

安徽师范大学

2019 年招收硕士研究生考题

科目名称: 翻译硕士英语 科目代码: 211

考生请注意: 答案必须写在答题纸上, 写在本考题纸上的无效!

Section I: (30%)

Directions: Choose the answers that best complete the sentences. Write down your answers on your answer sheet.

Questions 1-30

- Evidence came up _____ specific sounds are recognized by babies as young as six months old.
A. what B. that C. which D. whose
- I understand _____ preparation that staff must put in under pressure to meet the deadline.
A. more than the enormous amount of B. better than most the enormous number of
C. better than most the enormous amount of D. fewer than the number of
- I'm sure your suggestion will _____ the problem.
A. contribute to solving B. be contributed to solve
C. contribute to solve D. be contributed to solving
- In 1840, both Lucretian Mott and Elizabeth Cady Stanton resented _____ proper seating at the World's Anti slavery convention in London because of their sex.
A. refusing B. to be refused C. being refused D. having refused
- America will never again have as a nation the spirit of adventure as it _____ before the West was settled.
A. could B. did C. would D. was
- He plays tennis to the _____ of all other sports.
A. eradication B. exclusion C. extension D. inclusion
- She answered with an _____ 'No' to the request that she attend the public hearing.
A. eloquent B. effective C. emotional D. emphatic
- Everyone who has visited the city agrees that it is _____ with life.
A. vibrant B. violent C. energetic D. full
- Ever since Pearl Harbor, we realize that we have to be _____ on the alert to prevent a sneak attack from any adversary.
A. constantly B. frequently C. occasionally D. Obviously
- Peter has a bad habit of making _____ remarks which cause us to forget the gist of what he is saying.
A. awkward B. pertinent C. digressive D. Tentative
- Although he was the son of a farmer, Robert Burns hated the _____ of daily agricultural chores.
A. neglect B. inspiration C. drudgery D. poetry

- Since you have failed three of the last four tests, you cannot afford to be _____ about passing for the term.
A. ambiguous B. scrupulous C. overoptimistic D. indolent
- The wicked queen was filled with _____ delight when she gazed on the poisoned apple with which she planned to kill snow white.
A. malicious B. muted C. marred D. latent
- In recent years, increasing numbers of women have been able to _____ such previously all-male professions.
A. penetrate B. protect C. defend D. dispute
- I have no _____ in this matter. I am forced to follow the guidelines set forth in this manual.
A. qualifications B. prudence C. wisdom D. latitude
- She is a pragmatist, as _____ to base her future on impractical dreams as she would be to build a castle on shifting sand.
A. determined B. apt C. disinclined D. rigorous
- No doubt there is always a certain amount of _____ when a person starts any new job.
A. trepidation B. confrontation C. prosecution D. indignation
- The dispute between the unions and management will have to be settled by _____.
A. arbitration B. testimony C. verdict D. perjury
- It has been found that dolphins make use of their inborn sonar to detect _____ of fish.
A. schools B. herds C. swarms D. flocks
- Multiple-personality disorder is usually caused by early childhood _____, such as parental divorce, abuse or negligence.
A. injury B. wound C. trauma D. detriment
- She was just too angry at that time, don't take her harsh words _____.
A. literally B. verbally C. literarily D. literately
- The contract between the two companies will _____ at the end of the year.
A. perish B. expire C. vanish D. decay
- We should _____ great importance to the development of education.
A. detach B. attach C. dispatch D. affix
- Once the flight was over, he had to start learning how to run the hotel from _____.
A. scratch B. nothing C. ignorance D. blank
- If profit and money are your first _____, and commitment to people your least concern, you have failed education.
A. potential B. priority C. privilege D. principle
- The professor _____ contemporary journalism for being too _____.
A. potential B. priority C. privilege D. principle

- A. berated --- childish B. criticized --- authentic
 C. requited --- responsible D. attacked --- important
27. When her purse fell overboard, Sally lost her _____, keys, wallet, and cigarettes.
 A. vehicle B. piano C. compact D. complexion
28. The children marveled at the strange foliage; it was their _____ to the tropics.
 A. voyage B. devotion C. introduction D. responsibility
29. _____ and _____, she left many to mourn her generous heart when she died.
 A. Selfless --- altruistic B. Beloved --- dogmatic
 C. Kind --- ruthless D. Political --- gentle
30. The innovations of the _____ Age have had _____ effects on people in all walks of life.
 A. Atomic --- irrelevant B. Electronic --- universal
 C. Bronze --- pretentious D. Computer --- marked

Section II: (10%)

Directions: Each of the following questions or groups of questions is based on a short passage or a set of propositions. In answering these questions it may sometimes be helpful to draw a simple picture or chart. When you have selected the best answer to each question, write down the letter on your answer sheet.

Questions 1-5

Asters are not as pretty as lilacs and don't smell as nice as either lilacs or daffodils.
 Daffodils are prettier than lilacs, but don't smell as nice.
 Irises are not as pretty as lilacs and don't smell as nice as daffodils or roses.
 Lilacs are prettier than roses, but don't smell as nice.

1. Which of the following statements is neither definitely true nor definitely false?
 A. Asters are not as pretty as lilacs.
 B. Daffodils are prettier than asters.
 C. Irises smell better than asters.
 D. Lilacs do not smell as nice as daffodils.
 E. Roses smell the best of all.
2. Which of the following is definitely true?
 A. Roses are as pretty as daffodils.
 B. Lilacs are as pretty as daffodils.
 C. Irises are prettier than asters.
 D. Daffodils do not smell as nice as irises.
 E. Asters do not smell as nice as roses.
3. If irises are prettier than roses, then they are definitely prettier than which of the following?
 A. asters only
 B. daffodils only
 C. lilacs only

- D. asters and roses only
 E. cannot be determined
4. Which of the following are both prettier and better smelling than asters?
 I. daffodils II. irises III. roses
 A. I only B. II only C. III only D. I and II only E. I and III only
5. If dahlias are prettier than asters but do not smell as nice, then
 A. dahlias might smell better than irises
 B. dahlias might smell better than daffodils
 C. dahlias might smell better than roses
 D. dahlias cannot be prettier than lilacs
 E. dahlias cannot be prettier than roses

Questions 6-10

A construction company is building a pre-fabricated structure which requires specialized crane operators for five different parts of the job. Six operators are available: R, S, T, U, V, and W, and each phase will take one day and will be done by a single operator. Though an operator may do more than one phase of the job, no operator will work two days in a row.

Both R and S can handle any phase of the job. T can work only on days immediately following days on which S has worked. U can work only the days that T can. V can only work on the third and fifth days of the job. W can only work on the fourth day of the job.

6. Which of the following are true?
 I. R could do up to three of the phases of the job.
 II. S could do up to three of the phases of the job.
 III. T could do more than two of the phases of the job.
 A. I only B. II only C. III only D. II and III only E. I, II and III
7. If S works the first day of the job, which of the following are true?
 I. Only T or U can work the second day.
 II. T, U, or R could work the second day.
 III. R, S, or W could work the third day.
 A. I only B. II only C. III only D. I, and III only E. I, II, and III
8. If R works the first day, which of the following are true?
 I. S must work the second day.
 II. S cannot work the third day.
 III. Only T, U, or V can work on the third day.
 A. I only B. II only C. I and II only D. I and III only E. I, II, and III
9. If R works on both the first and third days, which of the following most accurately describes the possibilities on the fourth day?
 A. Only S is eligible to work.
 B. Only R, S, T, and W are eligible to work.
 C. Only S and W are eligible to work.
 D. Only R, S, and W are eligible to work.
 E. Only S, T, U, and W are eligible to work.
10. R, S, and V do not work on the third day; therefore,
 A. R worked on the first day.
 B. Only S can work on the fourth day.

- C. Only R can work on the fourth day.
- D. Only W can work on the fourth day.
- E. Either T or U worked on the second day.

Section III: (30%)

Directions: Read the following passages and answer questions on your answer sheet.

The Discovery of Uranus

Someone once put forward an attractive though unlikely theory. Throughout the Earth's annual revolution around the sun there is one point of space always hidden from our eyes. This point is the opposite part of the Earth's orbit, which is always hidden by the sun. Could there be another planet there, essentially similar to our own, but always invisible?

If a space probe today sent back evidence that such world existed it would cause not much more sensation than Sir William Herschel's discovery of a new planet, Uranus, in 1781.

Herschel was an extraordinary man -- no other astronomer has ever covered so vast a field of work -- and his career deserves study. He was born in Hanover in Germany in 1738, left the German army in 1757, and arrived in England the same year with no money but quite exceptional music ability. He played the violin and oboe and at one time was organist in the Octagon Chapel in the city of Bath. Herschel's was an active mind, and deep inside he was conscious that music was not his destiny; he therefore read widely in science and the arts, but not until 1772 did he come across a book on astronomy. He was then 34, middle-aged by the standards of the time, but without hesitation he embarked on his new career, financing it by his professional work as a musician. He spent years mastering the art of telescope construction, and even by present-day standards his instruments are comparable with the best.

Serious observation began in 1774. he set himself the astonishing task of 'reviewing the heavens', in other words, pointing his telescope to every accessible part of the sky and recording what he saw. The first review was made in 1775; the second, and most momentous, in 1780-1781. It was during the latter part of this that he discovered Uranus. Afterwards, supported by the royal grant in recognition of his work, he was able to devote himself entirely to astronomy. His final achievements spread from the sun and moon to remote galaxies (of which he discovered hundreds), and papers flooded from his pen until his death in 1822.

Among these there was one sent to the Royal Society in 1781, entitled *An Account of a Comet*. In his own words:

On Tuesday the 13th of March, between ten and eleven in the evening, while I was examining the small stars in the neighborhood of H Geminorum, I perceived one that appeared visibly larger than the rest; being struck with its uncommon magnitude, I compared it to H Geminorum and the small star in the quartile between Auriga and Gemini, and finding it to be much larger than either of them, suspected it to be a comet.

Herschel's care was the hallmark of a great observer; he was not prepared to jump to any conclusions. Also, to be fair, the discovery of a new planet was the last thought in anybody's mind. But further observation by other astronomers besides Herschel revealed two curious facts. For a comet, it showed a remarkably sharp disc; furthermore, it was moving so slowly that it was thought to be a great distance from the sun, and comets are only normally visible in the immediate vicinity of the sun. As its orbit came to be worked out the truth dawned that it was a new planet far beyond Saturn's realm, and that the 'reviewer of the heavens' had stumbled across an unprecedented prize.

Herschel wanted to call it georgium sidus (Star of George) in honour of his royal patron King George III of Great Britain. The planet was later for a time called Herschel in honour of its discoverer. The name Uranus, which was first proposed by the German astronomer Johann Elert Bode, was in use by the late 19th century.

Uranus is a giant in construction, but not so much in size; its diameter compares unfavorably with that of Jupiter and Saturn, though on the terrestrial scale it is still colossal. Uranus' atmosphere consists largely of hydrogen and helium, with a trace of methane. Through a telescope the planet appears as a small bluish-green disc with a faint green periphery. In 1977, while recording the occultation¹ of a star behind the planet, the American astronomer James L. Elliot discovered the presence of five rings encircling the equator of Uranus. Four more rings were discovered in January 1986 during the exploratory flight of Voyager 2². In addition to its rings, Uranus has 15 satellites ('moons'), the last 10 discovered by Voyager 2 on the same flight; all revolve about its equator and move with the planet in an east-west direction. The two largest moons, Titania and Oberon, were discovered by Herschel in 1787. The next two, Umbriel and Ariel, were found in 1851 by the British astronomer William Lassell. Miranda, thought before 1986 to be the innermost moon, was discovered in 1948 by the American astronomer Gerard Peter Kuiper.

Glossary:

¹occultation: in astronomy, when one object passes in front of another and hides the second from view, especially, for example, when the moon comes between an observer and a star or planet

²Voyager 2: an unmanned spacecraft sent on a voyage past Saturn, Uranus and Jupiter in 1986, during which it sent back information about these planets to scientists on earth

Questions 11-15

In blanks 11-15 on your answer sheet write

YES if the statement reflects the claims of the writer

NO if the statement contradicts the writer

NOT GIVEN if it is impossible to say what the writer thinks about this

Example

Answer

Herschel was multi-talented.

YES

11. It is improbable that there is a planet hidden behind the sun.

12. Herschel knew immediately that he had found a new planet.

13. Herschel collaborated with other astronomers of his time.

14. Herschel newly-discovered object was considered to be too far from the sun to be a comet.

15. Herschel's discovery was the most important find of the last three hundred years.

Questions 16-19

Complete each of the following statements with a name from the Reading passage. Write your answers in blanks 16-19 on your answer sheet.

The suggested names of the new planet started with ___16___, then ___17___ before finally settling on Uranus. The first five rings around Uranus were discovered by ___18___. From 1948 until 1986, the moon ___19___ was believed to be the moon closest to the surface of Uranus.

'Phone Rage': A Growing Problem

First it was 'road rage', then 'air rage', now the latest plague to hit our ever-more-stress filled society is 'phone rage'. Call-center workers, who deal with customers by telephone, complain that abuse by customers is a growing problem. Assaults on workers who have to deal directly with the public have been increasing in recent years, but verbal assaults can be just as damaging as the

physical type. But what is phone rage, and why is it such a big problem for Britain's 250,000 call center workers?

As companies pursue bigger profit margins by introducing cheaper means of delivering services, customers are often faced with user-unfriendly automated call-handling systems instead of human beings, and this can create stress. Cherrie Thaxter of Brington said that a major problem for call-center staff is the feeling of isolation and lack of support as the abuse is only heard in the headsets of the individuals concerned, and no one is around to sympathize afterwards. 'If you are face to face with an irate customer' she said, 'everyone around you can see what you are going through, and quite often the next customer will say, 'That's disgusting.' You shouldn't have to put up with that. But in a call center, it's a personal attack on you, and no one else knows about it. It stays in your head.

Customers annoyed by poor services will look for a scapegoat, according to social psychologist Dr Martin Skinner of Warwick University. That is usually the employee whom they have to deal with directly. Dr Skinner believes that the anonymity of the call center encourages customers to lose their tempers. 'Normally, when someone is angry and shouting at someone in public, there are social inhibitors' he explained, 'You see the other person becoming upset, and this tends to make you restrain your language. In addition, having bystanders observe your behavior is embarrassing. Unfortunately for call center operators, you don't see the face at the end of the phone; nor is there anybody else to look at you with disapproval.

Making the situation worse is the fact that as soon as one call is finished, another one comes straight through. Andy Prendergast, who spent two years working at a call center, said, 'You don't have control over when you answer a call, unless you press a button in advance to stop the next call coming through. But when you get an abusive call, the 'phone rager' usually slams the receiver down, giving you no chance to press the button. So the next call comes straight through, and you are not in any fit state to deal with another customer.'

Thaxter believes that management needs to take phone rage calls into consideration when setting targets for how long calls should be. She said, 'When I've taken courses on complaint handling, they tell you to let the person speak and not interrupt. Then you emphasize or offer solutions. But at call centers there is a rule that no call should be longer than two and a half minutes. That might not be long enough for the customer to air a complaint. So you have to interrupt. That's not a good way of handling complaints.' She recommended that operators be allowed to switch off for five minutes following an abusive call, and not be penalized at the end of the day. Persistent offenders, she said, be blacklisted and refused service.

In the long run, though, the problem of phone rage can only be solved by companies employing more service staff, less automated call handling and less annoying 'muzak'. Such basic steps would go a long way to improving customer relations and take the stress out of the lives of call center operators.

Questions 20-25

Complete the sentences below with words from the above Reading passage. Use **NO MORE THAN THREE WORDS** or **A NUMBER** for each answer. Write your answers in blanks 20-25 on your answer sheet.

20. The passage claims that ___20___ can do as much harm as physical assaults.

21. Operators working at call centers in Britain number ___21___.

22. Call center customers become agitated because they are NOT faced with ___22___.

23. A person who is abusive in public is often restrained by ___23___.

24. The limit of two and a half minutes on phone calls is often not long enough for a caller to ___24___.

25. Thaxter wants companies to refuse service to ___25___.

Questions 26-33

Classify the following statements as representing

A. the writer's reporting of the facts about phone rage

B. someone else's reporting of the facts about phone rage

C. the writer's suggested solution to the problem

D. someone else's suggested solution to the problem

Write the appropriate letters A-D in blanks 26-33 on your answer sheet.

26. Phone rage is a consequence of companies cutting service costs.

27. Operators should be allowed five minutes rest after every instance of phone rage.

28. Call center workers who receive abusive calls feel isolated from sympathy.

29. Companies should reduce the amount of automated call handling.

30. Phone rage is part of a pattern of attacks on workers who deal directly with the general public.

31. Habitual 'phone ragers' should be barred from service.

32. Call center operators are used as scapegoats by dissatisfied customers.

33. The hiring of more service personnel would reduce instances of phone rage

Implementing the Cycle of Success: A Case Study

Within Australia, Australian Hotels Inc (AHI) operates nine hotels and employs over 2,000 permanent full-time staff, 300 permanent part-time employees and 100 casual staff. One of its latest ventures, the Sydney Airport hotel (SAH), opened in March 1995. The hotel is the closest to Sydney Airport and is designed to provide the best available accommodation, food and beverage and meeting facilities in Sydney's southern suburbs. Similar to many international hotel chains, however, AHI has experienced difficulties in Australia in providing long-term profits for hotel owners, as a result of the country's high labour-cost structure. In order to develop an economically viable hotel organisation model, AHI decided to implement some new policies and practices at SAH.

The first of the initiatives was an organisational structure with only three levels of management -- compared to the traditional seven. Partly as a result of this change, there are 25 per cent fewer management positions, enabling a significant saving. This change also has other implications. Communication, both up and down the organisation, has greatly improved. Decision-making has been forced down in many cases to front-line employees. As a result, guests requests are usually met without reference to a supervisor, improving both customer and employee satisfaction.

The hotel also recognised that it would need a different approach to selecting employees who would fit in with its new policies. In its advertisements, the hotel stated a preference for people with some 'service' experience in order to minimise traditional work practices being introduced into the hotel. Over 7,000 applicants filled in application forms for the 120 jobs initially offered at the hotel (30 management and 40 shift leader positions) were predominantly filled by transfers from other AHI properties.

A series of tests and interviews were conducted with potential employees, which eventually left 280 applicants competing for the 120 advertised positions. After the final interview, potential recruits were divided into three categories. Category A was for applicants exhibiting strong leadership qualities, Category C was for applicants perceived to be followers, and Category B was for applicants

with both leader and follower qualities. Department heads and shift leaders then composed prospective teams using a combination of people from all three categories. Once suitable teams were formed, offers of employment were made to team members.

Another major initiative by SAH was to adopt a totally multi-skilled workforce. Although there may be some limitations with highly technical jobs such as cooking or maintenance, wherever possible, employees at SAH are able to work in a wide variety of positions. A multi-skilled workforce provides far greater management flexibility during peak and quiet times to transfer employees to needed positions. For example, when office staff are away on holidays during quiet periods of the year, employees in either food or beverage or housekeeping departments can temporarily fill in.

The most crucial way, however, of improving the labour cost structure at SAH was to find better, more productive ways of providing customer service. SAH management concluded this would first require a process of 'benchmarking'. The prime objective of the benchmarking process was to compare a range of service delivery processes across a range of criteria using teams made up of employees from different departments within the hotel which interacted with each other. This process resulted in performance measures that greatly enhanced SAH's ability to improve productivity and quality.

The front office team discovered through this project that a high proportion of AHI Club member reservations were incomplete. As a result, the service provided to these guests was below the standard promised to them as part of their membership agreement. Reducing the number of incomplete reservations greatly improved guest perceptions of service.

In addition, a programme modeled on an earlier project called 'Take Charge' was implemented. Essentially, Take Charge provides an effective feedback loop from both customers and employees. Customer comments, both positive and negative, are recorded by staff. These are collated regularly to identify opportunities for improvement. Just as importantly, employees are requested to note down their own suggestions for improvement. (AHI has set an expectation that employees will submit at least three suggestions for every one they receive from a customer.) Employee feedback is reviewed daily and suggestions are implemented within 48 hours, if possible, or a valid reason is given for non-implementation. If suggestions require analysis or data collection, the Take Charge team has 30 days in which to address the issue and come up with recommendations.

Although quantitative evidence of AHI's initiatives at SAH are limited at present, anecdotal evidence clearly suggests that these practices are working. Indeed AHI is progressively rolling out these initiatives in other hotels in Australia, whilst numerous overseas visitors have come to see how the programme works.

Questions 34-38

Choose the appropriate letters A-D and write down them in blanks 34-38 on your answer sheet.

34. The high costs of running AHI's hotels are related to their _____.
A. management B. size C. staff D. policies
35. SAH's new organisational structure requires _____.
A. 75% of the old management positions.
B. 25% of the old management positions.
C. 25% more management positions.
D. 5% fewer management positions.
36. The SAH's approach to organisational structure required changing practices in _____.
A. industrial relations B. firing staff C. hiring staff D. marketing

37. The total number of jobs advertised at the SAH was _____.
A. 70 B. 120 C. 170 D. 280

38. Categories A, B and C were used to select _____.
A. front office staff B. new teams C. department heads D. new managers

Questions 39-40

For each question, choose the best answer among the listed alternatives and write down your answers on your answer sheet.

39. The quantitative supply of labor (as well as its qualitative composition) depends on the following variables: the size of the population, its age-sex composition, marital structure, and participation rates in the labour force in accordance with these factors.

Each of the following, if true, could affect the supply of labour except:

- A. Birth and death rates.
B. Immigration and emigration.
C. Educational level of the population.
D. Number of employment agencies.
E. Marital status of females.

40. Administrators and executives are members of the most stable occupation.

The stability mentioned in the above statement could be dependent on each of the following factors except:

- A. Training and skills.
B. Nature of the occupation.
C. Status.
D. Relatively high income.
E. Rate of turnover.

Section IV: (30%)

Directions: Present a written argument or case to an educated reader with no specialist knowledge of the following topic.

'Prevention is better than cure.'

Out of a country's health budget, a large proportion should be diverted from treatment to spending on health education and preventative measures.

To what extent do you agree or disagree with this statement?

You should write at least 300 words.

You should use your own ideas, knowledge and experience and support your arguments with examples and relevant evidence.

安徽师范大学招收硕士学位研究生考试考题纸

考生请注意：答案必须写在答题纸上，写在本考题纸上的无效！

