

0. Exercise: **Part 3 (8x3%)**

在售票口

9. What does the woman ask the man for?

- Ⓐ His booking number
- Ⓑ His seating preference
- Ⓒ His passport
- Ⓓ His itinerary

10. What does the woman say about the man's original flight?

- Ⓐ It is overbooked.
- Ⓑ It is delayed for an hour.
- Ⓒ Only aisle seats are available.
- Ⓓ A fee applies to checked luggage.

11. Look at the graphic. What information may change?

- Ⓐ AC56
- Ⓑ 34B
- Ⓒ 9:15
- Ⓓ D44

pierre-Jean, Antoine

便名

AC56

座席

34B

出発時刻

9時15分

搭乗口番号

D44



8. What does the woman want to do?

- Ⓐ Book a flight
- Ⓑ Reserve hotel rooms
- Ⓒ Order a catered meal
- Ⓓ Learn about tourist attractions

9. What is the problem?

- Ⓐ A staff member is busy.
- Ⓑ An event has been canceled.
- Ⓒ Some dates have not been decided.
- Ⓓ A discount is unavailable.

10. What does the man recommend the woman do?

- Ⓐ Arrive early to an event
- Ⓑ Call back later
- Ⓒ Ask for a free upgrade
- Ⓓ Purchase a refundable ticket

A:May I _____ your _____, please?

B:I'm sorry, but your flight to Madrid's _____ed.

A: are there any _____s _____ in _____ class?

B: _____ at the moment, but there might be _____.

A: on _____ tickets. I'd like to _____ a _____ to Miami

B: but I'm _____ sure of the _____ _____ yet.

A:I'd suggest you buy a _____ ticket

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| <p>6. Why is the man calling?</p> <p>Ⓐ To inquire about a course</p> <p>Ⓑ To plan an upcoming event</p> <p>Ⓒ To reschedule an appointment</p> <p>Ⓓ To advertise a business program</p> <p>7. According to the woman, why must the man visit a web site?</p> <p>Ⓐ To check for updates.</p> <p>Ⓑ To contact a coordinator.</p> <p>Ⓒ To complete a form.</p> <p>Ⓓ To read requirements.</p> <p>8. What does the woman say could affect plans?</p> <p>Ⓐ The instructor's schedule</p> <p>Ⓑ The availability of a location</p> <p>Ⓒ The cost of materials</p> <p>Ⓓ The number of participants</p> | <p>8. Where most likely does the woman work?</p> <p>Ⓐ At a hotel</p> <p>Ⓑ At a clothing store</p> <p>Ⓒ At a bank</p> <p>Ⓓ At a taxi company</p> <p>9. What item was misplaced?</p> <p>Ⓐ A briefcase</p> <p>Ⓑ A wallet</p> <p>Ⓒ A shopping bag</p> <p>Ⓓ A pair of eyeglasses</p> <p>10. Why is the man is a hurry?</p> <p>Ⓐ The business is closing soon.</p> <p>Ⓑ He is leaving for a trip.</p> <p>Ⓒ He is late for work.</p> <p>Ⓓ He has to ship a package.</p> |
| <p>B: you offer a _____ on finance writing. Can you _____ me a little more _____ it?</p> <p>A: You'll _____ fill out a _____ on our Web site.</p> <p>B:we _____ a _____ of eight _____ to sign up for the class. I don't think that'll be a problem.....</p> | <p>A: I rode in _____ of your _____s last night, and I think I left my _____ in the car.</p> <p>B: One of our drivers did find a small brown leather case</p> <p>A: I'm going on a _____ tomorrow</p> |

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| <p>11. What are the speakers celebrating?</p> <p>Ⓐ An increase in sales</p> <p>Ⓑ A company merger</p> <p>Ⓒ A product launch</p> <p>Ⓓ A job promotion</p> <p>12. What does the man imply when he says, "That string quartet performs all over the world"?</p> <p>Ⓐ He will be seeing the show again in another country.</p> <p>Ⓑ A music group is often mistaken for a different one.</p> <p>Ⓒ Some musicians are very accomplished.</p> <p>Ⓓ Some tickets are difficult to find.</p> <p>13. What do the women agree to do in the morning?</p> <p>Ⓐ Arrange a press conference</p> <p>Ⓑ Test some equipment</p> <p>Ⓒ Complete some paperwork</p> <p>Ⓓ Present a proposal</p> | <p>6. Where does the conversation most likely take place?</p> <p>Ⓐ At a travel agency</p> <p>Ⓑ At a bus terminal</p> <p>Ⓒ In a hotel</p> <p>Ⓓ In a theater</p> <p>7. According to the woman, what can the man buy at a kiosk?</p> <p>Ⓐ Maps</p> <p>Ⓑ Tickets</p> <p>Ⓒ Snacks</p> <p>Ⓓ Souvenirs</p> <p>8. What will the man probably do next?</p> <p>Ⓐ Take a tour</p> <p>Ⓑ Book a room</p> <p>Ⓒ Return a purchase</p> <p>Ⓓ Catch a bus</p> |
| <p>B: It was a nice way to celebrate the _____ of our companies.</p> <p>A: That string quartet performs all _____ the _____.</p> <p>B: ...I'll be in the office by eight in the morning, so you can stop by anytime after that. There are only a few final _____s to _____.</p> | <p>A: I'm staying here at the _____ while I'm in town....</p> <p>B: there's a _____ in Wolfburg Square that sells _____s at discount prices.</p> <p>A: I'll head there now..... You should _____ 55 to Wolfburg Square.....</p> |

和鄰居對話

11. What does the man ask the woman about?

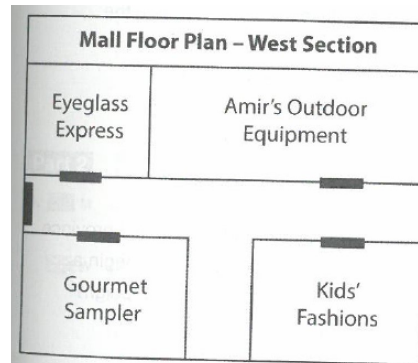
- Ⓐ The amount of a refund
- Ⓑ The location of a store
- Ⓒ The date of a delivery
- Ⓓ The name of a business owner

12. Look at the graphic. Where does the woman work?

- Ⓐ Eyeglass Express
- Ⓑ Amir's Outdoor Equipment
- Ⓒ Gourmet Sampler
- Ⓓ Kid's Fashions

13. What does the woman say about Amir?

- Ⓐ He is moving abroad.
- Ⓑ He is not working today.
- Ⓒ He is starting a new job soon.
- Ⓓ He is hiring an assistant.



8. What are the speakers mainly discussing?

- Ⓐ Their gardens
- Ⓑ Their health
- Ⓒ Cooking tips
- Ⓓ Exercise programs

9. What does the man say he has done?

- Ⓐ Talked to a neighbor
- Ⓑ Listened to a radio interview
- Ⓒ Watched a television show
- Ⓓ Read a magazine article

10. What does the woman offer to do?

- Ⓐ Give directions to a shopping center
- Ⓑ List ingredients in a recipe
- Ⓒ Find out the name of a product
- Ⓓ Provide a referral

B: I _____ the store I bought them from _____.

A:The one that _____ - _____'s _____ -
_____d right _____.

B:I know that today is _____

A: My _____es have really been bothering me this spring.
I keep getting _____es

B: I _____ a _____

A:let me _____ the _____ of the new doctor I've
started going to.

Part 7 (39x2%)**Questions 14-18** refer to the following receipt and information.

| Timko's Garden Center 2 Kingsway Road Lethbridge AB T1J4S5 403-326-0155 | | | | | | | | |
|--|----------------|----------------------|--------------------|----------------|-------------|---------------|---------------|----------------|
| Customer name: Ralph LeBlanc Customer club number: 1392988 Date of purchase: February 24 | | | | | | | | |
| Item | Quantity | Price | | | | | | |
| Florangea plants | 4 | 4 X \$6.00 = \$24.00 | | | | | | |
| Potting soil – 1-kilogram bag | 1 | \$6.95 | | | | | | |
| Florangea pots | 4 | 4 X \$7.50 = \$30.00 | | | | | | |
| Discount | N/A | -\$15.00 | | | | | | |
| Garden gloves (customer points reward) | 1 | No charge | | | | | | |
| <div style="display: flex; justify-content: space-between; align-items: flex-start;"> <div style="width: 60%;"> <p>Discount details: Today only, buy any florangea and receive a florangea pot for half off! These hand-painted pots are specially designed to help your flowers thrive.</p> <p>Payment: Cash</p> <p>Employee name and number: Caroline Hsu #72</p> </div> <div style="width: 35%; border: 1px solid black; padding: 5px;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: right; padding: 5px;">Item total:</td> <td style="text-align: right; padding: 5px;">\$45.95</td> </tr> <tr> <td style="text-align: right; padding: 5px;">Tax:</td> <td style="text-align: right; padding: 5px;">\$2.30</td> </tr> <tr> <td style="text-align: right; padding: 5px;">Total:</td> <td style="text-align: right; padding: 5px;">\$48.25</td> </tr> </table> </div> </div> | | | Item total: | \$45.95 | Tax: | \$2.30 | Total: | \$48.25 |
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Timko's Tips For Caring For Your Florangeas

Florangeas are attractive house plants that can offer years of enjoyment. To make sure your florangeas remain healthy and continue to bloom year-round, the following is recommended.

- Ceramic pots work the best and are the only pots we use at Timko's.
- Water the plants regularly. Make sure to use a watering can that will reach down to the soil. Do not moisten the leaves or the flowers. This will cause them to become brown. For best results, use room temperature water.
- Florangeas should never experience temperatures below 15°C. Do not put them in a location where they may be harmed by cool air.
- Expose the plants to indirect sunlight only. Direct sunlight will cause the leaves to grow upward instead of outward.

14. What did Mr. LeBlanc receive for free?

- Ⓐ A florangea plant
- Ⓑ Potting soil
- Ⓒ Gardening gloves
- Ⓓ A guide book for plants

15. What is NOT stated about the pots purchased by Mr. LeBlanc?

- Ⓐ They are tall and narrow.
- Ⓑ They are made of ceramic.
- Ⓒ They were painted by hand.
- Ⓓ They were sold at a discount.

16. What is indicated about florangeas?

- Ⓐ They require careful attention in order to bloom.
- Ⓑ They produce flowers only once a year.
- Ⓒ They grow faster if they are planted outdoors.
- Ⓓ They can be eaten in a salad.

17. According to the information, how can owners keep the plants from turning brown?

- Ⓐ By keeping the plants warm
- Ⓑ By using a special kind of soil
- Ⓒ By not applying cold water
- Ⓓ By keeping the leaves dry

18. According to the information, why should florangeas be placed in indirect sunlight?

- Ⓐ To keep the plants from getting too big for their pots
- Ⓑ To maintain the right level of soil moisture
- Ⓒ To allow the leaves to spread outward
- Ⓓ To protect the roots from damage

Questions 10-12 refer to the following invoice.

| <h2 style="margin: 0;">Golden Day Supply</h2> | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--|----------------------------------|---------------------------------|---------------------------|--------|--------------------------|---------|-----------------------------|---------|------------------------------|---------|---------------------------|----------|------------------|------|-------------|---------|---------------|----------|---|--|----------------------------------|---------|-------------|---------|---------------|---------|
| 4 Dunwood Avenue • Winnipeg, MB R2C 1S8 • (204) 555-0180 | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Order type: <u>Online</u> | Order date: <u>May 18</u> | Ship date: <u>May 21</u> | | | | | | | | | | | | | | | | | | | | | | | | |
| Customer information: | | Delivery: | | | | | | | | | | | | | | | | | | | | | | | | |
| Name: <u>Edith Boulonger</u> | | To customer address | | | | | | | | | | | | | | | | | | | | | | | | |
| Address: <u>42 York Avenue Selkirk, MB R1A 2J7</u> | | | | | | | | | | | | | | | | | | | | | | | | | | |
| In this Shipment: | | On back order: | | | | | | | | | | | | | | | | | | | | | | | | |
| <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Item Description and Number</th> <th style="text-align: right; padding: 5px;">Price</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;">Pina Water Bottle (XF 52)</td> <td style="text-align: right; padding: 5px;">\$4.50</td> </tr> <tr> <td style="padding: 5px;">Trillium Rain Hat (GV11)</td> <td style="text-align: right; padding: 5px;">\$13.00</td> </tr> <tr> <td style="padding: 5px;">Explorer Rain Jacket (HF77)</td> <td style="text-align: right; padding: 5px;">\$42.00</td> </tr> <tr> <td style="padding: 5px;">Gregson Hiking Boots (KL944)</td> <td style="text-align: right; padding: 5px;">\$78.00</td> </tr> <tr> <td style="padding: 5px;">Merchandise Total:</td> <td style="text-align: right; padding: 5px;">\$137.50</td> </tr> <tr> <td style="padding: 5px;">Shipping:</td> <td style="text-align: right; padding: 5px;">FREE</td> </tr> <tr> <td style="padding: 5px;">Tax:</td> <td style="text-align: right; padding: 5px;">\$16.50</td> </tr> <tr> <td style="padding: 5px;">Total:</td> <td style="text-align: right; padding: 5px;">\$154.00</td> </tr> </tbody> </table> | Item Description and Number | Price | Pina Water Bottle (XF 52) | \$4.50 | Trillium Rain Hat (GV11) | \$13.00 | Explorer Rain Jacket (HF77) | \$42.00 | Gregson Hiking Boots (KL944) | \$78.00 | Merchandise Total: | \$137.50 | Shipping: | FREE | Tax: | \$16.50 | Total: | \$154.00 | <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr> <td style="padding: 5px;">Camping and Sport Backpack(YX99)</td> <td style="text-align: right; padding: 5px;">\$85.00</td> </tr> <tr> <td style="padding: 5px;">Tax:</td> <td style="text-align: right; padding: 5px;">\$10.20</td> </tr> <tr> <td style="padding: 5px;">Total:</td> <td style="text-align: right; padding: 5px;">\$95.20</td> </tr> </tbody> </table> | | Camping and Sport Backpack(YX99) | \$85.00 | Tax: | \$10.20 | Total: | \$95.20 |
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| Merchandise Total: | \$137.50 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Shipping: | FREE | | | | | | | | | | | | | | | | | | | | | | | | | |
| Tax: | \$16.50 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total: | \$154.00 | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Tax: | \$10.20 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total: | \$95.20 | | | | | | | | | | | | | | | | | | | | | | | | | |
| Congratulations! As a regular customer, you qualify for free shipping! | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Payment information: | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Credit Card #XXXXXXXXXXXX9960 charged on day of shipment | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Estimated ship date of back-ordered item(s) is June 10. Credit card will not be charged for back-ordered item(s) until date of shipment. There are no additional shipping charges. | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| <p>10. What is indicated about Golden Day Supply?</p> <ul style="list-style-type: none"> Ⓐ It has a warehouse in Selkirk. Ⓑ It offers same-day shipping. Ⓒ It sells items intended for outdoor use. Ⓓ Its merchandise is not available in stores. | <p>11. Why did Ms. Boulanger receive free shipping?</p> <ul style="list-style-type: none"> Ⓐ She has previously purchased items from Golden Day Supply. Ⓑ Her order cost more than \$100. Ⓒ She is a Golden Day Supply customer service representative. Ⓓ Her order was placed before May 21. |
| <p>12. How much will Ms. Boulanger most likely be charged on June 10?</p> <ul style="list-style-type: none"> Ⓐ \$78.00 Ⓑ \$95.20 Ⓒ \$137.50 Ⓓ \$154.00 | |

Questions 10-14 refer to the following Web page.

<http://www.amateurphotographyonline.com>

Shin-Young Baek on Cameras

This month. *Amateur Photography Online's* own Shin-Young Baek has selected three new digital models to review for our readers. Be sure to check out Ms. Baek's most recent book. *Wild Rainbow: The Rainforest in Color*.

Whitehaven XPC – We recommend this model for amateurs who prefer a point-and-shoot camera. Though it does not have sophisticated settings, its straightforward, clear menu and large screen make it popular with novice photographers. [more](#)



Hoshi Smartshot 3100R – This model is our all-around favorite due to its versatility. It is easy for newer photographers to use but allows a large amount of flexibility for seasoned photographers. Its balanced selection of features includes basic video recording. [more](#)



Omniver 6.0 – This new Omniver model has the capacity to produce beautiful shots for those who are highly skilled with cameras. It has the best lens of any of the selected cameras, but less experienced photographers may be put off by the lack of automatic focus. This camera also lacks video capabilities. [more](#)



Think you know cameras? [Submit your own review](#) and you could win a year of photo printing services!

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| <p>10. What is indicated about Ms. Baek?</p> <ul style="list-style-type: none"> Ⓐ She regularly contributes to <i>Amateur Photography Online</i>. Ⓑ She is a prize-winning photographer. Ⓒ She takes only black-and-white photographs. Ⓓ She has authored only one book. | <p>11. According to the Web page, what is an advantage of the Whitehaven XPC?</p> <ul style="list-style-type: none"> Ⓐ It is easy to use. Ⓑ It has many options. Ⓒ It has a large memory. Ⓓ It is reasonably priced. |
| <p>12. According to the Web page, how are the Omniver 6.0 and the Hoshi Smartshot 3100R similar?</p> <ul style="list-style-type: none"> Ⓐ They can record videos. Ⓑ They come with high-quality accessories. Ⓒ They were used by Ms. Baek for her latest book. Ⓓ They are recommended for experienced users. | <p>13. The word “capacity” in paragraph 4, line 1, is closest in meaning to</p> <ul style="list-style-type: none"> Ⓐ opportunity Ⓑ role Ⓒ amount Ⓓ ability |
| <p>14. What are readers encouraged to do?</p> <ul style="list-style-type: none"> Ⓐ Apply for a job with the Web site Ⓑ Use an online discount code Ⓒ Write a review for the Web site Ⓓ Submit sample photographs | |

Questions 14-16 refer to the following Web page.

| | | |
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| http://www.srec.org/meet_our_corporate_donors | | |
| <u>SAN REMO ECOLOGICAL CONSERVANCY</u> | | |
| <u>Our Work</u> | <u>Membership</u> | <u>Join As a Business Donor</u> |
| <p>The retail businesses listed below are committed to helping the San Remo Ecological Conservancy (SREC) achieve its mission of promoting, sustaining, and enhancing San Remo’s natural charms. -----[1]-----. That is why they allocate 5 percent of the net sales they generate each Tuesday to the organization. -----[2]-----. Everyone who shares our goals and principles is encouraged to support one or more of these businesses as a customer on this day. -----[3]-----.</p> <p>Despite our best efforts to keep this list as current and accurate as possible, oversights may occasionally occur. -----[4]-----.</p> <p>Participation in this program provides businesses with an opportunity to show the community that they care about the environment. They may also be eligible for a reduction in their tax bills. Interested in partnering with us as a business donor? Call Gina Kaufman at 555-0133.</p> | | |
| <p>14. On the Web page, what does the SREC ask its individual supporters to do?</p> <p>Ⓐ Help it attract more businesses to San Remo</p> <p>Ⓑ Volunteer to clean up the local environment</p> <p>Ⓒ Shop at certain stores on Tuesdays</p> <p>Ⓓ Suggest changes to its mission</p> | <p>15. According to the Web site, what is one benefit for business that partner with the SREC?</p> <p>Ⓐ Discounts on products</p> <p>Ⓑ Positive publicity</p> <p>Ⓒ Free nature tours for staff</p> <p>Ⓓ Membership on the SREC board</p> | |
| <p>16. In which of the following positions marked [1], [2], [3], and [4] does the following sentence best belong?</p> <p>“Should you notice that information is missing, please contact donors@srec.org”</p> <p>Ⓐ [1] Ⓑ [2] Ⓒ [3] Ⓓ [4]</p> | | |

Questions 8-11 refer to the following text-message chain.

Maria Soto (10:15 A.M.)

We received the article from contributor Eloise Cairns today. It's the "Autumn Gardens" piece for the September issue. It needs some work, though.

Timothy Bleecker (10:16 A.M.)

Did you attach the file to an e-mail? I don't think I've received it. Could you please send it again?

Maria Soto (10:17 A.M.)

She sent it this morning. You were copied on the e-mail.

Clarence Johnson (10:17 A.M.)

I was just looking at it. It's quite long at 1,300 words. Will it need to be trimmed?

Timothy Bleecker (10:18 A.M.)

Thank you. Yes, I found it.

Maria Soto (10:19 A.M.)

The first draft of the article was too short, so I asked Ms. Cairns to add details to the text, including her seasonal planting schedule. She's an expert in the field of home gardening and has written several books about it.

Clarence Johnson (10:20 A.M.)

I listen to her weekly radio program. She's extremely knowledgeable.

Maria Soto (10:20 A.M.)

It will be the feature article of the September issue, so the length is fine, but it needs some fine-tuning. Clarence, I'd like you to work on the copy. Please organize the content so it flows better.

Clarence Johnson (10:21 A.M.)



Of course. I just finished the piece on Vermont's maple trees, so I can start on it right away.

Maria Soto (10:22 A.M.)

Great. When it's ready, please send the article to Timothy for proofreading. I'd like it if both those steps could be completed by 2 P.M. tomorrow. If it's in good shape, we'll be able to send it to Layout by the end of the week.

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| <p>8. For what type of business do the writers most likely work?</p> <p>Ⓐ A flower shop</p> <p>Ⓑ A monthly magazine</p> <p>Ⓒ A travel agency</p> <p>Ⓓ A bookstore</p> | <p>9. At 10:18 A.M. what does Mr. Bleecker indicate he has found?</p> <p>Ⓐ A copy of an itinerary</p> <p>Ⓑ A book about trees</p> <p>Ⓒ A product catalog</p> <p>Ⓓ An e-mail attachment</p> |
| <p>10. What most likely is true of Ms. Cairns?</p> <p>Ⓐ She is a magazine editor.</p> <p>Ⓑ She is writing her first book.</p> <p>Ⓒ She works at a radio station.</p> <p>Ⓓ She is the manager of a gardening store.</p> | <p>11. At 10:21 A.M., what does Mr. Johnson imply when he writes, “Of course”?</p> <p>Ⓐ He is eager to begin his assignment.</p> <p>Ⓑ He is willing to make a telephone call.</p> <p>Ⓒ He agrees that the project is a difficult one.</p> <p>Ⓓ He knows that Ms. Cairns does good work.</p> |



Questions 9-12 refer to the following text-message chain.

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| <p>Alicia Gonzalez (2:17 P.M.)</p> <p>Hi, everyone. My shift at the restaurant starts at 4:00, but my car has a flat tire and I need to take it to the repair shop. Is anyone able to work for me? I can switch shifts with you for a different day.</p> | |
| <p>Jason Krauss (2:20 P.M.)</p> <p>I could work for you, but I can’t get to the restaurant until 4:30. I’m still in Abbington City for a medical appointment. If you can call Mr. Maki and tell him I’ll be in a little late, I’d be happy to take the shift.</p> | |
| <p>Lily Chow (2:35 P.M.)</p> <p>Sorry, Alicia. I have tickets for a basketball game tonight. I hope you’re able to find someone to take your shift, though.</p> | |
| <p>Alicia Gonzalez (2:37 P.M.)</p> <p>I’m not sure it’s OK to start the shift late. He made it very clear at our last staff meeting that all shifts must be covered for the exact same hours.</p> | |

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| <p>Jason Krauss (2:38 P.M.)</p> <p>I wish I could help. Can you call Mr. Maski and see if anyone already working can stay longer?</p> |
| <p>Michael Whitmore (2:40 P.M.)</p> <p>I'm on a break at work now. I'm supposed to leave at 3:30 but can stay an extra hour until Jason arrives. That way the shift is still covered.</p> |
| <p>Jason Krauss (2:42 P.M.)</p> <p>That works for me. Do you think Mr. Maski will let us to do that, Alicia?</p> |
| <p>Alicia Gonzalez (2:50 P.M.)</p> <p>I just called. Mr. Maki's fine with it. I really appreciate everyone's help!</p> |
| <p>Jason Krauss (3:15 P.M.)</p> <p>You're welcome. I'll see you soon, Michael.</p> |



| | |
|--|---|
| <p>9. Where most likely do the writers work?</p> <p>Ⓐ At a restaurant</p> <p>Ⓑ At a sporting goods store</p> <p>Ⓒ At a medical center</p> <p>Ⓓ At an auto repair shop</p> | <p>10. What most likely is true about all the writers?</p> <p>Ⓐ They are meeting for dinner tonight.</p> <p>Ⓑ They have the same manager.</p> <p>Ⓒ They drive to work together.</p> <p>Ⓓ They like to attend sporting events.</p> |
| <p>11. At 2:50 P.M., what does Ms. Gonzalez mean when she writes, "Mr. Maki's fine with it"?</p> <p>Ⓐ He will work her shift for her.</p> <p>Ⓑ He can drive her to an appointment.</p> <p>Ⓒ He has approved a schedule change.</p> <p>Ⓓ He has to pay a penalty.</p> | <p>12. Who will leave work tonight later than originally planned?</p> <p>Ⓐ Ms. Gonzalez</p> <p>Ⓑ Mr. Krauss</p> <p>Ⓒ Ms. Chow</p> <p>Ⓓ Mr. Whitmore</p> |

Questions 6-7 refer to the following online chat discussion.

| | |
|---|---|
|   <div style="float: right;"> — □ X </div> | |
| Cassia Cunha (10:22 A.M.) Hi Thomas. Tomorrow our partners from Germany will be arriving, and I would like it if someone could greet them in German. Would you take care of that? | ▲ |
| Thomas Dolezych (10:24 A.M.) Certainly, but they all spoke English to me when I went there last spring. | |
| Cassia Cunha (10:25 A.M.) Yes, they do speak English, but it would be a nice gesture to welcome them in their own language. | |
| Thomas Dolezych (10:26 A.M.) No question about it. Just let me know if there is anything specific you'd like me to communicate to them. | |
| Cassia Cunha (10:27 A.M.) Will do. Check your e-mail in an hour or so. | ▼ |

| | |
|---|--|
| <p>6. According to the online chat discussion, what is true about Mr. Dolezych?</p> <p>Ⓐ He is Ms. Cunha's supervisor.</p> <p>Ⓑ He is an experienced translator.</p> <p>Ⓒ He regularly travels to other countries.</p> <p>Ⓓ He has already met the visiting partners.</p> | <p>7. At 10:26 A.M., what does Mr. Dolezych most likely mean when he writes, "No question about it"?</p> <p>Ⓐ He feels comfortable speaking German.</p> <p>Ⓑ He does not plan to ask the visitors any questions.</p> <p>Ⓒ The visitors will appreciate a warm welcome.</p> <p>Ⓓ The visitors should understand Ms. Cunha's e-mail.</p> |
|---|--|

Questions 8-9 refer to the following online chat discussion.

| | |
|---|-------------------|
|   <div style="float: right;"> <div></div> <div></div> <div>X</div> </div> | |
| Joe Abrams | 10:15 A.M. |
| Paco, I saw they posted the names of people who just earned their certificates for food safety supervisor. Well done! | |
| Paco Nieves | 10:20 A.M. |
| Thanks! | |
| Joe Abrams | 10:21 A.M. |
| So that means you'll get the promotion? | |
| Paco Nieves | 10:24 A.M. |
| That's what my manager said. Want to go out for lunch to celebrate? | |
| Joe Abrams | 10:34 A.M. |
| I'm actually on a tight deadline. | |
| Paco Nieves | 10:35 A.M. |
| Oh, that's too bad. | |
| Joe Abrams | 10:37 A.M. |
| How about dinner though? | |
| Paco Nieves | 10:38 A.M. |
| Sounds good. | |


8. Why does Mr.Abrams contact Mr. Nieves?

- Ⓐ To request a copy of a certificate
- Ⓑ To congratulate him on an accomplishment
- Ⓒ To suggest that he apply for a promotion
- Ⓓ To reschedule a lunch meeting

9. At 10:34 A.M., what does Mr. Abrams most likely mean when he writes, "I'm actually on a tight deadline"?

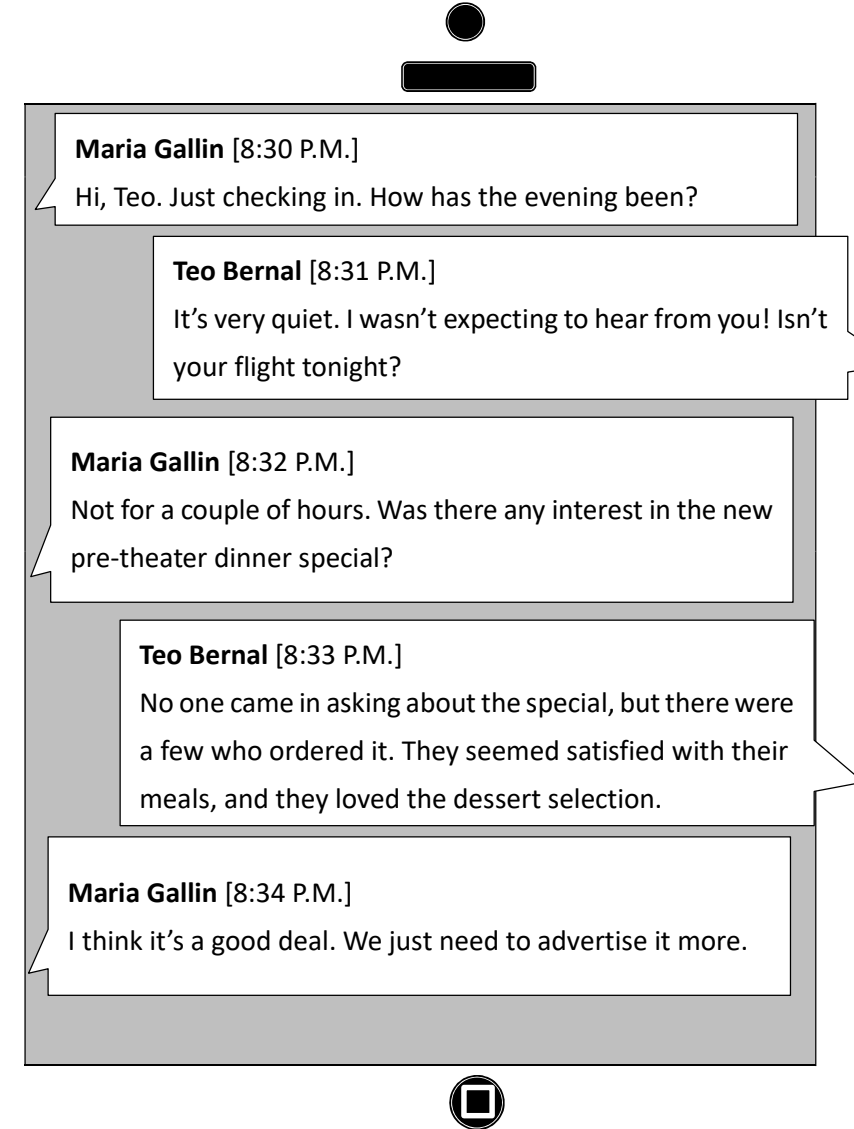
- Ⓐ He would like Mr. Nieves to assist him.
- Ⓑ He is unwilling to contact Mr. Nieves' manager.
- Ⓒ He would like to change a due date.
- Ⓓ He is not available to meet for lunch.

Questions 13-16 refer to the following online chat discussion.

| | |
|---|---|
| <p>Marcus Axelsson (8:48 A.M.)</p> <p>Last Thursday, Ms. Chambers gave feedback regarding our design concepts for her apartment. She loves our proposals but is asking for window treatments in a neutral color rather than the red curtains Liz had envisioned.</p> |  |
| <p>Imogen Carnegie (8:49 A.M.)</p> <p>Sorry. You're referring to bedrooms, correct? I understood there would be no window treatments in the open-plan living and kitchen areas.</p> | |
| <p>Liz Morabito (8:50 A.M.)</p> <p>I could price wooden blinds instead. Blinds in a light wood tone should meet her preferences.</p> | |
| <p>Marcus Axelsson (8:51 A.M.)</p> <p>Imogen, that's right. She originally wanted blinds in the main living areas, but the cost wasn't doable. I like your idea, Liz. Blinds for the two bedroom windows should be affordable.</p> | |
| <p>Liz Morabito (8:52 A.M.)</p> <p>Checking right now.</p> | |
| <p>Marcus Axelsson (8:53 A.M.)</p> <p>Great! Once this is settled, we'll be ready to start work on Wednesday, as planned.</p> | |
| <p>Imogen Carnegie (8:54 A.M.)</p> <p>Marcus, didn't Ms. Chambers leave open the possibility of us starting sooner? If we're aiming for completion on Friday, so she can move in on Saturday, maybe an extra day wouldn't be a bad idea.</p> | |
| <p>Liz Morabito (8:54 A.M.)</p> <p>I just priced the blinds. Looks like there's a style that's within budget.</p> | |
| <p>Marcus Axelsson (8:55 A.M.)</p> <p>Good thinking. Let's go with Tuesday morning then. Thanks Liz. If you can get me your figures, I'll ask Ms. Chambers for approval.</p> | |

| | |
|--|--|
| <p>13. Where do the three people probably work?</p> <ul style="list-style-type: none"> Ⓐ At a window installation service Ⓑ At an apartment rental agency Ⓒ At a moving company Ⓓ At an interior design firm | <p>14. At 8:49 A.M., what does Ms. Carnegie most likely mean when she writes, "Sorry"?</p> <ul style="list-style-type: none"> Ⓐ She is confused about a colleague's statement. Ⓑ She regrets having missed a meeting. Ⓒ She made a mistake on a document. Ⓓ She forgot to mention a client's preference. |
| <p>15. What is true about Ms. Morabito?</p> <ul style="list-style-type: none"> Ⓐ She is unsure of what payment method to use Ⓑ She will select a different type of window. Ⓒ She suggests a way to satisfy a client request. Ⓓ She is unable to find a reasonable price. | <p>16. On what day will work begin?</p> <ul style="list-style-type: none"> Ⓐ Tuesday Ⓑ Wednesday Ⓒ Thursday Ⓓ Friday |

Questions 10-11 refer to the following text-message chain.

| | |
|--|--|
|  <p>The image shows a text message conversation on a mobile phone screen. At the top is a status bar with a black circle and a black rectangle. The messages are in a grey container with white bubbles. The first bubble is from Maria Gallin at 8:30 P.M., saying 'Hi, Teo. Just checking in. How has the evening been?'. The second bubble is from Teo Bernal at 8:31 P.M., saying 'It's very quiet. I wasn't expecting to hear from you! Isn't your flight tonight?'. The third bubble is from Maria Gallin at 8:32 P.M., saying 'Not for a couple of hours. Was there any interest in the new pre-theater dinner special?'. The fourth bubble is from Teo Bernal at 8:33 P.M., saying 'No one came in asking about the special, but there were a few who ordered it. They seemed satisfied with their meals, and they loved the dessert selection.'. The fifth bubble is from Maria Gallin at 8:34 P.M., saying 'I think it's a good deal. We just need to advertise it more.'. At the bottom of the screen is a black square icon.</p> <p>Maria Gallin [8:30 P.M.] Hi, Teo. Just checking in. How has the evening been?</p> <p>Teo Bernal [8:31 P.M.] It's very quiet. I wasn't expecting to hear from you! Isn't your flight tonight?</p> <p>Maria Gallin [8:32 P.M.] Not for a couple of hours. Was there any interest in the new pre-theater dinner special?</p> <p>Teo Bernal [8:33 P.M.] No one came in asking about the special, but there were a few who ordered it. They seemed satisfied with their meals, and they loved the dessert selection.</p> <p>Maria Gallin [8:34 P.M.] I think it's a good deal. We just need to advertise it more.</p> | <p>10. Where does Mr. Bernal most likely work?</p> <ul style="list-style-type: none">Ⓐ At a bakeryⒷ At an airportⒸ At a restaurantⒹ At an advertising firm <p>11. At 8:31 P.M., what does Mr. Bernal most likely mean when he writes, "It's very quiet"?</p> <ul style="list-style-type: none">Ⓐ Nobody has ordered the special.Ⓑ The business has had little activity.Ⓒ The sound system is not working.Ⓓ He has gone home for the night. |
|--|--|

Questions 18-22 refer to the following letter and form.

September 5

Mr. Piotr Ciszak
92 Hastings Street
Victoria, BC V8N 1W5

Dear Mr. Ciszak:

Thank you for your participation in the summer internship program at the British Columbia Tourism Board, Vancouver branch, this year. We appreciate the contributions you made and we hope you found it interesting and challenging. This was our first time running this sort of program and we are looking for your feedback to help us improve the program for next summer.

Please find a survey and preaddressed, stamped envelope enclosed. The completed surveys will provide valuable information to help us to improve the program for future participants and should be returned to the department supervisor that you worked with. For those who worked in marketing, that would be Darius Holt. For those who worked in translation services, that would be Mina Lundquist.

Because we have already begun the planning process for next year, we hope to receive all responses by September 30. If you have any questions, please do not hesitate to contact me at 604-555-0199. If I am out of the office, you can also speak with my assistant, Lara Mahoney, as she is familiar with the program. Thank you again for your hard work.

Sincerely,
Kenji Ichihashi, Program Director
Enclosures

Internship Survey

Assignment period: June 6 to August 27

Department: Translation Services

The orientation was informative and helped me start my work confidently.

Yes [☐] No [☒] N/A [☐]

I found my work engaging and challenging.

Yes [☒] No [☐] N/A [☐]

I received helpful feedback from my supervisor.

Yes [☒] No [☐] N/A [☐]

I was satisfied with the length of my assignment.

Yes [☒] No [☐] N/A [☐]

I would consider participating in the program again.

Yes [☒] No [☐] N/A [☐]

Additional comments, including suggestions for improvement:

I'm a language major at Marpole University and was interested in practicing my language skills and getting a taste of the tourism industry to see if that is a direction I would like to pursue. I found the experience overall to be really helpful and rewarding. My only suggestion for improvement would be to extend the length of the orientation. It seemed a bit rushed, and it would have been helpful to have more time for questions and answers.

| | | |
|--|---|---|
| <p>18. What is the purpose of the letter?</p> <p>Ⓐ To apply to a program</p> <p>Ⓑ To ask for a recommendation</p> <p>Ⓒ To request information</p> <p>Ⓓ To obtain a translation of a document</p> | <p>19. What is stated about the internship program?</p> <p>Ⓐ It is new.</p> <p>Ⓑ It requires travel.</p> <p>Ⓒ It will not be repeated.</p> <p>Ⓓ It is a one-year program.</p> | <p>22. What is indicated about Mr. Ciszak?</p> <p>Ⓐ He is planning a trip</p> <p>Ⓑ He is a marketing assistant.</p> <p>Ⓒ He is moving to Vancouver.</p> <p>Ⓓ He is currently a student.</p> |
| <p>20. When must the form be returned?</p> <p>Ⓐ By June 6 Ⓑ By August 27</p> <p>Ⓒ By September 5 Ⓓ By September 30</p> | <p>21. Whom did Mr. Ciszak report to during the program?</p> <p>Ⓐ Mr. Holt Ⓑ Ms. Lundquist</p> <p>Ⓒ Ms. Mahoney Ⓓ Mr. Ichihashi</p> | |

1. Vocabulary Review:

| | | | | | | | | | |
|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| (1)_____ | (2)_____ | (3)_____ | (4)_____ | (5)_____ | (6)_____ | (7)_____ | (8)_____ | (9)_____ | (10)_____ |
| (11)_____ | (12)_____ | (13)_____ | (14)_____ | (15)_____ | (16)_____ | (17)_____ | (18)_____ | (19)_____ | (20)_____ |

| | | | | | | | |
|--------------|--------------------|-------------|------------------|---------------|--------------|-------------------|---------------|
| (a) manual | (b) method | (c) notify | (d) periodically | (e) pertinent | (f) pretty | (g) provisionally | (h) regularly |
| (i) reliable | (j) representative | (k) resolve | (l) respect | (m) rest | (n) solidify | (o) specific | (p) strategy |
| (q) superb | (r) suppose | (s) surpass | (t) usual | | | | |

2. Part 3, 4 (Short conversations and Short talks)**題型 6: 詢問意見或觀感**

| | |
|--|---|
| • How does the man/woman feel (about...)? | • How does A say/think B should feel? |
| • What does the man/woman say about...? | • What did the man/woman think about..? |
| 解題技巧: 若問 man 的想法, 答案一律從 man 的陳述中找出。若是問 woman 的感受或意見, 則要特別注意聽 woman 的陳述及反應。 | |

題型 7 詢問細節

| | |
|---|--|
| • 問時間: When should (sth.) be completed?/When will (event) take place? | • 地點: Where is (sth.) taking place? |
| • 問數字或多少錢: How many people do the speakers expect for the (event)? / How much is (sth.)? | • 問方式: How will the man/woman contact (sb.)? |
| • 問物件: What does A give B...?/What product is the man/woman looking for? | |
| 解題技巧: 相對於 main idea 一類的問題可以等最後再答, 細節題(specific questions) 是一聽到對話中提及就要馬上作答的, 否則很容易會忘掉該題的答案。這類問題的辨識方式在於其答案選項通常都很短。 | |

題型 8 推論題

| | |
|--|--|
| 這類題型問句中多半含 most likely, probably/might, inferred/implied 等字眼: | |
| • Where does (sb.) probably work? | • Where is the conversation most likely taking place? |
| • What can be inferred about the speakers? | • What type of company do the speakers most likely work for? |
| 解題技巧: 推論型題目(inference questions) 屬 Part 3 中難度較高的題型, 正確答案並沒有在對話中明講。成功答題的秘訣在於聽出關鍵字詞後, 能靠合理, 邏輯的思考模式推敲出答案。 | |

Page 77: 1[]2[]3[]4[]5[]6[]7[]8[]9[]10[]

Page 79: 1[]2[]3[]4[]5[]6[]

Page 81: 1[]2[]3[]4[]5[]6[]7[]8[]9[]10[]

Page 83: 1[]2[]3[]4[]5[]6[]

Exercise:

① 在售票口:

有關售票口的對話, 首先需把把握住「到底賣的是什麼票」。此外, 與時間及人物相關的問題也很常出現。

Check 1: 從對話一開始就確認說話者的「行為」->將答案選項的動詞「垂直閱讀」, 當然聽懂對話開頭的「行為」是重點所在。此外也須注意選項裡的動詞同義詞。

Check 2: 要注意問部分場所的問題->5:00 P.M. workshop 是關鍵字, 整體的問題出現的頻率也很高->Where does the conversation take place?

Check 3: 售票口的對話中, 請鎖定「數字」->售票口對話的特色之一就是數字特別多, 它的問題和音樂會或表演的「種類」, 「(開始或結束)時間」, 「票價」, 「票券購買張數」有關。只要將注意力集中在與問題相關的數字上即可。

Page 87: 1[]2[]3[]

Page 88: 1[]2[]3[]

3. Part 7 (Reading comprehension)

『替换表达』(paraphrase):

| | |
|---|--|
| <p>01. The machinery at our plant is too old for us to remain competitive. = We have _____ equipment compared to other companies. Ⓐ outdated Ⓑ former</p> | <p>02. Yearly pay raises will be determined after the employee evaluations. = Employee performance will be _____ to decide on salary increases. Ⓐ interviewed Ⓑ assessed</p> |
| <p>03. The hotel announced that it will reopen its newly improved restaurant next month. = The hotel will reopen its _____ facility in the coming month. Ⓐ innovative Ⓑrenovated</p> | <p>04. According to yesterday's report, the sales department reached its quarterly sales target. = The sales goal was _____ last quarter. Ⓐ met Ⓑconnected</p> |
| <p>05. Children under 10 must be accompanied by a parent. Ⓐ Seven-year-old children will not be charged admission. Ⓑ Seven-year-old children will be admitted only if they are with an adult.</p> | <p>06. Only candidates who have passed the written exam will be contacted. Ⓐ Not all of the job applicants will be interviewed. Ⓑ Candidates need to confirm the date and time of the interview.</p> |
| <p>07. The management has not found a suitable person to take over Mr.Watson's position. Ⓐ The replacement for Mr. Watson has yet to be appointed. Ⓑ The appointment of Mr. Watson has yet to be confirmed.</p> | <p>08. Room service delivered my breakfast late five times during my six-day stay. Ⓐ I did not receive most of my morning meals on time. Ⓑ I received the wrong order five times during my stay.</p> |

題型 3 電子郵件 Email:

電子郵件只要看開頭幾行就可以了解「主旨=想說的話」，內文是將主旨具體化。了解信件主旨後，先暫停閱讀內文。直接跳到題目上。

首先，找出整體概念型題目。如果題目問的是和主旨，寄信人或收信人有關的問題，只要看標題與頭幾行就可以立刻找出答案。

接著，找出細節型題目後，再開始閱讀本文。閱讀時請一邊尋找題目中的關鍵字。例如，若題目為 **When will Mr. Kato go to the Park Hotel?** 的話，在閱讀時就必須隨時注意「Hotel」這個字，或是注意有關「時間的表達」，這樣答題時就會變得很容易。

| | | |
|---|--|---|
| To: From: Date: Subject: | | Check 1: 從 From: 與 To: 就可以判斷「是什麼身份的人寄信給什麼樣的人」。接著，看 Subject 就可以接收到和信件內容有關的訊息。 |
| Dear OO, 內文 | | Check 2: 收件人姓名，結尾的問候語 信件的開頭，通常會用例如 Dear Mr. Smith 的稱呼。收件人姓名的部份，通常會註明對方的身份。結尾的部份，通常會有相當於中文「敬上」之意的 Sincerely yours 或 Yours sincerely 。商業書信，會在姓名之後寫上職稱或公司名。 |
| 內文 | | Check 3: 開頭幾行常有固定用語 商業書信通常會先「陳述要件」。信件的主旨與目的會在前幾行提及。先別急著讀完全文，先找到「 Subject: 」與「內文開頭幾行」確認內容。 |
| Sincerely, 姓名 公司名，職位名，部門名稱 公司地址，電話，FAX, Email | | Check 4: -信件最後一段 慶祝會通知：聚會必知的「場地」與「時間」。 求職信：表明對這份工作的決心。(P.S. 求職信流程:(1)自我介紹->(2)說明經歷->(3)表明決心) 索貼信：說明希望對方如何處理。 |

Page 208:1[]2[]3[]4-5[]6[]7[]8[]9[]10[]11[]

Page 210:1[]2[]3[]4[]5[]6[]7[]8[]9[]10[]11[]12[]13[]14[]15[]

題型 4 信件 Letter:

傳統信件與 Email 一樣, 開頭幾行寫的都是「主旨=重點」, 而內文也不過是將主旨具體化罷了。多益測驗中出現的傳統信件, 大多是和「要求」和「道歉」有關的書信, 寄信人, 通常不是「個人」, 而是「公司」居多。

雖然如此, 「正式信件」題目的解法, 與 Email 的解法並沒有差別。若是屬於「整體概念型題目」, 看最初幾行就可回答。若是「細節型題目」, 就必須先找出題目中的關鍵字, 再依關鍵字的提示從文章中找出答案。

| | | |
|-------------------------------------|---|--|
| 信頭(寄件人, 公司的地址) | ← | Check 1: 若有標示「信頭」, 則為正式官方文件 印有「信頭」的信紙, 是員工代表公司向第三者所發的信函。若沒有「信頭」的信件, 寄件人的地址, 會出現在最上方的右上角。收件人=對方名字, 通常會寫 Dear OO, 收件人的地址, 則寫在 Dear 的上方。 |
| 日期 收件人地址 | | |
| Dear OO, | | Check 2: 開頭先將「主旨=要件」寫出來 商業書信, 由於內容比較正式, 因此「主旨=要件」必須非常明確。和電子郵件一樣, 信件的目的必須在一開始就表明清楚。 |
| 內文 | ← | Check 3: 內容/問題/產品描述及介紹 道歉信: 關於要處理的問題 訂閱資訊: 新雜誌的介紹 要求估價: 產品的內容->數量問題很容易出現於細節型題目中。 |
| | ← | |
| | ← | Check 4: 文章後半 道歉信: 處理方式是「修理」, 「退款」還是「換貨」要確實掌握清楚, 還有, 關於「收據的有無」也是常被問及。 訂閱資訊: 優惠內容->常喜歡考與「數字」相關的內容, 「優惠期限」, 與「價格」部份必須注意。 要求估價: 付款條件及運送事宜的細節需注意。 |
| Sincerely yours, 署名 職稱 公司名 | | |

Page 206: 1[]2[]3[]4[]5[]6[]7[]8[]9[]10[]11[]12[]

Vocabulary –HR recruitment (1)

Student A: I believe Frank would be an excellent **addition** to your library staff.

Student B: _____ should possess knowledge of current trends in technology.

Student A: We need to advertise for another **assistant**.

Student B: As an _____ in the legal department, it will be Mr. Ishibashi's responsibility to review all corporate contracts.

Student A: Dr. Brown has a **bachelor's degree** in chemistry and a Ph.D. in analytical chemistry from Porter university.

Student B: Of all the _____ applying for the job, Mr. Wang appears to be the most promising.

Student A: The assistant will be expected to carry out a range of tasks from simple **clerical** duties to complex assignments.

Student B: The company handbook covers the topics of _____, bonuses, and overtime.

Student A: Job seekers should avoid discussing **confidential** information that was acquired while working for former employers.

Student B: I believe that my background and experience make me an attractive candidate for your _____.

Student A: Winthrop Strategies is seeking to employ a motivated individual who **consistently** meets deadlines.

Student B: Applications can also be filed _____ by sending an e-mail to raja@sajob.com.pk.

Student A: You will start your **employment** with Intelicom as an administrative assistant on October 30.

Student B: She speaks very highly of your expertise and finds your work _____ to be outstanding.

Student A: This video makes it **evident** that your client committed the crime.

Student B: _____ with publishing will be very helpful.

Student A: When did they **fill** the assistant manager position?

Student B: I believe my skills and abilities _____ the description of the person you are seeking.

Student A: Judging by our discussion, I feel strongly that this company would be an **ideal** place for me to work.

Student B: Let's discuss the last person we _____ before we see the next candidate.