organisation is becoming more successful. In order for this success to continue, you want to expand and increase the budget of your department. The Directors have asked you to write a report saying why your department needs extra money. Write the report, explaining why your department needs more money, and include the following points: whether extra staff are needed (and, if so, why) whether changes to the office space and equipment should be made what plans you have for future development how the investment would generate extra business Write 200 - 250 words on your Answer Sheet.

编辑推荐：2009年BEC考试范围介绍 2009年BEC考前冲刺专题 2009年商务英语考后答案交流区 2009年BEC商务英语考试听力应试技巧 2009年BEC商务英语口语考试应试技巧 2009年BEC商务英语考试写作应试技巧 100Test 下载频道开通，各类考试题目直接下载。详细请访问 www.100test.com