

《高考英语完形填空真题16（含答案解析）》

2020年全国 卷

第一节(共20小题: 每小题1.5分, 满分30分)阅读下面短文, 从短文后各题所给的A、B、C和D四个选项中, 选出可以填入空白处的最佳选项。

As a businesswoman, I care deeply about my customers. But like anyone for whom you feel affection, 41 can also drive you mad. They'll come rushing in, 42 their handbag's been stolen. They'll 43 that they left it in the changing room, create havoc(混乱) and then 44 it had been in their car all the time. They'll have out half the 45 in the shop, and want the only style you don't have left in a 46 colour. I do know how upset the shop staff can get, but I try to persuade them to keep 47 .

I remember the first really 48 customer we had at Covent Garden. She was 49 absolutely everything, nothing was right and I was rather 50 that she became a "regular". After a while, she 51 for the way she behaved at the beginning. She had split up with her husband the week before, was living in a flat 52 and since she'd found it too much to cope with (应对), she'd taken it out on 53 people.

That taught me a valuable 54 and I pass it on to the people who 55 in the market. Don't take it 56 . If a customer is rude or difficult, just think " Maybe she's had a row with her husband. Maybe her child's not 57 . " Always water it down and don't let your ego (自我) get 58 . If you do, you won't be able to 59 it and the whole thing develops into an unpleasant scene and that 60 everyone's day.

41. A. shopkeepers B. customers C. salespersons D. receptionists

42. A. saying B. pretending C. guessing D. replying

43. A. agree B. promise C. imagine D. swear

44. A. forget B. decide C. discover D. assume

45. A. foods B. catalogues C. belongings D. goods

46. A. particular B. different C. matching D. natural

47. A. fighting B. smiling C. waiting D. changing

48. A. generous B. polite C. careless D. difficult
49. A. curious about B. displeased with C. patient with D. uncertain about
50. A. relaxed B. delighted C. surprised D. embarrassed
51. A. searched B. argued C. prayed D. apologized
52. A. by chance B. by herself C. on purpose D. on duty
53. A. rude B. such C. other D. lonely
54. A. lesson B. trick C. skill D. trade
55. A. work B. shop C. meet D. quarrel
56. A. kindly B. secretly C. personally D. casually
57. A. ready B. away C. up D. well
58. A. out of sight B. in the way C. behind the scene D. above the law
59. A. stress B. expect C. handle D. blame
60. A. ruins B. makes C. starts D. saves

答案及解析：

41. B. customers

解析：根据上下文，这里讲述的是作者对顾客的感受，所以应该是顾客(customers)既能让你深爱，也能让你疯狂。

42. A. saying

解析：顾客冲进店里，说(saying)他们的手袋被偷了。

43. D. swear

解析：顾客坚称(swear)他们把包留在了更衣室。

44. C. discover

解析：顾客在制造混乱后，发现(discover)包一直都在他们的车里。

45. D. goods

解析：顾客把店里一半的货物(goods)都翻出来了。

46. A. particular

解析：顾客想要唯一一个你没有的特定(particular)颜色款式。

47. B. smiling

解析：作者尝试说服员工保持微笑(smiling)。

48. D. difficult

解析：这里讲述的是第一个真正困难的(difficult)顾客。

49. B. displeased with

解析：她对一切都感到不满(displeased with)。

50. C. surprised

解析：作者对于她成为常客感到惊讶(surprised)。

51. D. apologized

解析：过了一段时间，她为最初的行为道歉(apologized)。

52. B. by herself

解析：她独自(by herself)住在公寓里。

53. C. other

解析：她把情绪发泄在其他人(other people)身上。

54. A. lesson

解析：这件事教会了作者一个宝贵的教训(lesson)。

55. A. work

解析：作者把这个教训传给市场里工作(work)的人。

56. C. personally

解析：不要把顾客的行为当成人身攻击(personally)。

57. D. well

解析：也许她的孩子生病了(not well)。

58. B. in the way

解析：不要让你的自我(ego)挡道(in the way)。

59. C. handle

解析：如果你做不到，你就无法处理(handle)这种情况。

60. A. ruins

解析：这会毁掉(ruins)每个人的一天。

