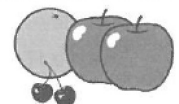



0. Exercise: **Part 3 (30x2%)**

在店裡頭

<p>9. Where are speakers?</p> <p>Ⓐ In a hotel lobby</p> <p>Ⓑ In a bookstore</p> <p>Ⓒ In a theater</p> <p>Ⓓ In a restaurant</p> <p>10. What does the woman say she did two months ago?</p> <p>Ⓐ She published a book.</p> <p>Ⓑ She started a business.</p> <p>Ⓒ She moved to a new house.</p> <p>Ⓓ She attended a concert.</p> <p>11. What does the woman offer to do?</p> <p>Ⓐ Give a recommendation</p> <p>Ⓑ Provide a discount</p> <p>Ⓒ Arrange for different seating</p> <p>Ⓓ Make a reservation</p>	<p>6. What does the man want to do?</p> <p>Ⓐ Return some merchandise</p> <p>Ⓑ Use a gift certificate</p> <p>Ⓒ Complain about a service</p> <p>Ⓓ Get an estimate</p> <p>7. What does the woman suggest?</p> <p>Ⓐ Speaking to a manager</p> <p>Ⓑ Signing up for a mailing list</p> <p>Ⓒ Checking a shelf</p> <p>Ⓓ Visiting a store branch</p> <p>8. What does the woman say will happen next week?</p> <p>Ⓐ The store will relocate.</p> <p>Ⓑ More products will arrive.</p> <p>Ⓒ Items will be discounted.</p> <p>Ⓓ Business hour will be extended.</p>
<p>B: .....When did your friend Gretchen open this _____?</p> <p>B1: ..... It looks like your _____'s doing really well.</p> <p>B1: How long have you been _____?</p> <p>A: .....and I'll find you a better _____.</p>	<p>A: .....I'd like to _____ it for a _____.</p> <p>B: .....But we have more of those blankets on the _____ – you might want to _____ there's _____ one like it instead.</p> <p>B: ...we do have a _____ ing in early _____.</p>

<p>6. Where is the conversation most likely?</p> <p>Ⓐ In a gift shop</p> <p>Ⓑ In a grocery store</p> <p>Ⓒ In a music hall</p> <p>Ⓓ In a restaurant</p> <p>7. What is scheduled to happen tomorrow?</p> <p>Ⓐ The business will be closed.</p> <p>Ⓑ A live concert will be held.</p> <p>Ⓒ Furniture will be delivered.</p> <p>Ⓓ A room will be renovated.</p> <p>8. What does the woman remind the man to do?</p> <p>Ⓐ Contact the newspaper</p> <p>Ⓑ Hand out coupons</p> <p>Ⓒ Post a sign</p> <p>Ⓓ Seat customers quickly</p>	<p>9. Who most likely is the woman?</p> <p>Ⓐ A restaurant owner</p> <p>Ⓑ A supermarket employee</p> <p>Ⓒ A newspaper reporter</p> <p>Ⓓ An event caterer</p> <p>10. Look at the graphic. Which items have an incorrect price tag?</p> <p>Ⓐ Apples</p> <p>Ⓑ Cherries</p> <p>Ⓒ Oranges</p> <p>Ⓓ Grapes</p> <p>11. What does the woman say she will do next?</p> <p>Ⓐ Speak with a manager</p> <p>Ⓑ Call a newspaper publisher</p> <p>Ⓒ Reorder some products</p> <p>Ⓓ Change a display</p>	<div><p><b>Savings Best Days!</b> Offers Valid: 7/6 thru 7/13</p><table><tr><td>Apples</td><td>2 euros / kilogram</td></tr><tr><td>Cherries</td><td>8 euros / kilogram</td></tr><tr><td>Oranges</td><td>3 euros / kilogram</td></tr><tr><td>Grapes</td><td>1.5 euros / kilogram</td></tr></table></div>	Apples	2 euros / kilogram	Cherries	8 euros / kilogram	Oranges	3 euros / kilogram	Grapes	1.5 euros / kilogram
Apples	2 euros / kilogram									
Cherries	8 euros / kilogram									
Oranges	3 euros / kilogram									
Grapes	1.5 euros / kilogram									
<p>A: Wow, we had a lot more diners here for our _____'s opening night than we could have hoped for.</p> <p>B: .....I just hope that the _____s and _____s are _____ed tomorrow morning...</p> <p>A: ....please _____ to give them our _____ for twenty percent off their next meal.</p>	<p>A: Hi, _____ to Foodshop Plus. Can I _____ you?</p> <p>B: ....The paper indicates that it should be _____ euros a kilogram.</p> <p>A: .....I'll _____ this right away.</p>									

與服務人員對話

<p>8. Where are the speakers?</p> <p>Ⓐ At a hair salon</p> <p>Ⓑ At a doctor's office</p> <p>Ⓒ At a pharmacy</p> <p>Ⓓ At a university</p> <p>9. What is the problem?</p> <p>Ⓐ The woman is late for a meeting.</p> <p>Ⓑ A calendar has been misplaced.</p> <p>Ⓒ A computer is not working.</p> <p>Ⓓ The woman mixed up her appointment date.</p> <p>10. What will the man try to do?</p> <p>Ⓐ Make an appointment for next week</p> <p>Ⓑ Provide some paperwork</p> <p>Ⓒ Find an available employee</p> <p>Ⓓ Order some supplies</p>	<p>11. Why does the woman say she is at the restaurant?</p> <p>Ⓐ To celebrate a contract</p> <p>Ⓑ To evaluate a business</p> <p>Ⓒ To prepare for a meeting</p> <p>Ⓓ To interview for a job</p> <p>12. Look at the graphic. How much will the woman pay for her menu item?</p> <p>Ⓐ \$9.99</p> <p>Ⓑ \$5.00</p> <p>Ⓒ \$3.50</p> <p>Ⓓ \$6.99</p> <p>13. What does the man say is on the back of the menu?</p> <p>Ⓐ A dessert list</p> <p>Ⓑ A password</p> <p>Ⓒ A Web site address</p> <p>Ⓓ Nutrition information</p>	
<p>A: Hi, I scheduled a _____ for today....</p> <p>A: ....My appointment is _____ Wednesday, _____ today.</p> <p>B: ...Let me see if one of the _____ hair stylists is _____ to _____ you _____ today.</p>	<p>B: ....I'm eating alone-I'm _____ ing for a _____ this afternoon....</p> <p>B: I'm interested in the _____.....?</p> <p>B: ....can I have the _____ for the restaurant's wireless Internet?</p> <p>A: Sure, it's on the _____ of the _____.</p>	

<p>6. Where does the man say he went this morning?</p> <p>Ⓐ To his office</p> <p>Ⓑ To a luggage store</p> <p>Ⓒ To a museum</p> <p>Ⓓ To a library</p> <p>7. Why is the man calling?</p> <p>Ⓐ To inquire about an exhibition.</p> <p>Ⓑ To return some clothing.</p> <p>Ⓒ To renew some borrowed books.</p> <p>Ⓓ To ask about a lost item.</p> <p>8. What does the woman ask the man to do before 6:00 P.M.?</p> <p>Ⓐ Visit an information desk</p> <p>Ⓑ Pick up some stationery</p> <p>Ⓒ Find a receipt</p> <p>Ⓓ Make a payment</p>	<p>9. Who most likely is the woman?</p> <p>Ⓐ A Security officer</p> <p>Ⓑ A postal worker</p> <p>Ⓒ A bank employee</p> <p>Ⓓ A store clerk</p> <p>10. What does the man mean when he says, "I don't have my glasses"?</p> <p>Ⓐ He must reschedule an appointment.</p> <p>Ⓑ He has lost an item.</p> <p>Ⓒ He is unable to drive.</p> <p>Ⓓ He cannot answer a question.</p> <p>11. What does the woman say he will do?</p> <p>Ⓐ Send an e-mail</p> <p>Ⓑ Refund a charge</p> <p>Ⓒ Check with a manager</p> <p>Ⓓ Look up a telephone number</p>
<p>A: Hi. Is this the Knoxview History _____? ....and I think I _____ my bag there.</p> <p>B: ....Please _____ the museum information desk anytime before six P.M. to pick it up.</p>	<p>A: ....._____ I _____ you?</p> <p>B: ....but I _____ed when I _____ that I don't have my glasses.</p> <p>A: ...let me _____ the manager to _____ if anything's been _____ed _____ to the Lost and Found.</p>

<p>6. What problem is the woman calling about?</p> <p>Ⓐ She does not have a building address.</p> <p>Ⓑ She has lost her mobile phone.</p> <p>Ⓒ Her credit card was not accepted.</p> <p>Ⓓ Her security badge is not working.</p> <p>7. What does the man tell the woman to do?</p> <p>Ⓐ Make a deposit</p> <p>Ⓑ Visit an office</p> <p>Ⓒ File a report</p> <p>Ⓓ Select another item</p> <p>8. What does the woman ask about?</p> <p>Ⓐ Where a bank is located</p> <p>Ⓑ Why a product was discontinued</p> <p>Ⓒ How an item was damaged</p> <p>Ⓓ When a store will close</p>	<p>6. Where most likely does the woman work?</p> <p>Ⓐ At an employment agency</p> <p>Ⓑ At an electric company</p> <p>Ⓒ At an accounting firm</p> <p>Ⓓ At an interior decorating service</p> <p>7. Why will the man be charged a fee?</p> <p>Ⓐ To activate a service</p> <p>Ⓑ To replace some equipment</p> <p>Ⓒ To cancel a reservation</p> <p>Ⓓ To obtain a permit</p> <p>8. What does the woman say she will do?</p> <p>Ⓐ Change the date of a meeting</p> <p>Ⓑ Assign workers to another location</p> <p>Ⓒ Submit a work order</p> <p>Ⓓ Finish building repairs</p>
<p>A: Hello, I'm calling to report a _____ with my _____.</p> <p>B: ....You'll _____ over to the security _____ so that.....</p> <p>A: ....._____ could have _____ed to it to _____ this _____?</p>	<p>A: .... and we need to have the _____ turned on at that location.</p> <p>B: ....there is a _____ - _____ dollar _____ fee.</p> <p>B: .....I'll put in a _____ for the _____ to be _____.</p>

**Part 7 (50x0.8%)**

**Questions 6-7** refer to the following advertisement.

<p style="text-align: center;"><b>Fresh Rose Cleaners</b></p> <p style="text-align: center;">55 Richwood Street, Victoria BC V8W 2P5</p> <p style="text-align: center;">250-294-1501</p> <p>We've been providing high-quality cleaning and alteration services at affordable prices for 15 years. Get 10% off on dry cleaning orders of 5 or more items, Monday to Thursday!</p>		
<b>Dry Cleaning</b>	Shirts or Blouses	<b>\$4.25</b>
	Trousers, skirts, or dresses	<b>\$5.75</b>
	Suits	<b>\$12.00</b>
	Sweaters	<b>\$6.00</b>
	Jackets or coats	<b>\$7.25</b>
	Accessories	<b>\$3.00</b>
<b>Tailoring</b>	Hemming, buttons, zippers, etc.	<b>Varies by complexity</b>
<b>Laundry</b>	Washing & folding (Delivery available upon request)	<b>\$2.00 per kilogram</b>
<p>6. According to the advertisement, how can a customer receive a discount?</p> <p>Ⓐ By having a certain number of items dry cleaned</p> <p>Ⓑ By dropping off an order on a Friday afternoon</p> <p>Ⓒ By bringing in a coupon for laundry service</p> <p>Ⓓ By requesting delivery with an order</p>		<p>7. What is the price for dry cleaning a necktie?</p> <p>Ⓐ \$2.00</p> <p>Ⓑ \$3.00</p> <p>Ⓒ \$4.25</p> <p>Ⓓ \$5.75</p>

**Questions 6-8** refer to the following guest pass.

Present this pass to receive one complimentary visit to

## **Blue River Fitness Center**

- Valid for first-time visitors only.
- Guests must be at least 18 years of age or accompanied by an adult.
- Guests must attend an information session with a staff member to receive a tour of the facility and learn about membership options.
- Valid during limited hours only:  
Tuesday to Thursday 10:00 A.M. - 5:00 P.M., Saturday 10:00 A.M. - 3:00 P.M.

Blue River has long been Detroit's premier fitness center, helping members of all ages and interests to improve their health. Whether you are a novice looking to begin a fitness routine or a fitness expert seeking new challenges, Blue River will help you attain your goals.

6. What must a visitor do in order to use the guest pass?

- Ⓐ Present identification
- Ⓑ Take a fitness test
- Ⓒ Meet with a representative
- Ⓓ Complete a survey

7. When can the pass be used?

- Ⓐ On Monday
- Ⓑ On Wednesday
- Ⓒ On Friday
- Ⓓ On Sunday

8. What is suggested about the Blue River Fitness Center?

- Ⓐ It does not allow guests under 18 years old.
- Ⓑ It serves members at all skill levels.
- Ⓒ It recently opened a new location.
- Ⓓ It sells fitness equipment and clothing.

**Questions 13-17** refer to the following article, schedule, and flyer.

### Chocolatier's Pavilion Mobbed

BERLIN(15 AUGUST) - The International Food Expo kicked off earlier this week, and it quickly became clear which pavilions are attracting the most interest from attendees at the weeklong event. From the moment it opened, the pavilion featuring the Brazilian chocolatier Amo-Te has been overrun with enthusiastic visitors.

"We didn't expect to be so popular," remarked company Marketing Manager Andreas Gomes, who arrived at the expo just in time to see his company's artisanal confectioners explain the chocolate-making process to eager crowds.

"We drew so many visitors that I had to fly in five more employees from our headquarters in Brazil to staff our busy display area."

Vintage products that Amo-Te no longer distributes to retailers have been released in limited quantities. One exclusively available at the expo is the once-popular bar made from dried fruit and covered with dark chocolate. The company has reproduced this old favorite in a classic, retro-style wrapper.

"We were confident that our appeal to chocolate-lovers' sense of nostalgia would be welcome," said Mr. Gomes, "but we never expected this kind of success!"

<b>International Food Expo</b> <b>Calendar of Key Events</b>	
Welcome to the largest expo of its kind, featuring products from around the world! All pavilions will be open from 10:00 A.M. to 9:00 P.M. daily throughout the week. In addition, please note the following special events.	
<b>10 August</b>	<b>Grand Opening</b> Official welcome from exposition director and city mayor at 12 noon in the main hall
<b>12 August</b>	<b>Demonstration Pavilions</b> Companies share how their specialized products are created
<b>15 August</b>	<b>Concert Day</b> A variety of international music and entertainment from noon to midnight
<b>16 August</b>	<b>Award Ceremony</b> Recognizing the best new products in a variety of categories; reception to follow in the main hall



**Expo Treats from Amo-Te**

While at the International Food Expo this year, rest your weary feet at the Amo-Te Cafe pavilion and enjoy delicious desserts based on Amo-Te's products!

Better yet, visit our shop at the rear of the pavilion and purchase some of your all-time Amo-Te favorites at bargain prices! Awaiting you there is our entire range of products, including the legendary dried-fruit and dark-chocolate Carpatho. Stock up on our current best-sellers: the nutty Nascana, the coffee-infused Vienesa, or the spicy Tallinnska. You can also sample the new Malayna, a bittersweet confection with hints of coconut, debuting in retail locations early next year.

<p>13. According to the article, what action did Mr. Gomes have to take?</p> <p>Ⓐ Keeping the pavilion open longer</p> <p>Ⓑ Raising prices on best-selling products</p> <p>Ⓒ Bringing extra workers to the event</p> <p>Ⓓ Shipping additional samples to staff at the expo</p>	<p>16. Which product was produced specifically for the expo?</p> <p>Ⓐ Carpatho</p> <p>Ⓑ Nascana</p> <p>Ⓒ Vienesa</p> <p>Ⓓ Tallinnska</p>
<p>14. In the article, the word "drew" in paragraph 2, line 6, is closest in meaning to</p> <p>Ⓐ selected</p> <p>Ⓑ outlined</p> <p>Ⓒ sketched</p> <p>Ⓓ attracted</p>	<p>17. What is indicated about Malayna?</p> <p>Ⓐ It contains many different types of nuts.</p> <p>Ⓑ It is not yet available in stores.</p> <p>Ⓒ It has sold well in recent months.</p> <p>Ⓓ It is a traditional Brazilian treat.</p>
<p>15. On what day did Mr. Gomes likely arrive at the expo?</p> <p>Ⓐ August 10</p> <p>Ⓑ August 12</p> <p>Ⓒ August 15</p> <p>Ⓓ August 16</p>	

**Questions 16-20** refer to the following information and e-mail

### Handler's Industrial Wear

Hadler's Industrial Wear, known for rugged clothing, is most recognized for heavy-duty boots. Expertly constructed from the most durable materials, our boots are safe, comfortable, and long lasting. And with a wide range of options, we are able to cater to your needs whether you work in construction, farming, manufacturing, or you simply love the outdoors.

Choose from a variety of styles in tan, brown, or black. Waterproofing and insulation come with any style. Our boots range from standard sizes 3 to 16 with wide sizes available for sizes 10 to 16. Heights are available in 20 cm and 25 cm.

Try us today - you won't be disappointed. As a bonus with each order, we'll send you an 85-gram sample of our new Grease to Gleam boot polish. To place your order, call 03-555-0120 or visit [www.hadlersindustrial.co.nz](http://www.hadlersindustrial.co.nz). Please contact us about pricing on orders of 10 or more pairs. Free shipping is available for orders over \$250. Send inquiries and requests for price quotes to Pauline Fisk at [pfisk@hadlersindustrial.co.nz](mailto:pfisk@hadlersindustrial.co.nz).

**From:** Wenham District Roads Department <[roads@wenham.govt.nz](mailto:roads@wenham.govt.nz)>

**To:** Pauline Fisk <[pfisk@hadlersindustrial.co.nz](mailto:pfisk@hadlersindustrial.co.nz)>

**Subject:** Request for price quote

**Date:** April 2

The Wenham District Roads Department (WDRD) is seeking a supplier to provide heavy-duty boots for our work crews. We are requesting price quotes from various suppliers for consideration. If you would like to submit a bid, please see the specifications below.

Color: Black

Height: 25 cm

Number/Size: 40 pairs each of the following wide sizes - 8, 10, 12, 14

Other: Each pair must come in an individual bag or box. Boots must be in packages of no more than 10 pairs per carton, Each carton must be clearly marked with the product name and boots size.

Summary of Deadlines:

Request price quotes	April 2	Price quotes due	April 9	Selection of supplier	April 15	Items to be delivered by	April 30
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Please send your quote to WDRD electronically at [roads@wenham.govt.nz](mailto:roads@wenham.govt.nz).

<p>16. What is indicated about Handler's Industrial Wear?</p> <ul style="list-style-type: none"> <li>Ⓐ It serves clients in more than one profession.</li> <li>Ⓑ It only sells work boots.</li> <li>Ⓒ It has designed a new kind of insulation.</li> <li>Ⓓ It can add customized logos to its products.</li> </ul>	<p>19. Why will Hadler's Industrial Wear most likely be unable to meet WDRD's needs?</p> <ul style="list-style-type: none"> <li>Ⓐ It does not offer the specified color.</li> <li>Ⓑ It does not offer wide boots in all of the requested sizes.</li> <li>Ⓒ It will not be able to deliver the boots on time.</li> <li>Ⓓ It did not submit a bid by the requested method.</li> </ul>
<p>17. What does Hadler's Industrial Wear offer with every boot</p> <ul style="list-style-type: none"> <li>Ⓐ A cleaning cloth</li> <li>Ⓑ Coupons for waterproofing</li> <li>Ⓒ Free shipping</li> <li>Ⓓ A sample of polish</li> </ul>	<p>20. What is NOT a specification listed in the e-mail?</p> <ul style="list-style-type: none"> <li>Ⓐ Packaging method</li> <li>Ⓑ Boot quantity</li> <li>Ⓒ Carton Labeling</li> <li>Ⓓ Boot material</li> </ul>
<p>18. What is the latest date for suppliers to send a bid?</p> <ul style="list-style-type: none"> <li>Ⓐ April 2</li> <li>Ⓑ April 9</li> <li>Ⓒ April 15</li> <li>Ⓓ April 30</li> </ul>	

**Questions 10-11** refer to the following advertisement.

**Cafe Binni**

**55 Bale River Rd (near Tassel Tower)**

**917-555-0197**

**From April 20 to May 19, buy one box of loose tea and get a second box for 50 percent off.**

**Choose from four different varieties: white, jasmine, green, black.**

**Applies to boxes of 250 grams only.**

**Offer can be used only once per customer.**

10. What is required to receive the discount?

- Ⓐ A minimum purchase of \$20
- Ⓑ A purchase of a box of tea
- Ⓒ A manufacturer's coupon
- Ⓓ A preferred-customer card

11. What is indicated about the discount?

- Ⓐ It is available for a limited time.
- Ⓑ It applies to a variety of package sizes.
- Ⓒ It applies only to online orders.
- Ⓓ It can be used four times by one customer.

**Questions 6-8** refer to the following advertisement.

<p>The largest retail space on Canal Street is available for lease. The space is a total of 4,000 square meters divided between the first and second floors. It is housed in the newly renovated Anchor Building. The space, formerly occupied by Gerrit Fashion Retailers, sits between Koslowski's Restaurant and Finery Custom Furniture. Behind the building is a 200-space parking area that features an attendant from 6:00 A.M. to 11:00 P.M. For information on pricing and leasing terms or to schedule a visit, call Mary Fells at Harmont Realty: 723-555-0142.</p>	
<p>6. What is NOT included in the advertisement?</p> <p>Ⓐ The size of the space</p> <p>Ⓑ The location of the building</p> <p>Ⓒ The former use of the space</p> <p>Ⓓ The cost of the rental</p>	<p>8. Who most likely is Ms. Fells?</p> <p>Ⓐ A real estate agent</p> <p>Ⓑ A shop owner</p> <p>Ⓒ A tour guide</p> <p>Ⓓ An architect</p>
<p>7. What is implied about the parking area?</p> <p>Ⓐ It used to be available to employees</p> <p>Ⓑ It is the largest parking area on Canal Street.</p> <p>Ⓒ It can be used by the new tenant.</p> <p>Ⓓ It was recently under construction.</p>	

**Questions 14-18** refer to the following e-mail and package details.

From:	Hitomi Suzuki <hsuzuki@wattlefinancial.com.hk>			
To:	Priya Kulkarni <pkulkarni@multiconnect.com.hk>			
Subject:	Multiconnect Communications			
Date:	10 October			
<p>Thank you for taking the time last week to introduce Multiconnect Communications and for speaking to me about your business phone and Internet bundle packages. As I mentioned, we are not seeking Internet services as part of a combined package, as we have a five-year contract with Colbert Wireless that is currently only in its third year. After careful consideration, though, we have decided to transfer from Duostar to a new provider for our phone systems.</p> <p>I have outlined our specific phone needs. The service should not exceed HK\$6,000 monthly. There will be twenty phones at our central location, and each phone should have call-transferring, call-forwarding, and phone-conferencing capabilities. The service should also include voicemail with personalized password access and the ability to queue up to thirty voicemails per phone number. Please send the information in an attachment to your e-mail. I look forward to hearing from you soon.</p> <p>Sincerely,</p> <p>Hitomi Suzuki</p> <p>Wattle Financial</p>				
<p style="text-align: center;"><b>Multiconnect Communications - Package Details</b></p> <p>Pricing and availability are subject to change. All prices include installation and regular maintenance as well as taxes and fees. Please contact your sales representative for information on current discounts. Your sales representative is Priya Kulkarni, (852) 5555-0183 ext. 15.</p>				
Plan	Business Plus	Business Premiere	Business Excel	Business Premium
Monthly fee	HK\$1,500	HK\$3,000	HK\$5,500	HK\$7,5000
Number of phone lines	up to 5	up to 10	up to 20	up to 30
Call forwarding/transferring		included	Included	included
Phone conferencing		included	Included	included
Voicemails per line	up to 20	up to 25	up to 35	up to 50

<p>14. What is the purpose of the e-mail?</p> <ul style="list-style-type: none"> <li>Ⓐ To supply information about Internet providers</li> <li>Ⓑ To request further information on phone packages</li> <li>Ⓒ To describe a new phone package being offered</li> <li>Ⓓ To offer a discount on communications technology</li> </ul>	<p>17. What package meets all of the requirements specified by Ms. Suzuki?</p> <ul style="list-style-type: none"> <li>Ⓐ Business Plus</li> <li>Ⓑ Business Premiere</li> <li>Ⓒ Business Excel</li> <li>Ⓓ Business Premium</li> </ul>
<p>15. What is true about Wattle Financial?</p> <ul style="list-style-type: none"> <li>Ⓐ It does not currently use a business Internet provider.</li> <li>Ⓑ It is interested in a bundle package for its service.</li> <li>Ⓒ It is currently contracted to Colbert Wireless for phone services.</li> <li>Ⓓ It has not previously worked with Multiconnect Communications.</li> </ul>	<p>18. What is NOT included in the package prices that are listed in the table?</p> <ul style="list-style-type: none"> <li>Ⓐ Applicable discounts</li> <li>Ⓑ Telephone taxes</li> <li>Ⓒ Service charges</li> <li>Ⓓ Installation costs</li> </ul>
<p>16. In the e-mail, the word "consideration" in paragraph1, line 5, is closest in meaning to</p> <ul style="list-style-type: none"> <li>Ⓐ payment</li> <li>Ⓑ deliberation</li> <li>Ⓒ application</li> <li>Ⓓ commitment</li> </ul>	

**Questions 13-17** refer to the following e-mails and article.

To:	ALL STAFF	From:	Jillian Huette
Date:	9 May		
Subject:	P&D Meeting Agenda		
Dear all, Here's the agenda for our next planning and development meeting. I'll send the calendar invitation soon.			
<div>Tripp Hotel</div> <div>P&amp;D Meeting Agenda - Tuesday, 17 May</div>			
9:00-10:00	Session 1: Guest complaints, comments, and online reviews		
10:00-10:50	Session 2: Potential renovation projects		
11:00-11:45	Session 3: Staffing needs		
11:45-12:30	Session 4: First-quarter profits and progress to targets		
12:30-1:30	Lunch		
1:30-3:30	Breakout session		
Thanks, Jillian Huette Project Manager, Tripp Hotel			

### **Hemming to Speak Locally**

LONDON (10 May)-Are you looking for ways to enhance your business in the digital age? Industry guru Rhonda Hemming has been helping hoteliers navigate the virtual world for close to a decade now. Her latest book, Hospitality Customer Satisfaction 2.0, offers practical advice on how to more effectively engage today's tech-savvy travelers.

Ms. Hemming will be introducing her new book at the Zestbury Library at 7 p.m. tonight. This is the first of four public appearances she is making in and around London this week. On Wednesday she will be at Artemis Booksellers in Soho at 7:30 p.m. She will be speaking at Quicksand Books in Shepherd's Bush on Thursday at 8 p.m. and at Blackburn's Cafe in Kensington on Saturday at 2 p.m. For a full schedule and tickets to these events, visit [www.booktour.co.uk/Hemming](http://www.booktour.co.uk/Hemming).



To:	ALL STAFF	From:	Jillian Huette	Date:	16 May	Subject:	P&D Meeting Update
<p>Hello all,</p> <p>On Saturday I attended a lecture by Rhonda Hemming, who has been mentioned frequently at recent meetings. Her tips are directly relevant to our current customer-related issues and retooling needs. I approached her after the event and booked her on the spot for our meeting tomorrow.</p> <p>As a result, we need to adjust the schedule I sent you last week. Ms. Hemming's presentation will run from 9 to 11:45 and will replace the session on the same topic that was originally planned. The following session will be cut to 25 minutes so that we can hold lunch at the scheduled time. The remaining sessions will be moved to the afternoon breakout slot. If you are leading a session and cannot accommodate accordingly, please let me know.</p> <p>I apologize for the inconvenience, but I think everyone will agree that this is a tremendous opportunity for all of us to learn from one of the best!</p> <p>Jillian Huette</p> <p>Project Manager, Tripp Hotel</p>							
13. What is Ms. Hemming's likely area of expertise?					16. Which session will be shortened?		
Ⓐ Book editing      Ⓑ Hotel catering					Ⓐ Session 1   Ⓑ Session 2		
Ⓒ Customer service   Ⓓ Library management					Ⓒ Session 3   Ⓓ Session 4		
14. In the article, the word "engage" in paragraph 1, line 8, is closest in meaning to					17. Why should staff members contact Ms. Huette?		
Ⓐ hire					Ⓐ To resolve scheduling conflicts		
Ⓑ attach					Ⓑ To suggest topics for discussion		
Ⓒ connect with					Ⓒ To volunteer to help set up a room		
Ⓓ participate in					Ⓓ To learn more about Ms. Hemming		
15. Where did Ms. Huette meet Ms. Hemming?							
Ⓐ At Zestbury Library   Ⓑ At Artemis Booksellers							
Ⓒ At Quicksand Books   Ⓓ At Blackburn's Cafe							

**Questions 17-21** refer to the following advertisement and e-mails.

### Millersville Commercial Real Estate

#### Office Space for Lease

#### Listing Description

Prime location in downtown Millersville medical district. Renovated space that will accommodate a variety of office configurations. Subway and bus stops nearby with many new restaurants opening within walking distance. Parking spaces available as part of the lease. Uniformed security services at entrance and management staff in residence 24 hours a day.

#### Listing Summary

Building Name: Metro Medical Center  
 Location: 259 Third Avenue South  
 Space Available: 530 square meters  
 Rental Rate: \$24,000/month. Yearly lease.  
 Deposit: \$12,000 due upon signing. Fully refundable.  
 Percent Occupied: 93%  
 Available: October 15  
 Contact: Inez Vargas, Special Choice Realty, ivargas@specialchoice.com

<b>To:</b>	<b>ivargas@specialchoice.com</b>	<b>From:</b>	<b>kapse@redmedgrp.com</b>	<b>Date:</b>	<b>August 13</b>	<b>Subject:</b>	<b>Lease for office space</b>
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Ms. Vargas:

I saw your advertisement in today's Millersville Times for the Metro Medical Center office space on Third Avenue South. Although it is not new construction, it looks attractive, so I would like to make an appointment to see it in the near future.

There are two matters that I would like to discuss when we meet. First, is the October 15 date firm? I ask because our current lease ends on September 30. And second, how many parking spaces are dedicated to each tenant? Our new location needs to be convenient for our many patients.

I look forward to hearing from you soon.

Kenneth Apse, Administrator

Redstone Medical Group

To:	kaspse@redmedgrp.com	From:	ivargas@specialchoice.com	Date:	August 16	Subject:	Metro Medical Center
<p>Mr. Apse:</p> <p>I enjoyed meeting you yesterday and showing you the space on Third Avenue South.</p> <p>I'm sorry that the property specifications did not meet one of Redstone Medical Group's specified requirements.</p> <p>Another option just came on the market today that I would like to show you. This one is a brand-new building, and the surrounding space can accommodate more vehicles.</p> <p>Photos are available on our Web site here: <a href="http://www.specialchoice.com/71145">www.specialchoice.com/71145</a>.</p> <p>Please let me know if you are interested.</p> <p>Inez Vargas, Agent</p> <p>Special Choice Realty</p>							
17. What is indicated in the advertisement about the Metro Medical Center property?				20. What does Mr. Apse probably want Ms. Vargas to do?			
<p>Ⓐ Much of the Building has been rented.</p> <p>Ⓑ It was constructed this year.</p> <p>Ⓒ A restaurant is located in the building.</p> <p>Ⓓ It is owned by a hospital in Millersville.</p>				<p>Ⓐ Lower the monthly rent</p> <p>Ⓑ Process a refund as soon as possible</p> <p>Ⓒ Change the availability date</p> <p>Ⓓ Provide details about recent renovations</p>			
18. What is NOT mentioned in the advertisement as a feature of Metro Medical Center?				21. Why most likely was Mr. Apse dissatisfied with the Metro Medical Center property?			
<p>Ⓐ On-site property management</p> <p>Ⓑ A location convenient to public transportation</p> <p>Ⓒ A large conference room</p> <p>Ⓓ Security guards</p>				<p>Ⓐ The space is not modern enough.</p> <p>Ⓑ The rent is too expensive.</p> <p>Ⓒ Major repairs need to be done.</p> <p>Ⓓ There are not enough parking spaces.</p>			
19. According to the advertisement, what must a prospective tenant do to secure a lease?							
<p>Ⓐ Provide three references      Ⓑ Make a deposit</p> <p>Ⓒ Agree to rent for two years      Ⓓ Complete an online application form</p>							

**Questions 15-19** refer to the following announcement and e-mail.

### Narumi Skincare

Narumi Skincare now offers free English-language tours of our production plant in Takamatsu City. Narumi Skincare is known the world over for top-quality products, and we are happy to be able to exhibit how they are made.

The visit begins with a video presentation, which details the company's origins and history and then provides an in-depth look at the vast array of products produced by Narumi Skincare. After that, guests go on a guided tour of the factory to get a firsthand look at the manufacturing process. Finally, there is a stop at the company store, where guests can purchase special items, including those that are not available elsewhere.

The tour schedule is as follows:

Monday, Tuesday, Thursday 9:00 A.M. - 11:30 A.M.

Wednesday 1:00 P.M. - 3:30 P.M.

To schedule a tour, call 03-5521-5935 or e-mail [tours@narumiskincare.co.jp](mailto:tours@narumiskincare.co.jp).

A product-sampling session is available following the Thursday tour and is limited to 10 participants. Reservations must be made at the same time a tour is booked. The session lasts one hour.

Please note: In order to keep the facility clean, guests are required to wear protective attire while touring the factory. This includes lab coats, hairnets, gloves, and shoe covers, all of which will be provided by the tour guide.

<b>To:</b>	Narumi Skincare Tours < <a href="mailto:tours@narumiskincare.co.jp">tours@narumiskincare.co.jp</a> >		
<b>From:</b>	Amelia Wright < <a href="mailto:awright@travilla.com">awright@travilla.com</a> >		
<b>Subject:</b>	Factory Visit	<b>Date:</b>	August 20

To Whom It May Concern,

My group of 12 people would like to take a factory tour on September 16. We would also like to participate in the product-sampling after the tour. I understand there is a maximum of 10 people allowed for the session, but I am wondering if an exception could be made in this case.

Please let me know if you can accommodate our group for both the tour and the sampling session.

Thank you. I look forward to hearing from you.

Amelia Wright

<p>15. What is suggested about Narumi Skincare?</p> <ul style="list-style-type: none"> <li>Ⓐ It sells its products internationally.</li> <li>Ⓑ It has updated its manufacturing process.</li> <li>Ⓒ It has opened a new factory.</li> <li>Ⓓ It offers afternoon tours on Mondays.</li> </ul>	<p>18. On what day will Ms. Wright's group most likely have their tour?</p> <ul style="list-style-type: none"> <li>Ⓐ Monday</li> <li>Ⓑ Tuesday</li> <li>Ⓒ Wednesday</li> <li>Ⓓ Thursday</li> </ul>
<p>16. According to the announcement, what will participants most likely learn about on the tour?</p> <ul style="list-style-type: none"> <li>Ⓐ When new products will be tested</li> <li>Ⓑ How the products are marketed</li> <li>Ⓒ When the company was started</li> <li>Ⓓ How the company's staff is trained</li> </ul>	<p>19. What special request does Ms. Wright make?</p> <ul style="list-style-type: none"> <li>Ⓐ To change the starting time of the tour</li> <li>Ⓑ To include additional participants in the session</li> <li>Ⓒ To extend the length of the session</li> <li>Ⓓ To limit the number of products sampled</li> </ul>
<p>17. What is available from the tour guide?</p> <ul style="list-style-type: none"> <li>Ⓐ Gift certificates for skin-care products</li> <li>Ⓑ A map of the facility</li> <li>Ⓒ A promotional brochure</li> <li>Ⓓ Protective clothing</li> </ul>	

**Questions 17-21** refer to the following notice, Web page, and e-mail.

**Plant Sale at PCJ Horticulture Center**  
**May 12-May 14, 10:00 A.M.-4:00 P.M.**

It's that time of year once again! Our Seventh annual plant sale will feature more than 200 species of plants, including plants that are native to Texas and plants that are adapted to the Texas climate. On May 12, the sale will be open to PCJ Horticulture Center members only. Nonmembers may purchase a \$60 membership at the entrance to gain admittance to the sale on May 12. On May 13 and 14, the sale will be open to the general public.

For a detailed list of plants that will be available at the sale, visit [www.pcjhorticulture.org/plantsale7](http://www.pcjhorticulture.org/plantsale7). Because we will have very low quantities of some species, be sure to arrive early for the best selection!

Please note that, due to on-site construction work, parking at the center will be extremely limited this year. We encourage visitors to take public transportation. Those who do will receive a 5% discount on their purchase. As always, volunteers will be on hand to help shoppers pack plants in boxes for easy transport.

**<http://www.pcjhorticulture.org/plantsale7>**

The PCJ Horticulture Center hosts the biggest plants sale in central Texas. Before you go, you may wish to explore our native plant database at [www.pcjhorticulture.org/plantdatabase](http://www.pcjhorticulture.org/plantdatabase). There, you can browse all the plants we have available or simply use the sidebar to refine your search results by soil requirement, light requirement, bloom time, size, and other characteristics.

To help you find what you are looking for when you arrive at the sale, please use the following guide.

**Tent 1**-Wildflowers and Grasses (prefer fields and prairies with well-drained soil)

**Tent 2**-Cacti (thrive in dry, sunny conditions; prefer rocky or sandy soils)

**Tent 3**-Wetland Plants (do very well near ponds and in areas with high-moisture soil)

**The Greenhouse** - Indoor Plants (require little light and grow well in containers)

We look forward to seeing you at the sale!

<b>To:</b>	Su Ellen Metcalfe <smetcalfe@aghar.com>
<b>From:</b>	Hania Novak <novak.h@plumamail.net>
<b>Date:</b>	May 13
<b>Subject:</b>	Milkweed
<p>Hi Sue Ellen,</p> <p>I met you at the horticulture center yesterday. You wanted to learn more about the swamp milkweed plant that you were purchasing. While I haven't personally grown this particular plant, I asked another club member, who told me that the plant is relatively easy to care for. In the wild, it is commonly found growing on the edges of streams, lakes, and other watery areas, so the most important thing is to make sure you keep the soil wet. I hope this information helps!</p> <p>It was very nice meeting you. I wish you good luck with your new plants.</p> <p>Hania Novak</p>	
<p>17. What does the notice indicate about the plant sale?</p> <p>Ⓐ The event takes place two times a year.</p> <p>Ⓑ Some plants are expected to sell out quickly.</p> <p>Ⓒ The hours of the sale will be extended.</p> <p>Ⓓ Some plants will cost more than in previous years.</p>	<p>20. Where at the sale did Ms. Metcalfe probably find the milkweed plant?</p> <p>Ⓐ In tent 1</p> <p>Ⓑ In Tent 2</p> <p>Ⓒ In Tent 3</p> <p>Ⓓ In The Greenhouse</p>
<p>18. According to the notice, who is eligible for a discount?</p> <p>Ⓐ Those who take public transportation to the event</p> <p>Ⓑ Those who purchase plants that are native to Texas</p> <p>Ⓒ Those who volunteer at the event</p> <p>Ⓓ Those who bring their own boxes to transport plants</p>	<p>21. Why did Ms. Novak send an e-mail to Ms. Metcalfe?</p> <p>Ⓐ To offer advice on identifying a rare plant species</p> <p>Ⓑ To give her planting suggestions</p> <p>Ⓒ To ask for her help in relocating a plant</p> <p>Ⓓ To recommend some specific gardening equipment</p>
<p>19. What is implied about Ms. Novak and Ms. Metcalfe?</p> <p>Ⓐ They were both employed by the PCJ Horticulture Center in the past.    Ⓑ They both purchased their plants in large quantities.</p> <p>Ⓒ They both recently relocated to Texas.    Ⓓ They both attended a private event for members.</p>	

**Questions 17-21** refer to the following brochure and invoice

<p style="text-align: center;"><b>Shadow Hill Inn</b>  12 Maracuyin Drive, Flinders, VIC 3929, Australia  <a href="http://www.shadowwhillinn.com.au">www.shadowwhillinn.com.au</a></p> <p>Shadow Hill Inn, situated by the ocean on Mornington Peninsula, offers a variety of weekend getaway packages. The inn boasts many attractive amenities, such as outdoor tennis courts, a spa, a lovely garden, an indoor pool, and an award-winning restaurant. From here, guests can enjoy easy access to area attractions such as Arbordale National Park, Ashcombe Maze, Lavender Gardens, and several stunning golf courses.</p>	
<p><b>Water Weekend (\$250)</b> - Enjoy a weekend by the ocean. Spend time boating, surfing, fishing, swimming, or just relaxing on the beach. This package comes with complimentary access to our boathouse equipment, which includes sea kayaks, surfboards, and fishing gear. Fishing tours can be arranged for an additional fee. Visit our boathouse for details.</p>	<p><b>Spa Weekend (\$400)</b> – Rejuvenate by treating yourself to any of our spa services and facilities, including a steam room, sauna, and cold-plunge pool.</p> <p><b>Ultimate Weekend (\$500)</b> - This package has it all. Stay in one of our large suites, featuring a balcony with ocean views. Includes access to all of Shdow Hill's recreational and spa facilities, two spa sessions, and a five-course dinner in our restaurant.</p>
<p><b>Garden Weekend (\$320)</b> - Send your days touring the area's natural beauty. This package includes guided tours to Ashcomebe Maze and Lavender Gardens. Each afternoon, enjoy high tea service in our rose garden gazebo.</p>	
<p>Taxes are included in the prices listed. Packages are for two people in a standard room for two nights (unless otherwise indicated). All weekend getaway packages include a full breakfast in the atrium daily. Discount coupons may not be used in conjunction with weekend package deals. Visit our Web site to book your reservation today. Spa services must be booked the week before you arrive.</p>	



Shadow Hill Inn			
<b>Invoice #:</b> 00002984	<b>Date:</b> 3 October	<b>Guest Name:</b> Annabelle Beydoun	<b>Address:</b> 71 Mt. Vernon St., Carleton, Melbourne, VIC 3053
<b>Check in:</b>	1 October	<b>Check out:</b>	3 October
Description	Quantity	Price	Total
Weekend getaway package	1	\$320.00	\$320.00
Spa services, 1 October	1	\$ 40.00	\$ 40.00
Fixed-price dinner, 2 October	2	\$ 40.00	\$ 80.00
Sea kayak rental, 3 October	2	\$ 25.00	\$ 50.00
<b>Total due upon checkout</b>			<b>\$490.00</b>
Please remit payment in cash or by credit card.			

<p>17. What NOT listed as a feature of Shadow Hill Inn?</p> <p>Ⓐ A restaurant</p> <p>Ⓑ A tennis court</p> <p>Ⓒ A deepwater dive center</p> <p>Ⓓ An indoor swimming pool</p>	<p>20. What weekend getaway package did Ms. Beydoun most likely purchase?</p> <p>Ⓐ Water Weekend</p> <p>Ⓑ Garden Weekend</p> <p>Ⓒ Spa Weekend</p> <p>Ⓓ Ultimate Weekend</p>
<p>18. What included in all weekend getaway packages?</p> <p>Ⓐ A meal</p> <p>Ⓑ A tour</p> <p>Ⓒ A spa service</p> <p>Ⓓ An ocean-view room</p>	<p>21. What is suggested about Ms. Beydoun?</p> <p>Ⓐ She booked spa services in September.</p> <p>Ⓑ She received complimentary dinners.</p> <p>Ⓒ She paid her bill in advance.</p> <p>Ⓓ She lives in Flinders.</p>
<p>19. What is stated about the weekend getaway packages?</p> <p>Ⓐ They are available only in October.</p> <p>Ⓑ They must be reserved one month in advance.</p> <p>Ⓒ They can be combined with other discount offers.</p> <p>Ⓓ They are intended for two people.</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) accordingly	(b) Accountable	(c) acquaint	(d) adviser	(e) at the latest	(f) client	(g) count on	(h) directory
(i) dispose	(j) district	(k) divide	(l) essential	(m) explain	(n) extension	(o) frequently	(p) general
(q) helpful	(r) informative	(s) in regard to	(t) manage				

**2. Part 3, 4 (Short conversations and Short talks)****題型 2 詢問主題/目的**

常見問題:

• What are the man and woman talking about?	• What are the speakers (mainly) talking about?
• What are the speakers (mainly) discussing?	• What are the speakers doing?
• What is the purpose of ...?	

解題技巧:

主旨題(main idea)的答案常遍布於整段對話中, 就算不小心漏聽了某一部分, 仍有機會選出答案, 屬於必要把握的送分題型。這類問題可以聽完全部份對話再綜合所有資訊來作答。

**題型 3 詢問行動/做法或建議**

常見問題:

• What does (sb.) plan/want to do...?	• What will (sb.) do next?
• What does A ask/Want B to do?	• What does (sb.) suggest/offer...?
• What does A recommend that B do?	• According to the man/woman, what should the woman/man do?

解題技巧:

預先瀏覽問題時先注意題目是詢問男子或女子會如何做, 或是哪一方給予另一方建議, 然後仔細聆聽其陳述。各答案選項常以動詞開頭, 描述某個做法或行動, 如: visit another store, cancel the appointment/reservation, arrange a different flight 等。

**題型 4 詢問發生的問題或擔憂之處**

常見問題:

• What is/was the problem (with...)?	• What is the man's/woman's problem?
• According to the conversation, what is the problem?	• what is wrong with...?
• What is the man/woman concerned about?	

解題技巧:

預覽題目時先看是詢問何人或事物的問題點, 若無明確指出時, 亦可從答案選項中找尋蛛絲馬跡。詢問發生的問題時, 答案選項通常會是完整的句子, 如: A piece of luggage was lost, the product is sold out. 等。而詢問擔憂之事, 答案可能是較短的名詞片語, 如: The quality of a new product, The cost of marketing 或動名詞片語, 如: Finishing a report, Meeting the deadline 等。

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① 同事間的日常對話:

**Check 1:** 聽到前面的對話, 差不多就能掌握整段對話的概要。要抓住主題, 精確掌握名詞就顯得十分重要, 一旦掌握了, 就能像拼好拼圖一樣清楚看見主題。

**Check 2:** 依循「麻煩, 煩惱」->「解決方案」的流程進行確認。

② 和服務人員的對話::

**Check 1:** 改變話題的訊號藏在問題裡!

話題的改變一定會成為問題的焦點。Part 3 的對話裡, 首先會呈現(1)「對話情況」,之後(2)看似不相關的話題, 會隨著「By the way」之類連接詞後而展開。上述兩點常是出題的模式, 請讀者注意。

**Check 2:** 事先知道答案選項的出題方式!

其實答案選項也有一定模式。只要知道答案的出題方式, 就能剔除騙人的選項, 出題者首先會決定正確答案是 restaurant, 然後再將對話裡出現過的 parents, bank, meeting 拿來當作錯誤的答案選項, 所以出題者只是把殘留在考生耳朵的單字拿來利用而已。如能先分辨再剔除, 就能得到高分。

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**題型 5 詢問原因**

常見問題:

• Why does (sb.) do (sth.)?	• Why is (sb.) (unable to)...?
• Why does (sb.) (not) want to...?	• Why did the man/woman call (sb.)?
• Why do the speakers want to talk to (sb.)?	

解題技巧:  
 題日常會問到某特定行為或狀況的原因或理由, 預覽題目和選項時務必找出關鍵字詞, 以便聆聽對話時能找出相對應的答案。詢問原因時, 答案選項可能會是完整的句子, 但也可能簡化成不定詞開頭, 如: To ask about..., To get...或 To find out...等。

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①②同事間的日常對話:

Check 1: 問「整體」時, 將選項的「名詞垂直閱讀」即可!

由於問「整體」的問題, 它的答案選項字句通常很短, 問到主題是什麼, 通常聚焦在某件事物上, 因此答案選項裡「只看名詞」就能答題。

Check 2: 從否定, 強調的用法即可預見「負面」內容!

Part 3 常問的題型之一 problem, 指的是「麻煩」或「煩惱」, 有「負面」的意思。因此若要在聽力上給提示(例如: But 是強調和主張的象徵), 那麼就是請務必注意否定及強調用法, 只要有聽到負面的內容大致就 ok 了。

Check 3: 看到 suggest, 就應警覺這是建議或是請求

不論是 Why don't you...?(...怎麼樣?)或「請求」用法的 I'd like you to...或 I want...都是在給暗示。

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### 3. Part 7 (Reading comprehension)

『替換表達』 (paraphrase):

<p>01. The manager has asked me to set up the workshop. = The manager requested me to _____ the event. Ⓐ settle Ⓑ organize</p>	<p>02. The delivery charges to our customers should be kept to a minimum. = Delivery costs should be as _____ as possible for our customers. Ⓐ low Ⓑ convenient</p>
<p>03. Fusion Cafe's distinct dishes have made the restaurant famous in town. = The _____ menu the restaurant is why it is so popular. Ⓐ main Ⓑ unique</p>	<p>04. FIC Shipping designed a new system to trace all of its packages. = FIC Shipping developed a way to keep track of the _____ of its packages. Ⓐ location Ⓑ destination</p>
<p>05. Conference fees are due when you register. Ⓐ The registration fee must be paid before the start of the conference. Ⓑ Payment must be made at the time of registration.</p>	<p>06. The concert is open to the public, and people will be seated in the order they arrive. Ⓐ Seats of the concert will be assigned on a first-come, first-served basis. Ⓑ Advance reservations are required to arrange a seat for the concert.</p>
<p>07. At least one year of related experience is required for the position. Ⓐ Prior experience in a relevant field is necessary. Ⓑ Applicants with a related educational backgrounds are preferred.</p>	<p>08. KitchenArt appliances are popular because of their easy-to-grip handles. Ⓐ Customers prefer KitchenArt products as they can be held with ease. Ⓑ KitchenArt makes products with strong handles.</p>

題型 2 表格/圖表 Form/Graph:

一般來說，整體概念型考題大多會出「此表格的目的為何？」等基本題目。像這種類型的題目，只要看標題就可以回答。細節型的題目，問的就是細部的項目。從地址，職稱等基本問題到申請方法，注意事項，例外，甚至不必填寫的項目等細節都可能會考。

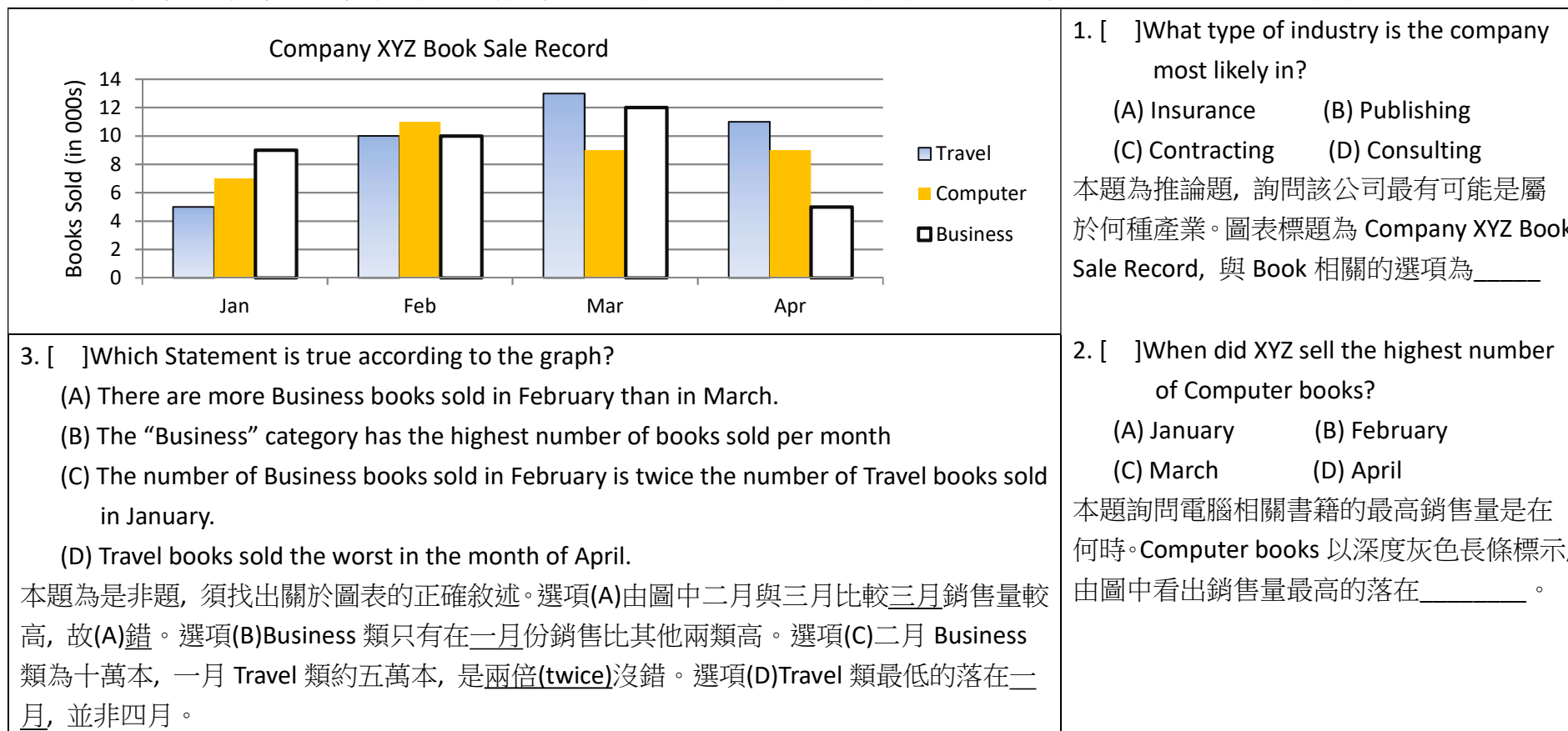
表格的標題	←	<b>Check 1: 標題內就寫著表格的「填寫目的」！</b> 表格的開頭最明顯就是「標題」。標題就如同電子郵件的「主旨」一樣，寫的就是 <b>表格的填寫目的</b> 。Application for Life insurance(人壽保險申請書)或 Subscription Form(訂閱申請表)或 Questionnaire(問卷調查表)等表格，標題上就寫著最重要的提示訊息。 偶爾也會看到不含標題的表格，這時只要閱讀開頭的說明文字，就可以了解是什麼樣的表格。
說明，注意事項	←	
姓名 地址 出生年月日 公司名	←	<b>Check 2: 填表的注意事項</b> 在填寫姓名項目的上方或下方，會有一小段說文字，這部分大多是關於填寫表格的注意事項。若表格為申請書，注意事項大多是有關「方法」或「條件」，若是問卷調查表，則會說明如何寄回。例如，「可將問卷調查表連同信封一起寄回，也可用 Email 寄回」等事務性的聯絡方式，或是「報名必須附上身分證影本」等條件或規則說明。注意事項的部分也是常考的題目，必須花一點時間閱讀找出答案。
問題項目 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	←	
申請方法 備註，例外	←	<b>Check 3: 表格中大多以「問題」的方式呈現</b> 表格的一大特徵，就是大半屬於填寫形式，因此大多也以「問題」方式呈現。 訂閱雜誌的表格，上面就會有訂閱期間，訂閱動機，付款方法等項目。此外，人壽保險等「申請書」，需要填寫姓名，地址，職業，健康狀況，以及是否喝酒，抽菸等項目。醫院的「健檢申請書」，則必須填寫診察記錄或健保有無等項目。

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Example: Question 1-3 refer to the following graph.

- 若題目為長條圖或折線圖等圖表，先查看圖表中的標題及主要項目(如 X 軸及 Y 軸各代表什麼)，並找出圖表所呈現的意義，差異性或關聯性。
- 若為估價單，報價單或帳單等表格或文件，依題目所問的問題找出表格裡所包含的相關資訊，有時亦要注意表格下方附註說明文字。



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Vocabulary –Business communication (2)

Student A: Our contact information is printed on the back cover of the \_\_\_\_\_ so that you may easily refer to it.

Student B: Because the teams in Beijing and Lisbon must work together closely, e-mail is the preferred **method** of communication.

Student A: Due to the renovations in the lobby, please do not use the north entrance until you are \_\_\_\_\_ otherwise.

Student B: Please make sure you check the board **periodically** for any further changes and updates.

Student A: One responsibility of the staff assistant is to make sure that only \_\_\_\_\_ information is sent to the director.

Student B: Aren't you **pretty** busy working on your research?

Student A: Submissions will not be returned, and only authors of accepted or \_\_\_\_\_ accepted submissions will be contacted.

Student B: She suggested that this would be the best way to contact you, as you are checking e-mail **regularly**.

Student A: How do you know if the person does \_\_\_\_\_ work?.

Student B: He is a **representative** of Lakewood fitness Center.

Student A: I hope this matter can be \_\_\_\_\_ quickly.

Student B: Ms. Gupta has earned the **respect** not only of her colleagues in the law firm but also of the clients she represents.

Student A: Why don't we show our design to the \_\_\_\_\_ of the staff?

Student B: Laura Jenkins will soon **solidify** the dates for the Wild Music exhibit we will host next year.

Student A: After lunch, your supervisors will show you to your \_\_\_\_\_ workstations.

Student B: The project has been successful because of its marketing **strategies**.

Student A: Thank you very much for your consideration and for a \_\_\_\_\_ presentation.

Student B: the ticket was **supposed** to be here last week.

Student A: Ms. Lopez's sales figures \_\_\_\_\_ those of everyone else in the group.

Student B: This isn't my **usual** job at the hotel, so I'm afraid you're going to have to show me what to do.