

2022 年 4 月高等教育自学考试福建省统一命题考试

商务英语沟通

(课程代码 05002)

注意事项:

1. 应考者必须按试题顺序在答题卡(纸)指定位置上作答,答在试卷上无效。
2. 涂写部分、画图部分必须使用 2B 铅笔,书写部分必须使用黑色字迹签字笔。

一、Answering the Questions (本大题共 8 小题,每小题 10 分,共 80 分)

1. What's important when managing job stress?
2. What's important when developing new products?
3. What's important when planning training program for employees?
4. What's important when deciding base salary?
5. What's important when dealing with customer complaints?
6. What's important when preparing for a business trip?
7. What's important when dressing for a job interview?
8. What's important when chairing a meeting?

二、Writings(本大题共 2 小题,每小题 10 分,共 20 分)

9. You are the training manager of a company which has won a large export order. You have been asked to organize a foreign language training program for some of your staff.

Write a memo to:

- * explain why the courses are necessary;
- * specify who should attend the courses;
- * announce when the courses will start.

Write 40 - 60 words on your Answer Sheet.

10. You are the Head of Sales department for an international car manufacturer. You have to make an urgent trip tomorrow to Paris and stay there for 2 days.

Write an email to your secretary, Mary:

- * telling her why and where you are going to;
- * asking her to book flight tickets and accommodation;
- * telling her what work you would like her to do in your absence.

Write 60 - 80 words on your Answer Sheet.