**管理英语3形考第一次作业参考资料**

**一、选择填空，从每题选项中选出一个能填入空白处的最佳选项（每题10分）。**

题目**1**

— I wish you success in your career.

—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

选择一项：

A. Go ahead.

B. It doesn't matter.

C. The same to you.

题目**2**

—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

—We have three major divisions: Operations, Sales and Marketing, Finance and Administration.

选择一项：

A. How many departments do we have?

B. Which division are you in?

C. Which department shows the best?

题目**3**

— Who should be responsible for the accident?

— The boss, not the workers. They just carried out the order\_\_\_\_\_\_\_.

选择一项：

A. as are told

B. as told

C. as they told

题目**4**

The key\_\_\_\_\_\_\_\_\_ successful implementation is clearly communicating the strategy to the whole company.

选择一项：

A. to

B. in

C. of

Leave the reference books behind, \_\_\_\_\_\_\_\_\_\_ you won't be able to think independently.

选择一项：

A. or

B. and

C. so

题目**6**

**二、阅读理解**

**阅读下面的文章，根据文章内容判断文章后的句子是正确（T）还是错误（F）。（每题10分）**

**Managing Oneself**

　　We live in an age full of opportunities: If you are smart enough, and have got ambition and keep pushing forward, you can rise to the top of your chosen profession, no matter where you started out.

　　But with opportunity comes responsibility. Companies today aren't managing their employees' careers. Professional workers must be their own chief executive officers (CEO). It's up to you to strive for your place, to keep yourself engaged and productive during a working life that may last around 50 years. To do those things well, you'll need to have a deep understanding of yourself — not only what your strengths and weaknesses are, but also how you learn, how you work with others, what your values are, and where you can make the greatest contribution, because only when you operate from strength can you achieve true excellence.

　　History's great achievers — Napoléon, da Vinci, and Mozart — have always managed themselves. But they are so unusual both in their talents and in their accomplishments as to be considered rare exceptions. Now, most of us, even those of us with modest talents, will have to learn to manage ourselves. We will have to learn to develop ourselves. We will have to place ourselves where we can make the greatest contribution. And we will have to stay mentally alert and engaged during a 50-year working life, which means knowing how and when to change the work we do.

操作提示：句子正确选择下拉选项框为“T”；句子错误选择下拉选项框为“F”。

1. Companies today are responsible for employee's career. 回答2. It is the CEO who decides your place. 回答

3. You need to understand your company well so that you can do things well. 回答

4. Understanding yourself means knowing well about your strengths, weaknesses, your values, how you learn, how you do with others and so on. 回答

5. Ordinary people cannot manage themselves well. 回答

**管理英语3形考第二次作业参考资料**

**一、选择填空，从每题选项中选出一个能填入空白处的最佳选项（每题10分）。**

题目**1**

— Sorry, I made a mistake again.

—\_\_\_\_\_\_\_\_\_ Practise more and you’ll succeed.

选择一项：

A. Never mind.

B. Certainly not.

C. Don't mention it.

题目**2**

—How did you find your visit to Qingdao, Joanna?

—\_\_\_\_\_\_\_\_\_\_\_\_\_

选择一项：

A. Oh, wonderful indeed.

B. I went there alone.

C. A guide showed me the way.

题目**3**

If you need further information, please \_\_\_\_\_\_\_ our office.

选择一项：

A. constant

B. construct

C. contact

题目**4**

The light is too \_\_\_\_\_\_\_ for me to read. I can not stand any more.

选择一项：

A. dim

B. ripe

C. soup

题目**5**

It's \_\_\_\_\_\_\_\_\_\_\_ to point to or talk about strangers in public.

选择一项：

A. not polite

B. polite

C. good

题目**6**

**二、阅读理解**

**阅读下面的文章，根据文章内容，完成相应的选择题。（每题10分）**

**Human Resources Management**

　　Human Resources Management (HRM) is the process of managing people and their relationships in an organization. These two processes are important in the success and growth of a business.

　　In managing people, staffing is the most important component of HRM. It needs to make guidelines and procedures for hiring and placement. Staffing also involves the management of employees on matters like monitoring of holidays, absences, health and safety, disciplinary action, and dismissal.

　　Another important element of HRM in managing people is keeping the employees in the company. The training of employees to enable them to improve their career development is very important. Good HRM policies ensure that there are clear regulations which show the pay levels for the different positions in an organization. It is important for the staff to know the career path, pay, training and other opportunities that are available to them. Performance management is another important component of HRM. The reason for this is that many employers use it to evaluate career improvement and to determine pay increases.

　　The secondary role of HRM is the management of the relationships among people in an organization. This includes staff within departments as well as across the whole organization. The relationship between staff and management is an important factor in the success of an organization. It decides how fast an organization will realize their goals.

　　The focus of HRM is the people within an organization. Regular planning, monitoring and evaluation are important for the success of HRM. Successful management ensures that all employees know their role, career development and also feel part of an organization.

操作提示：通过题干后的下拉框选择题目的正确答案。

1. \_\_\_\_\_\_\_\_\_\_\_\_is / are important in the success of a business. 回答

A. Teamwork spirit and high salary

　B. The process of managing people and their relationships

　C. Talents and their goals

2. The most important component of HRM is\_\_\_\_\_\_\_\_\_\_\_\_. 回答

　A. staffing

　B. planning

　C. monitoring

3. According to the passage, it is important for the employees to know the career path, pay, training and other opportunities through\_\_\_\_\_\_\_\_\_\_\_\_. 回答

　A. notices

　B. policies

　C. advertisements

4. We can use\_\_\_\_\_\_\_\_\_\_\_\_ to evaluate career improvement and to determine pay increases. 回答

A. staffing

　B. HRM policies

　C. performance management

5. \_\_\_\_\_\_\_\_\_\_\_\_ is NOT mentioned in the text about the success of HRM. 回答

A. Regular planning and monitoring

　B. Evaluation

　C. Training

**管理英语3形考第三次作业参考资料**

**一、选择填空，从每题选项中选出一个能填入空白处的最佳选项（每题10分）。**

题目**1**

正

— In what form will you take the investment?

— \_\_\_\_\_\_\_\_\_\_\_\_

选择一项：

A. Yes, we will.

B. We'll contribute a site and the required premises.

C. We'll give investment.

题目**2**

— Is it possible for you to expand business there?

— \_\_\_\_\_\_\_\_\_\_\_\_\_

选择一项：

A. I like it.

B. I'd love to.

C. Yes, I think so.

题目**3**

A budget is an estimation of the \_\_\_\_\_\_\_ and \_\_\_\_\_\_\_ over a specified future period of time.

选择一项：

A. cost; expense

B. revenue; expenses

C. revenue; interest

题目**4**

The manager urged his staff not to \_\_\_\_\_\_\_\_\_\_the splendid opportunity.

选择一项：

A. slide

B. miss

C. escape

题目**5**

John as well as Mike \_\_\_\_\_\_\_\_\_\_ just been back from an important meeting.

选择一项：

A. have

B. has

C. had

题目**6**

**二、完型填空（每空10分）。**

操作提示：通过题目中的下拉选项框选择恰当的词语补全填空。

　　Many people who work in London prefer to live outside it, and to go to their offices, factories or schools every day by train or by bus, even though this means they have to get up earlier in the morning and 回答

 home later in the evening.

　　One benefit of living outside London is that houses are cheaper. Even a small flat in London 回答

 a garden costs quite a lot to rent. With the same money, one can get a little house in the 回答

 with a garden of his own.

　　Then, in the country one can be free 回答

 the noise and hurry of the town. Although one has to get up earlier and spend more time in trains or bused, one can sleep better at night, and, during weekends and on summer evenings, one can enjoy the fresh clean air of the country. If one likes gardening, one can spend one's spare time digging, planting, watering and doing a lot of other jobs which are needed in the garden. Then, when the flowers and vegetables come up, one has the reward of a person who has shared the secrets of 回答

**管理英语3形考第四次作业参考资料**

**一、选择填空，从每题选项中选出一个能填入空白处的最佳选项（每题10分）。**

题目**1**

— It's getting dark. I'm afraid I must be off now.

— OK. \_\_\_\_\_\_\_\_\_

选择一项：

A. Take it easy.

B. Go slowly.

C. See you.

题目**2**

— How did you miss your train?

—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

选择一项：

A. Well, I was caught in the traffic jam.

B. What's your proposal?

C. Never mind.

题目**3**

I didn't finish my homework. Neither \_\_\_\_\_\_.

选择一项：

A. did he

B. didn't he

C. he did

题目**4**

I bought a new car last month, but I \_\_\_\_\_\_ my old car yet.

选择一项：

A. did not sell

B. have not sold

C. had not sold

题目**5**

I \_\_\_\_\_\_ to know how often the bus runs during rush hour.

选择一项：

A. occur

B. happen

C. take place

题目**6**

**二、翻译**

**为下面的句子选择正确的翻译（每题10分）。**

操作提示：通过题干后的下拉框选择题目的正确答案。

1．We should discourage people from using their cars in the city centers. 回答

　A. 我们应该鼓励人们在市中心开车。

　B. 我们应该鼓励人们不要在市中心开车。

　C. 我们应该劝阻人们不要在市中心开车。

2．Car owners may probably be against it at first, but people who use public transportation will be in favor of it. 回答

　A. 车主一开始可能会支持，但使用公共交通工具的人会反对的。

　B. 车主一开始可能会反对，但使用公共交通工具的人会支持的。

　C. 车主和使用公共交通工具的人都会支持的。

3．You must apply for approval to do roadwork and other road-related activities. 回答

　A. 只要提出申请，就能进行道路施工及与道路有关的活动。

　B. 必须在申请获批后，才能进行道路施工及与道路有关的活动。

　C. 必须就道路施工及与道路有关的活动提出申请。

4．The first underground floor is set aside mainly for pedestrians and commercial facilities, while the second underground floor is planned for parking. 回答

　A. 地下一层主要用于人行通道和商业设施，而地下二层计划用作停车场。

　B. 地下一层仅用于人行通道和商业设施，而地下二层计划用作停车场。

　C. 地下一层主要用作停车场，而地下二层用作行人通行和商业设施。

5. The area of grass should be kept short to deny pests a place to live. 回答

　A. 长草的区域应该小一些，不给害虫生存的空间。

　B. 草地的面积小一些，就不会给害虫生存的地方。

　C. 害虫总是找到生存的空间，所以草的区域应尽可能小。

**管理英语3形考第五次作业参考资料**

**一、选择填空，从每题选项中选出一个能填入空白处的最佳选项（每题10分）。**

题目**1**

—What do you think about Japanese food?

—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

选择一项：

A. Overall, the diet there is a healthy one-- low fat.

B. Public environment has been greatly improved.

C. I didn't have much time to prepare food, so I ate out a lot.

题目**2**

— What vegetables are in season now?

— Radish and carrot，\_\_\_\_\_.

选择一项：

A. I know

B. I see

C. I think

题目**3**

\_\_\_\_\_ is known to all, too much fat causes heart problems.

选择一项：

A. It

B. As

C. Just as

题目**4**

I don't think anyone can accuse him \_\_\_\_\_\_\_\_\_\_\_\_ not being honest.

选择一项：

A. of

B. with

C. about

题目**5**

**二、听力理解**

**听对话录音，根据对话内容完成下方题目（每题10分）。**

播放

静音

加载完毕: 0%

进度: 0%

剩余时间-1:26

**00:00/**01:26

操作提示：通过题干后的下拉框选择题目的正确答案。

1. The problem with Koukou Old Yogurt is that it contains \_\_\_\_\_\_\_\_\_\_. 回答

　A. processed food

　B. leather products

　C. industrial gelatin

2. We can infer from the dialog that lead is \_\_\_\_\_\_\_\_\_\_. 回答

　A. a heavy metal

　B. processed food

　C. a company manager

3. According to Michael, food safety problems can't be prevented because \_\_\_\_\_\_\_\_\_\_. 回答

　A. there aren't any industrial standards

　B. the industrial standards are too high

　C. the industrial standards are too low

4. Melinda's solution to the food safety problem is \_\_\_\_\_\_\_\_\_\_. 回答

　A. punishing the companies concerned severely

　B. sending a text message to the companies concerned

　C. sending a text message to all the other companies

5. In the dialog, *send a clear message* to means to \_\_\_\_\_\_\_\_\_\_. 回答

　A. publish

　B. warn

　C. inform

**管理英语3形考第六次作业参考资料**

**一、选择填空，从每题选项中选出一个能填入空白处的最佳选项（每题10分）。**

题目**1**

— \_\_\_\_\_\_\_\_\_\_\_

— To sum up, it is a continual process, from a new-born baby to the end of one's life.

选择一项：

A. How do you feel about Community Health Service?

B. What does Community Health Service mean exactly?

C. What do you think of Community Health Service?

题目**2**

—Anything else?

—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

选择一项：

A. We provide education relating to depression and anxiety.

B. First, we provide education relating to depression and anxiety.

C. Moreover, we provide education relating to depression and anxiety.

题目**3**

The online What's on for Women provides information \_\_\_\_\_\_ upcoming and ongoing events.

选择一项：

A. about

B. for

C. with

题目**4**

Community Services Program aims for all members of the community to \_\_\_\_\_\_ to basic financial and material resources, information, advice and referral.

选择一项：

A. have a chance

B. have an opportunity

C. have access

题目**5**

Involvement in community activities \_\_\_\_\_\_ an integral and inescapable part of senior managers' jobs.

选择一项：

A. are seen as

B. has been seen as

C. has seen as

题目**6**

**二、阅读理解**

**阅读下面的文章，根据文章内容，完成相应的选择题。（每题10分）**

**Door-Knocking**

　　Door-knocking is the most effective way of making face-to-face community contact, but it has become a lost art. With the recent focus on customer privacy, door-knocking seems like an intrusion into other people's lives. But those who try it for the first time are usually surprised by the pleasant reception they receive. Here are some suggestions that will help you promote your services face-toface.

　　**BEFORE YOU GO OUT**

　　**◆ Begin with a door hanger**

　　Try leaving a door hanger two days before you go door-knocking. It should briefly describe the project and say that someone will be around in person.

　　**◆ Wear an official name tag**

　　Door-knockers should wear name tags with the logo of their organization. The best name tags will also include a color photo and the name of the caller.

　　**◆ Have people knock their own blocks**

　　The easiest way to do door-knocking is to try your local area first. Being a neighbor creates an immediate connection with the person answering the door; after that, everything else is easy.

　　**◆ Find a good excuse to door-knock**

　　A short survey about local concerns or a current project is a good excuse. Figure out responses for various situations. What if the person who answers the door cannot speak English? What if a child answers the door?

　　**WHEN YOU GO OUT**

　　**◆ When to go and what to do first**

　　The best times to knock are usually Saturdays. On other days, after dinner is ideal. When someone answers the door, smile and introduce yourself; say you are a volunteer and, if it helps, state where you live. Give the name of your organization and, briefly, the reason for the visit.

　　**◆ State what action the other person should take and the benefits**

　　Tell the person what they need to do and how their actions will benefit themselves and others. If a person hesitates, emphasize benefits you've already mentioned and then, if necessary, add further benefits. If a person agrees, follow up immediately. If possible, get a donation, a signature, or a promise.

　　**◆ Record contact information on the spot**

　　Record names, addresses, e-mail addresses, phone numbers, and responses to questions on the spot. You won't remember them later!

操作提示：通过题干后的下拉框选择题目的正确答案。

1. Why does the author say that door-knocking has become a lost art? 回答

　A. It is not effective, no one will take this method any more.

　B. People focus on privacy increasingly, so door-knocking seems like an intrusion into other people's lives

　C. It is very difficult to do door-knocking，no one knows how to do it now.

2. Which step should be firstly taken when you try door-knocking? 回答

A. Find a good excuse to door-knock

　B. Wear an official name tag

　C. Leave a door hanger

3. What does the underlined phrase “on the spot” mean? 回答A. without delay

　B. at some place

　C. in a difficult situation

4. Which time is not appropriate for door knocking? 回答

　A. Saturday afternoon.

　B. Monday morning.

　C. Thursday evening.

5. Who will receive pleasant reception when they try door-knocking? 回答

　A. A stranger who is not living in this community and gives no notice for his/her visit.

　B. An offensive acquaintance who comes at any time.

　C. A neighbor who does good preparation and has significant project to introduce.

**管理英语3形考第七次作业参考资料**

**一、选择填空，从每题选项中选出一个能填入空白处的最佳选项（每题10分）。**

题目**1**

—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ about it now?

—Every time a customer has complained we've followed our store policy and offered them an exchange or a full refund.

选择一项：

A. What's the plan

B. What's be doing

C. What's being done

题目**2**

— I'd like to take a look first at those structural support beams that were going to be put in place on the second floor.

—\_\_\_\_\_\_\_\_\_\_\_\_, here's your jacket and helmet, and you'd better put on these boots as well – it's our site policy.

选择一项：

A. Good

B. You're welcome

C. Certainly

题目**3**

I'm going to have a \_\_\_\_\_\_\_\_ with Mark about this issue tomorrow.

选择一项：

A. speech

B. sentence

C. word

题目**4**

Unluckily, some Quality Management System failures \_\_\_\_\_\_\_\_\_\_\_\_\_ headlines.

选择一项：

A. do make

B. does make

C. do not make

题目**5**

Not only \_\_\_\_\_\_\_\_ many cars built in the 1970s ugly and poorly designed, they also became very unreliable after 40-50 thousand miles.

选择一项：

A. was

B. are

C. were

题目**6**

**二、阅读理解**

**阅读下面的文章，根据文章内容选择题目答案。（每题10分）**

**The History of Quality Control**

　　Quality control is a series of activities that ensure and improve the quality of products and service.

　　The term 'quality control' came into common use in the 1950s because of W. Edward Deming. His 'Fourteen Points' have become the bible for quality control specialists. When the post-war world returned to regular manufacturing, Deming said that inspecting product quality after they were made was unacceptable. Instead, he proposed a process known as 'statistical quality control'. It would use closely monitored performance measures to control quality while a product was being made. The goal of statistical quality control was to gather data that would allow for the constant improvement of manufacturing processes. This would in turn improve quality control.

　　Another important principle of Deming's beliefs was that upper management should be responsible for quality failures. He strongly believed that it was possible for the workers to work hard to produce the highest quality products if they were given the right tools and working environment. In Deming's own words, 'the basic cause of sickness in American industry and the resulting unemployment is a failure of top management to manage.' He believed that strong leadership led to a motivated work force.

　　If strong leadership is the term for managers in a quality environment, then empowerment is the key concept for workers in Deming's system. Improved education and training are key factors in reaching employees and making them believe that their increased participation in the work process is an essential part of improving quality. Involvement, participation, and teamwork are seen as absolute 'must haves' if a quality workplace is to be created.

　　The Japanese were the first to use Deming's Fourteen Points, and made great success. As an example, one Japanese factory doubled production in just one year and was expecting to gain an additional 25 percent improvement the following year, with no increase in the amount of working hours. All this happened as a result of simply improving quality. It was in the late 1970s that American manufacturing factories realized that quality control was a significant issue. By that time, Japanese firms such as Honda and Sony were taking over large portions of the American consumer market while it took most American firms until the 1990s to put quality control practices in place.

操作提示：通过题干后的下拉框选择题目的正确答案。

1. According to W. Edward Deming, what is the best time to control product quality?

　A. Before a product is made. 回答

　B. After a product is made.

　C. During the production process.

2. When there are quality failures, where does W. Edward Deming think the blame lies? 回答

　A. In the workforce.

　B. In the upper management.

　C. In the tools.

3. Which of the following will not help to create a quality workplace? 回答

A. Working alone.

　B. Group participation.

　C. Training programs.

4. During which period were some Japanese firms winning American consumer markets over American firms? 回答

A. 1990s.

　B. 2000s.

　C. 1970s.

5. According to the passage, which of the following statements about quality control is NOT correct? 回答

A. Quality control can lead to great success for a company.

　B. Quality control can be done within one department.

　C. Quality control requires constant improvement.

**管理英语3形考第八次作业参考资料**

**一、选择填空，从每题选项中选出一个能填入空白处的最佳选项（每题10分）。**

题目**1**

—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

— With pleasure. Emergency planning covers several different aspects.

选择一项：

A. Could you explain when your work on emergency planning began?

B. Could you explain why your work on emergency planning is still on?

C. Could you explain how your work on emergency planning is going on?

题目**2**

—\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

—We have sent out leaflets to all residents, explaining what to do in an emergency.

选择一项：

A. How do you deal with emergency？

B. What have you talked to the public？

C. What do you want the residents do？

题目**3**

Some of the risks may be relevant to your community. Find out which ones by \_\_\_\_\_\_ www.GetPrepared.uk.

选择一项：

A. visiting

B. visit

C. visited

题目**4**

These preparedness frameworks either exist in various stages of development \_\_\_\_\_\_ have been implemented.

选择一项：

A. nor

B. and

C. or

题目**5**

When you complete Part 1, you will be able to learn \_\_\_\_\_\_\_\_\_\_.

选择一项：

A. to what do for specific hazards

B. what to do for specific hazards

C. what do for specific hazards

题目**6**

**二、阅读理解**

**阅读下面的文章，根据文章内容，完成相应的选择题。（每题10分）**

**Ebola Surge — 2014**

　　The 2014 Ebola outbreak is the largest in history and the first Ebola outbreak in West Africa. Although the current epidemic does not cause a significant risk to other nations, many countries, including China and the United States of America, have actually been working closely with the Ebola hit states. For example, the US Centers for Disease Control and Prevention (CDC) is taking precautions at home besides its activities abroad.

　　CDC's team of “virus hunters” is supported by specialized public health teams both in West Africa and at the CDC Atlanta headquarters. Together, they offer continuous support to save lives and protect people. CDC works closely with a number of US government agencies, national and international partners. CDC's experience of working with Ebola is important to the World Health Organization's growing West Africa Ebola response.

　　On Sept. 2, 2014, CDC Director, Tom Frieden called for more international partners to join this effort. “The sooner the world comes together to help West Africa, the safer we all will be. We know how to stop this outbreak. There is a window of opportunity to do so — the challenge is to scale up the massive response needed to stop this outbreak.”

　　CDC's response to Ebola is the largest international outbreak response in CDC's history with over 100 disease specialists on the ground in West Africa, supported by hundreds of public health emergency response experts stateside, activated at Level 1, its highest level, because of the significance of this outbreak.

　　The CDC supports affected countries to establish Emergency Operations Centers at national and local levels and helps countries track the epidemic including using real-time data to improve realtime response.

　　Efforts in West Africa to identify those infected and track people who have come into contact with them are improving. The CDC is operating and supporting labs in the region to improve diagnosis and testing samples from people with suspected Ebola from around the world.

　　Local health care systems are strengthened through communication, coordination with partners and training on infection control for health care workers and safe patient treatment.

　操作提示：通过题干后的下拉框选择题目的正确答案。

1. How could we describe the 2014 Ebola outbreak? 回答

A. The first one in western countries.

　B. It did not ever threaten West Africa.

　C. Not the first but the largest one.

2. The 2014 Ebola outbreak response was. 回答

A. an American stateside activity

　B. an international activity

　C. a regional activity

3. What does the word “massive” mean in Para. 3? 回答

A. Huge.

　B. Quick.

　C. Urgent.

4. How many disease specialists from CDC have gone to West Africa for the Ebola response? 回答

A. Less than 100.

　B. A hundred.

　C. More than 100.

5. What action does CDC take to respond to the large Ebola outbreak? 回答

A. Work closely with governmental, national and international partners.

　B. Call for more partners to join this effort.

　C. Establish Emergency Operations Centers.