

1 Communication

Part I Listening comprehension



Section A

- ➔ In this section, you will hear two news reports. At the end of each news report, you will hear two or three questions. Both the news report and the questions will be spoken only once. After you hear a question, you must choose the best answer from the four choices marked A, B, C, and D.

Questions 1 and 2 are based on the news report you have just heard.

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| 1. A. At a drugstore. | B. In a food market. |
| C. On a roadside. | D. In a residential area. |
| 2. A. Stay in their houses. | B. Evacuate from the area. |
| C. Wait for the firefighters. | D. Help the firefighters. |

Questions 3 to 5 are based on the news report you have just heard.

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| 3. A. Women. | B. Adults. |
| C. Elder people. | D. Children and youths. |
| 4. A. To regulate online communication platforms. | |
| B. To fine online communication platforms. | |
| C. To train online communication platforms. | |
| D. To block access to non-compliant online content services. | |
| 5. A. Fine the users. | B. Disconnect the users' access. |
| C. Report to the police. | D. Forbid the users forever. |

Section B

- ➔ In this section, you will hear a long conversation. At the end of the conversation, you will hear four questions. Both the conversation and the questions will be spoken only once. After you hear a question, you must choose the best answer from the four choices marked A, B, C, and D.

Questions 6 to 9 are based on the conversation you have just heard.

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| 6. A. The swimming pool. | B. The cinema. |
| C. The museum. | D. The art gallery. |
| 7. A. They had dinner. | B. They watched movies. |
| C. They took pictures. | D. They went hiking. |
| 8. A. To go swimming. | B. To take photos. |
| C. To go to the zoo. | D. To make a date. |
| 9. A. Sue and Dan. | B. Kathy's itinerary. |
| C. Tourism. | D. Sudan. |

Section C

- ➔ In this section, you will hear two passages. At the end of each passage, you will hear three or four questions. Both the passage and the questions will be spoken only once. After you hear a question, you must choose the best answer from the four choices marked A, B, C, and D.

Questions 10 to 12 are based on the passage you have just heard.

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| 10. A. Vocal. | B. Written. |
| C. Visual. | D. Auditory. |
| 11. A. Mistakes and misunderstandings. | |
| B. Quarrels and frustration. | |
| C. Misunderstandings and frustration. | |
| D. Frustration and disappointment. | |
| 12. A. To be a good listener. | B. To be friendly. |
| C. To be a good speaker. | D. To be smart. |

Questions 13 to 16 are based on the passage you have just heard.

13. A. Easy. B. Difficult.
 C. Interesting. D. Boring.
14. A. Busy. B. Happy.
 C. Nervous. D. Excited.
15. A. Being unhappy.
 B. Being stressed.
 C. Being open to new ideas.
 D. Being reluctant to accept new ideas.
16. A. They are confused. B. They are satisfactory.
 C. They are pleasant. D. They are nervous.

Part II Vocabulary focus

 **Task 1** Match the words or the expression on the left with their meanings on the right.

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| <p>1. clarify</p> <p>2. unravel</p> <p>3. incredible</p> <p>4. fruitful</p> <p>5. corporate</p> <p>6. misconstrue</p> <p>7. interaction</p> <p>8. wrong</p> <p>9. ambiguity</p> <p>10. jump to conclusions</p> | <p>A. to misunderstand sth. that sb. has said or done</p> <p>B. to treat or judge sb. unfairly</p> <p>C. to understand or explain sth. that is mysterious or complicated</p> <p>D. the activity of talking to other people, working together with them, etc.</p> <p>E. producing good results</p> <p>F. to decide sth. is true without knowing all the facts, especially when you are wrong</p> <p>G. the state of being unclear, confusing, or not certain, or things that produce this effect</p> <p>H. to make sth. clearer or easier to understand</p> <p>I. belonging to or relating to a corporation</p> <p>J. extremely good, large, or great</p> |
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➔ **Task 2** Complete the sentences with the words or the expression from Task 1. Change the form if necessary.

1. The law ought to be tightened to avoid any _____.
2. _____ culture is the values and beliefs a company develops over time.
3. The discovery will help scientists _____ the mystery of the Ice Age.
4. Johnson complained that his statements were _____.
5. Could you maybe _____ what the difference is?
6. Today's meeting proved more _____ than last week's.
7. But they warned against _____ until more is known.
8. Playing games and singing songs provide the opportunity for classroom _____.
9. Both sides felt that they had been _____ and would not stop quarreling.
10. I hope you'll take the challenge and find _____ joy in the process.

Part III Reading comprehension

Section A

➔ In this section, there is a passage with ten blanks. You are required to select one word for each blank from a list of choices given in a word bank following the passage. Read the passage carefully before making your choices. You may not use any of the words in the bank more than once.

Effective communication is when you are being understood and you are able to get your _____ 1 _____ across to anyone you communicate with. Moreover, your sufficient understanding of another person's message also denotes good communication _____ 2 _____.

Good and healthy communication per se is a two-way process. One person talks, the other one _____ 3 _____, and vice versa. If you are doing the talking all by yourself, that does not make you a(n) _____ 4 _____ communicator. You may even turn out to be a conversation "monopolizer".

Your communication skills are essential in _____ 5 _____ interpersonal skills. Facing and talking with _____ 6 _____ people, giving your opinions about any

_____ 7 _____ brought to the table, and initiating conversations are just a few examples of how effective communication may be _____ 8 _____. In developing people skills, building your communication ability is one of the _____ 9 _____ steps you should consider. Start with your speaking skills and then level them up to more complicated aspects such as resolving conflicts, negotiating, and persuading.

Encourage yourself to express your ideas verbally and don't _____ 10 _____ to speak up in a group conversation or even just with a partner. This is a good start in developing your communication skills. Once you are heard, you will find out what people think about you, how they respond to your views, and how well you are able to carry on with the conversation.

A. enhancing	B. wait	C. fundamental
D. different	E. content	F. talent
G. hesitate	H. message	I. rapid
J. demonstrated	K. ability	L. effective
M. text	N. topic	O. listens

Section B

- ➔ In this section, you are going to read a passage with seven statements attached to it. Each statement contains information given in one of the paragraphs. Identify the paragraph from which the information is derived. You may choose a paragraph more than once. Each paragraph is marked with a letter.

How to be a good communicator

- A. Communication is an art but also a person's indispensable ability. Communication is the core process by which people get information and work better under its guidance. Good communication means not only arranging ideas in order but it is also expressing them properly so that others can understand them.
- B. Most of us have situations where we find it difficult to communicate with people. Improving communication techniques and being able to talk to people comfortably are extremely important. The following are some tips on how to be a good communicator.

Use open-ended questions

- C. For a conversation to flow well, it's important to ask open-ended questions. Such questions enable a person to think and talk as the answer is open and indefinite. Open questions usually begin with words like "how", "what" and "why". For example, "What do you usually do in your spare time?"
- D. This really gets the conversation flowing. Try to avoid asking closed questions that can be answered with just "yes" or "no". Closed questions tend to kill the conversation.

Listen actively

- E. People speak about 100–175 words per minute, but they can listen intelligently at up to 300 words per minute. Since only a part of your mind is paying attention, it is easy to go into mind drift—thinking about other things while listening to someone. The cure for this is active listening, which involves listening with a purpose. This may help you to gain information, obtain directions, understand others, solve problems, share interests, find out others' feelings, show support, etc. It is also important to give feedback to show that you have understood what others have said. Do this by summarizing and repeating what you have heard.

Create a cocoon

- F. If you are finding it particularly difficult to concentrate on what others are saying, try to imagine a cocoon around you and the person you are listening to. Imagine that the cocoon is blocking out all outside distractions, so you can really focus on what others are saying. Try repeating their words in your mind as they say them—this will reinforce their message and help you control mind drift.

Engage with others

- G. When someone is trying to get your attention or engage you in a conversation, don't turn your back on them, or answer over your shoulder. Instead, turn and face them, and engage with them. When you are talking to people, observe your body language and your tone of voice. Remember to use gestures, look people in the eye, and smile when you talk unless you are complaining about something.

Stop making assumptions

- H. Don't assume you know others' thoughts and feelings. This normally occurs when the facts aren't present to support your belief, so always check with others what they mean when they say something.

Avoid offensive language

1. If you need to talk to someone about a sensitive topic, avoid using sentences like "You should know me better.", "Why are you trying to upset me?", "You never understand me." and "I thought we were going to enjoy ourselves." Such language is offensive and often causes hostility and conflict.

- _____ 1. Try repeating the speakers' words in your mind as they say them.
- _____ 2. Avoid using complaining sentences which may cause conflict.
- _____ 3. Try not to ask closed questions.
- _____ 4. Improving your communication techniques is very important.
- _____ 5. Don't assume other persons' thoughts.
- _____ 6. Giving feedback shows that you have understood what the speakers have said.
- _____ 7. You should have eye contact with the person you are talking to.

Section C

- ➔ The passage is followed by some questions. For each of them, you must choose the best answer from the four choices marked A, B, C, and D.

Many people believe that growth only depends on themselves. In fact, growth requires us to communicate with others.

When I was little, I always had a lot of questions. I often squatted at the door and looked up at the sky, thinking hard. But, after all, I was young, and my understanding of all kinds of things was like the clear sky, except for a few clouds occurring occasionally. So I ran to ask my parents what I wanted to know.

Through communication with my parents, I gained knowledge, understood the world better and gradually grew up.

After entering primary school, I came into contact with many fellow students who were full of enthusiasm for learning and curious about the wonderful world just like me. Whenever teachers asked questions, these students always raised their hands enthusiastically and actively answered the questions. Their answers were always correct. But I often made mistakes. In order to surpass them, whenever I couldn't answer a question after thinking hard, I would discuss it with them. They were always willing to help me solve problems and eliminate my confusion.

In the course of communication with my classmates, I got my problems solved and we grew up together.

However, my parents and classmates are now often unable to help me solve the problems in my study. Maybe my teachers could help. But because of my personality, I never ask them questions. Therefore, my grades in several subjects have dropped recently.

I hope that I can be brave enough to ask questions and communicate with the teachers to solve my problems in learning.

Luckily, I find that communication with books can help me grow up. Whenever I open a book, I am communicating with knowledge, and I seem to swim in its ocean. Whenever I find the answer to a question in a book, I feel excited, as if a drowning man found an island in the sea. Communicating with books always makes me understand more mysteries and gives me a lot of pleasant feelings.

Through my communication with books, I understand the secrets of the world.

I also often communicate with nature. Nature is always so beautiful. Everything about it makes me meditate. When I look at a tree, a blade of grass or an insect, I think about how they came about, why they exist and how they live. Every thought is a dialog with nature.

1. When I was little, who did I often communicate with?
 - A. My friends.
 - B. Myself.
 - C. My parents.
 - D. My teachers.
2. When I was in primary school, who helped me to solve problems?
 - A. My fellow students.
 - B. Myself.
 - C. My parents.
 - D. My teachers.
3. Why did my academic performance in some subjects fall behind?
 - A. Because I didn't want to study.
 - B. Because my parents didn't help me.
 - C. Because my classmates didn't help me.
 - D. Because I never asked my teachers questions.

Part V Writing

➔ Help Zhang Wen to design a business card according to the following information.

姓名：张文

职位：商务助理

公司名称：阳光服饰有限责任公司

公司地址：中国广东省 XX 市开发路 35 号

联系电话：187596245xx

传真号码：0086-0752-846248xx

邮箱地址：zhangwen@xxmail.com



Part VI Translation

Section A

Translate the following sentences into English.

1. 只有在飞机落地之后你才能解开安全带。

2. 直到写完了文章，他才意识到他没有吃晚饭。

3. 我从来没看过这么好的电影。

4. 员工们刚到公司就收到要加薪的通知。

5. 他几乎没有意识到肢体语言在人际沟通中的重要作用。

Section B

Translate the following passage into Chinese with the help of a dictionary when necessary.

In China, as in many other countries, gifts are usually given to show respect, gratitude, friendship, love or hospitality. It is a common courtesy across the world. The etiquette of gift-giving in China may be a little different from Western countries. For Chinese people, courtesy demands reciprocity, which means people who are well-mannered to others will receive kindness and favors. If they receive a gift, invitation or hospitality treatment from someone, they will offer it back to the one when it is suitable. This is called "lishangwanglai" in Chinese. Customary reciprocity is also considered a traditional way to build and maintain friendships. For birthdays, weddings or parties, giving suitable gifts in China is the same as in any other country. It does not matter whether your gift is expensive or not. It is better to give something that the recipient likes or appreciates.

FLTRP