

剑桥商务英语中级考试历年真题 PDF转换可能丢失图片或格式，建议阅读原文

https://www.100test.com/kao_ti2020/646/2021_2022__E5_89_91_E6_A1_A5_E5_95_86_E5_c85_646154.htm 人邮版中级真题第三

辑TEST 4阅读部分的part 4 The bank with ideas With several hundred years of history behind it, the APL Bank has few problems in convincing businesses that it is reputable and secure___#ff9900>#ff6600>21___ of a range of banking serving. Now, it is demonstrating to business customers that it is flexible and responsive enough to ___22___ their changing needs in the 21st century. Based in London, APL offers banking services to businesses throughout the UK via its branch ___#ff6600>23___. #0000ff>Most customer service provision is ___24___ out by personal account managers based in local branches, together with ___#ff6600>25___ staff at company headquarters. An important ___26___ for APL has been to make it easy for customers to ___27___ business with the bank. They can contact their account manager by direct line or email. if the manager is on holiday, a carefully chosen colleague becomes the ‘ account contact ’ and ___#ff6600>28___ with the customer during the manager ’ s ___29___. In addition, for those who want ___30___ to their bank at any time of day or night there is now a 24-hour phone-based service. In order to remain competitive and build customer loyalty, the bank guarantees to turn around urgent loan___31___ within 24 hours. This focus on the customer has also been a driving ___32___ in APL ’ s recruitment and development policy. For example, newly inducted staff ___#ff6600>33___ a

‘ customer service review ’ to find out what it is like to be on the other side of the desk, asking to borrow money. Together, these ____34____in banking have achieved excellent results. The customer ____35____is growing fast, and last year the bank gained 36,000 new business accounts. 正确答案为橙色字体 21. A. producer B. supplier #f76809>C. provider D. giver 22. A achieve B. reach #ff6600>C meet D. assist 23. A. system B. web C. grid #ff6600>D. network 24. A. taken B. brought #ff6600>C. carried D. put #0000ff>25. A. aid #ff6600>B. support #0000ff>C. guidance D. backing 26. #ff6600>A. objective B. purpose C. direction D. scheme 27. #ff6600>A do B. run C. make D. have 28. A copes B. arranges C. handles #ff6600>D. deals 29. A vacancy B. departure #f76809>C. absence D. retirement 30. #f76809>A access B. entrance C. approach D. opening 31. A. demands #ee6911>B. applications C. proposals D. orders 32. A power B. strength #f76809>C. force D. pressure 33. A take over #f76809>B. go through C. set down D. put up 34. #f76809>A. innovations B. adaptations C. revisions D. modernization 35. A. source #f76809>B. base C. centre D. foundation

网友提问： Most customer service provision is carried out by personal account managers based in local branches, together with _____ staff at company headquarters. 1. aid 2. support 3. guidance 4. backing 为什么用support，不用backing？两者有什么区别么？ 解答： 这里不能选择backing。back有支持的意思，但是backing表支持时却是名词（support or help, especially with money。查了朗文词典和剑桥词典，backing做形容词时只在朗文词典里有一种解释：backing singers 意思应该是背景

歌手或者是伴唱歌手。所以给出的空里不能选backing.support staff可以说是一种固定的用法，意思是支持人员，或者是后勤人员、运维人员，填入这个句子的空格处正好合适。这是《金融时报》词典的解释：Employees whose work is helping a company or organization to operate, for example technical or administrative workers 橙色标注的几个空将做重点解答 21、争议的焦点可能在B和C之间，supplier 还是provider。supplier更侧重于提供某种产品（朗文：a company or person that provides a particular product）provider强调提供某种服务（朗文：a company or person that provides a service）联系这个空后面的banking serving，这里应该选择provider。 23、network 相互关系（配合）的系统 branch network 由分支机构构成的网络。这个词很好理解，看一遍就会了。如果是第一次选，没准会选中system 28、cope with后接事 deal with可接人和事 handle是及物动词，后面直接接人和事，相当于deal with 31、loan application 贷款申请 apply for loan 固定用法 33、go through 仔细的查看，后面正好和customer service review搭配。driving force和customer base属于固定用法 相关推荐：>剑桥BEC中级第三辑真题阅读精讲汇总 >剑桥商务英语中级第二辑阅读真题汇总 >剑桥商务英语中级第四辑真题阅读精讲汇总 >2011年BEC考试中级听力预测试题汇总 >2011年剑桥商务英语BEC纸笔考试时间 >2011年上半年剑桥商务英语报名截止时间 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