

# 全国商务英语专业八级考试样题

## 听力录音文字稿

### Section A

#### AIG Deal

CHARLES HODSON, CNN Anchor: Well, meanwhile big news is expected from the world's largest insurer on Monday, AIG is expected to reveal a huge quarterly loss and a new twist on its federal bailout. Well, to tell us more let us go to Kaushal Patel at CNN center. So, AIG back with the begging bowl, Kaushal.

KAUSHAL PATEL, CNN Anchor: That's right Charles, if a new bailout is announced today, it would be AIG's fourth since September. Reports say that the US government will increase its stake in the insurer and take more control over its operations, that's exactly what the government just did with cash-strapped Citigroup.

AIG is burning through the hundred and fifty two billion dollars already received from the government. That bailout deal stipulated AIG must sell off much of its assets, now because of the economic climate it hasn't been able to do that. That's why the government has twice revamped the bailout amount and conditions.

Reports say AIG will today post a sixty billion dollar fourth quarter loss, that could mean its restructuring plans will take place not in the boardroom but in bankruptcy court and we'll see how US markets react to that later today.

Now it looks like it could be a case from bad to worse for Wall Street, futures are pointing towards a lower open. The DOW Jones and S&P 500 have been hovering at their lowest level since 1997, they're now both roughly half the value they were when they peaked in October of 2007.

As well as whatever AIG may announce, investors have plenty more to digest this week. New data today is expected to show a further drop in personal incomes and an increase in personal spending. And pending home sales for January are due Tuesday, they are expected to have fallen after rising the previous month.

And all important factory orders are due on Thursday, a fall is expected there, we'll also get a taste of how the shopping sector is doing with a string of earnings reports from America's top retailers and finally employment data due out Friday is expected to show about 615,000 jobs were cut in February.

And Charles, back to AIG just for a second, just to give you an idea of how much value it's lost. Just a year

ago it was selling, the stock was selling for 49 dollars and 50 cents, on Friday it closed at 42 cents, very troubling.

HODSON: Indeed, I'll make that off by more than 99%. Kaushal Patel, Thank you very much indeed, for joining us live there from CNN Center.

## **Section B**

Interviewer      If you're planning to invest in the US manufacturing sector, one company that should attract your attention is Charters, the Chicago-based engineering company, which has consistently outperformed its rivals over the last decade or so. And we're joined in the studio this morning by Scott Duran, Charters' CEO. Good morning, Mr. Duran.

Scott Duran      Good morning.

Interviewer      Mr. Duran, engineering companies don't often make the headlines in the financial press, but your company has received some pretty flattering reports recently. To what would you say it owes its success?

Scott Duran      We've always encouraged excellence—both human and corporate. We don't believe in standing still—in our business, there's absolutely no room for complacency. So we're constantly looking at ways in which we can improve. Is our organization running as smoothly as it should? Could we do more to improve the dialogue we have with our customers? Could we improve services? Those are the kind of questions we have to answer if we want to keep moving forward.

Interviewer      So how do you see Charters developing in the future?

Scott Duran      Well, we have three main targets. One is to develop long-standing relationships with our customers. We have to really get to know our customers, otherwise we can't develop products for them. We don't want to have people come to us with problems; we want to anticipate their problems and show that we're already thinking about improvements well ahead of time. That's why we're striving to build long-term relationships with customers and why we involve them in our R&D. It's one way to differentiate ourselves in the market.

Another target is to manage production costs. Some of our plant is getting old and becoming less efficient. We know that we're gonna have to close some factories in about ten years' time.

But it's important to show consideration for the staff. We don't want to wait till it's time to close the plant and then say to the workers: 'Well, sorry, but you have to leave now'. So we have to plan ahead. We're already starting to think about how we can help these workers when their jobs finish. Some people are nearing retirement age, so they can take early retirement. But the younger workers will have to leave or move elsewhere. If we plan it so we move or retire a few people each year, it won't be as hard as moving 500 people at once.

The third target is to become more multinational. Currently, only 40 per cent of our sales go outside the US. But there are huge new markets out there. Look at India. Look at China. There are potentially six hundred million people in China alone who could be using our products in ten years' time—if we play our cards right.

Interviewer      What is your strategy for moving into these new markets?

Scott Duran      Our strategy is to build plants in India and China. We already have six joint ventures with local partners and we plan to start more. In each case, we're building at the partner's site. We don't send young managers out to run these plants. We send older people, and that's because seniority is respected in Asia. Many of the people who go there haven't worked outside the US before. They see this as a major challenge—something to achieve before they retire. They give it their best shot because it's probably the most exciting thing they've ever done in their lives.

Interviewer      You obviously place a lot of emphasis on long-term planning. Whether it's closing plants or finding new opportunities in developing markets, you're looking much further ahead than most CEOs. Why is that, do you think?

Scott Duran      Well, I think too many CEOs and senior managers are driven by the bonus system. It encourages short-term goals and short-term thinking. My personal goal is not whether I can earn so much this year or next year. It's whether I can achieve the best possible performance and the best possible future for my company.

## **Section C**

### **1. Dialogue**

I:    So, how have new technologies changed the way we worked, then?

S: Well, this very much depends on the professional category. The survey shows that over 80 per cent of higher professional and senior managers use the Internet and e-mail at work. However, most lower-skilled employees, while they often have PCs at home, are not using information technologies in the workplace. Um...only 29 per cent of administrative staff use the Internet and e-mail in their jobs, along with 14 to 15 per cent of skilled, semi-skilled and unskilled manual staff.

I: But I thought there was more demand now for workers with IT skills.

S: Er, well, what we are seeing, in fact, is job enlargement rather than new jobs being created. People are required to take on additional skills and roles that in the past would have been done by other members of staff. Everyone is in fact sharing out middle-management roles, and so fewer of them are needed now. So, while higher professional jobs have risen by 3 per cent to 37 per cent in the last ten years, the middle-ranking jobs have been squeezed out. The findings could be seen as lending support to the notion of the “hour-class” economy, a trend first spotted in the US. It suggests there will be large numbers of highly skilled and unskilled workers and very few people in the middle-ranking occupation. You know that also, the total number of manual workers has not changed in the last ten years—it still remains at 40 per cent of total employees. In fact, in terms of employment growth, it is the traditional and low-paid occupations—sales assistants, call-center operators, security guards, care workers and generally service-sector jobs—that are growing. You know, the fastest-growing occupation in the UK is hairdressing—up by over 300 per cent from ten years ago.

I: What are the possible consequences of this divide?

S: Well, it is going to be very difficult to bridge that gap, with fewer opportunities for career progression and social mobility. Employees with fewer skills have less bargaining power, and I would say that there is clearly a need for employment protection measures—such as minimum wage legislation, as we have witnessed in the directives and regulations in the European Union.

**Questions 16 to 20 are based on the dialogue you have just heard.**

16. What is the percentage of administrative staff using the Internet and e-mail in their jobs?
17. Who has been squeezed out in the “hour-class” economy?
18. What kind of jobs is in great demand now?
19. Which occupation has the fastest growth in the UK?
20. Who will be in a disadvantageous position in the job market?

## 2. Passage

So in my career this was very important to me. I always wanted to work on things that really matter. I started thinking I would never ever work in a company, probably wrote it, told lots of people all those embarrassing things you do when you younger and you are sure and then you get older and next generation, last generation transition and you realize you never really knew then and you probably don't know now. But for me I was sure I never wanted to work in a company because I wanted to make a difference and I wanted to make some else's life better if I was going to go to work all day and so I started my career working on leprosy in India. And for the world bank and there is nothing like working on something like that to really make you think about what you are doing with your time, the fortune of you birth and what you have to give back, and then later on I worked at the US treasury department during the Clinton years, during the Asian financial crisis and while it wasn't the financial crisis of today that is hitting us it was one that was hitting a lot of people and impoverishing 100's of millions of people in some of the poorest countries of the world. So it felt very mission based and then I completely surprised myself by when I was leaving the government. So if you are in the government and you are political appointee in the United States, they elect a new president, so they elect George Bush. You know, George W., and then they kick you out and you have to find a new job and I found myself really drawn to technology because when you were sitting at the treasury looking at what was happening in the economy, and I was there from 1996 to 2000. So you can, beginning of 2001, so you can see what an amazing time that was, this was when technology really took off on a consumer side and on the internet side and it just seemed like the companies working out here were making a huge difference even though they weren't non-profit. So I decided I was wrong and I would come work in these, you know I would try to get a job in technology. And I went to Google, and my reason for going to Google, Google was a tiny little company about 250 or so people, people I had worked with told me I was crazy because this was after the bubble burst. You are going to a web based ad supported technology company, are you insane? Pets.com is over. This is for those of you who even remember that, this is not a good idea. But Google had a really compelling mission and a really compelling vision of achieving that mission and the mission was to take the world's information and make it universally useful and accessible. To take information that only the elite would have access to, and make it accessible and interestingly enough there's probably no better example of this than this lecture in this class because this is an audience of the elite, these are Stanford students and the neighboring community and this apparently, these broadcasts, probably not mine but certainly Steve Ballmers,

there are about 5 million people that download these things, so this is information that me, myself and other guest speakers are giving that would only have been available to elite, that is now available widely and that was very much the mission of Google. And why I think it is important is to note that it scales, no matter what Google was trying to do, it was about making information accessible and so that's the kind of thing that motivates people to go above and beyond that makes Larry, Sergey and Eric and all the people around them great leaders, and does it because that vision is compelling and you don't feel like it's a vision you can finish a first day, I mean, no one's ever going to organize the entire world's information. So it's a vision that scales and that's so important to leadership and then I left and went to Facebook. And I went to Facebook for a very specific reason and once again it is very mission based. Facebook is trying to give people the power to share and make the world more open and connected and what does that mean. Mark Zuckerberg, our founder, who I think was one of the guests in this lecture a couple of years ago has a very compelling vision of what needs to change in the world, and what was changing, and his vision is that we used to think that you know we shared, we got information on the web that was very anonymous. You interact with most websites in a very anonymous way and so sure the web made a lot of information available but the information you care most about is actually about you and your friends. It's what you are doing, your life and the web at the time, he founded Facebook, wasn't sharing that information, and that's the vision and the mission. And the vision of how to get there is really, really important, and so for both of these companies, they had visions that scaled, and those visions are usually stated in mission statements, they can be or they cannot be. But it doesn't only have to be technology companies, or certainly not only companies I have worked with. Apple, it is a technology company, but the vision Apple had that Steve Jobs had so many years ago, before many of you were way too young to remember was taking computing and taking it from something that was accessed by business and used by businesses and making it personal and that seems completely obvious now because you all have personal computers and it doesn't even occur to you that you wouldn't, but at the time that was not obvious. It was not obvious that computing power would be something individuals had. Or think about Starbucks, I have just joined the board so it's something I am familiar with. Starbucks had a pretty compelling mission early on, which was basically, and they would never say it this way but got a lot of the coffee that the United States drank at the time was really bad and there wasn't really this third place. And so Howard Schultz came in and bought this tiny 5 little stores that was Starbucks and had a really, really compelling vision about something like coffee but he was going to make it better and he was going to create community along with it, he was going to take, you know, inspire and nurture the human spirit, one person, one cup and one

neighborhood at a time.

**Questions 21 to 25 are based on the passage you have just heard.**

21. Why did the speaker decide to work at the World Bank?
22. What field interested the speaker a lot after leaving the treasury department?
23. Why was working at Google not a good idea at that time?
24. What was the speaker's mission when she went to Facebook?
25. What do we know about the speaker?

