

0. Exercise: **Part 3 (33x1.8%)**

辦公室對話

9. What is the man concerned about?

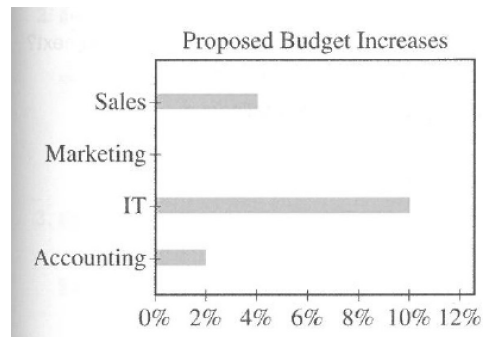
- Ⓐ Some deadlines have not been met.
- Ⓑ Some machinery is outdated.
- Ⓒ Some instructions seem complicated.
- Ⓓ Some information appears to be inaccurate.

10. According to the woman, what is scheduled to happen next year?

- Ⓐ An equipment upgrade
- Ⓑ A trade show
- Ⓒ A building expansion
- Ⓓ An advertising campaign

11. Look at the graphic. Which department do the speakers work in?

- Ⓐ Sales
- Ⓑ Marketing
- Ⓒ IT
- Ⓓ Accounting



6. What are the speakers discussing?

- Ⓐ Assembling some office furniture
- Ⓑ Installing computer software
- Ⓒ Purchasing some equipment
- Ⓓ Cleaning out a storage room

7. What does the woman say she will look for?

- Ⓐ Some printer paper
- Ⓑ A toolbox
- Ⓒ A laptop computer
- Ⓓ An extension cord

8. What will the man most likely do next?

- Ⓐ Call a technician
- Ⓑ Locate a directory
- Ⓒ Read some instructions
- Ⓓ Fill out a work order

A: .....There \_\_\_\_\_ be a \_\_\_\_\_. I'm \_\_\_\_\_ed because ....

B: .....a company-wide computer \_\_\_\_\_ .....

A: .....Now, we're the \_\_\_\_\_ ones \_\_\_\_\_ an increase in our budget ...

B: ..... could you help me \_\_\_\_\_ this printer stand for my office? .....

A: ..... There might be one in the toolbox. I'll \_\_\_\_\_ it's \_\_\_\_\_ .....

B: .....I'll have a \_\_\_\_\_ at the \_\_\_\_\_s.....

<p>8. What problem are the speakers discussing?</p> <p>Ⓐ Sales have decreased.</p> <p>Ⓑ A document is incomplete.</p> <p>Ⓒ Some costs are too high.</p> <p>Ⓓ A printer is broken.</p> <p>9. When is the finance meeting scheduled to take place?</p> <p>Ⓐ On Monday</p> <p>Ⓑ On Tuesday</p> <p>Ⓒ On Thursday</p> <p>Ⓓ On Friday</p> <p>10. Why does the man offer to work late?</p> <p>Ⓐ He is responsible for an error.</p> <p>Ⓑ He enjoys working on the project.</p> <p>Ⓒ There is a shortage of staff.</p> <p>Ⓓ There is a bonus offered.</p>	<p>11. What does the man ask the women to do?</p> <p>Ⓐ Purchase some supplies</p> <p>Ⓑ Work an additional shift</p> <p>Ⓒ Attend a training session</p> <p>Ⓓ Submit time sheets</p> <p>12. What kind of business do the speakers work for?</p> <p>Ⓐ A tour agency</p> <p>Ⓑ A department store</p> <p>Ⓒ A hotel</p> <p>Ⓓ A cafe</p> <p>13. What will the man most likely do next?</p> <p>Ⓐ Call an employee</p> <p>Ⓑ Greet a client</p> <p>Ⓒ Interview a job candidate</p> <p>Ⓓ Prepare a cost estimate</p>
<p>A: .....The budget plan was written up, _____ of the charts and graphs are _____ing.</p> <p>B: ..... And the finance meeting is scheduled for this _____.</p> <p>A: .....it's my _____, I _____ mind working late to _____ the report is ready on time</p>	<p>B: ..... Would either of you be _____ to _____ Tuesday _____?</p> <p>A: ..... I'll need at least four more _____ staff to help out.</p> <p>B: ..... I'll go _____ him _____.</p>

<p>8. Where does the man most likely work?</p> <p>Ⓐ At a print shop</p> <p>Ⓑ At a cosmetics store</p> <p>Ⓒ At a camera shop</p> <p>Ⓓ At an art gallery</p> <p>9. What is the problem?</p> <p>Ⓐ A proposal has not been received.</p> <p>Ⓑ An item is out of stock.</p> <p>Ⓒ A schedule contains an error.</p> <p>Ⓓ A picture has to be replaced.</p> <p>10. What does the man ask the woman to do?</p> <p>Ⓐ Explain a new requirement</p> <p>Ⓑ Send an e-mail</p> <p>Ⓒ Extend a deadline</p> <p>Ⓓ Submit a payment</p>	<p>11. What department do the speakers most likely work in?</p> <p>Ⓐ Finance</p> <p>Ⓑ Advertising</p> <p>Ⓒ Information technology</p> <p>Ⓓ Product development</p> <p>12. What suggestion does the man provide?</p> <p>Ⓐ Focusing on social media</p> <p>Ⓑ Hiring a consultant</p> <p>Ⓒ Reviewing a list of expenses</p> <p>Ⓓ Surveying potential customers</p> <p>13. What does the man agree to do?</p> <p>Ⓐ Approve a schedule change</p> <p>Ⓑ Compile a list of Web sites</p> <p>Ⓒ Write a budget proposal</p> <p>Ⓓ Plan a company banquet</p>
<p>A: .... I _____ in a _____ _____ for some advertisements</p> <p>B: .... We need to _____ a _____ in one of the advertisements</p> <p>A: ... why don't you _____ me the _____ now?</p>	<p>B: .... we need to _____ _____ a new _____ ....</p> <p>A: .... We could focus on _____ _____ Web sites to target younger consumers.</p> <p>B: .... could you _____ up the _____ _____ to be submitted?</p> <p>A: Sure, I can _____ on that _____ _____.</p>

11. According to the woman, what is the topic of this month's issue?

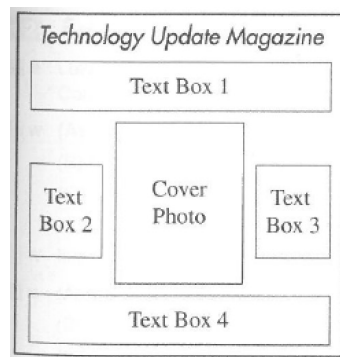
- Ⓐ Mobile phone technology
- Ⓑ Computer training classes
- Ⓒ Improving photography skills
- Ⓓ Online self-publishing tips

12. According to the man, why should Reiko's story be included on the cover?

- Ⓐ Reiko is a famous writer.
- Ⓑ The photos are colorful.
- Ⓒ The topic could attract new readers.
- Ⓓ The story is time-sensitive.

13. Look at the graphic. Where will the title of Reiko's story be?

- Ⓐ In text box 1
- Ⓑ In text box 2
- Ⓒ In text box 3
- Ⓓ In text box 4



8. Why does the man want to set up a meeting?

- Ⓐ To go over a construction project
- Ⓑ To review a contract
- Ⓒ To plan a presentation
- Ⓓ To discuss a policy change

9. What does the woman request?

- Ⓐ To change the time
- Ⓑ To hold a videoconference
- Ⓒ To bring her colleague
- Ⓓ To record the conversation

10. Why does the man suggest meeting in his office?

- Ⓐ He is expecting a phone call.
- Ⓑ There are no meeting rooms available.
- Ⓒ The office is conveniently located.
- Ⓓ It will be easy to access some files.

B: .....This month's issue is about trends in \_\_\_\_\_.

A: .....I think it'll \_\_\_\_\_ a lot of readers who don't normally buy our magazine.

B: .....Let's put Reiko's \_\_\_\_\_ just \_\_\_\_\_ the cover photo.

A: .....I just finished a \_\_\_\_\_ of the \_\_\_\_\_ for the merger. I'd like to \_\_\_\_\_ the details with you when you have a chance.

B: .....Mr. Lim. I'd like to \_\_\_\_\_ my business \_\_\_\_\_.

A: so we'll have \_\_\_\_\_ to all the \_\_\_\_\_s on my computer

11. What is the man preparing for?

- Ⓐ A facilities inspection
- Ⓑ An interview
- Ⓒ A presentation
- Ⓓ A training seminar

12. What does the man ask the woman to do?

- Ⓐ Make travel arrangements
- Ⓑ Clear a work area
- Ⓒ Print some documents
- Ⓓ Provide some feedback

13. Look at the graphic. When will the speakers most likely meet?

- Ⓐ At 9:00 A.M.
- Ⓑ At 10:00 A.M.
- Ⓒ At 11:00 A.M.
- Ⓓ At 1:00 P.M.

Jenna Rivera's Schedule	
9–10 A.M.	Client meeting
10–11 A.M.	Review budget
11 A.M.–noon	Teleconference
Noon–1 P.M.	Lunch

6. What type of product are the speakers discussing?

- Ⓐ Candy
- Ⓑ Beverages
- Ⓒ Canned soups
- Ⓓ Breakfast cereals

7. According to the man, what did the focus group dislike about the product?

- Ⓐ The packaging
- Ⓑ The price
- Ⓒ The flavor
- Ⓓ The color

8. What does the woman ask the man to do?

- Ⓐ Call a client
- Ⓑ Send an e-mail
- Ⓒ Arrange a meeting
- Ⓓ Buy some refreshments

B: .....Can you give me your \_\_\_\_\_ on \_\_\_\_\_ so far?

A: .....But the budget review \_\_\_\_\_ until \_\_\_\_\_.

B: Do you know if the focus group has had a chance to meet about the new soft \_\_\_\_\_ flavor we've been developing?

A: .....They really \_\_\_\_\_ the \_\_\_\_\_ though.

B: Could you \_\_\_\_\_ that report to me .....

9. Where do the speakers work?

- Ⓐ At an accounting firm
- Ⓑ At an advertising agency
- Ⓒ At a software development firm
- Ⓓ At an interior design company

10. What is the company planning to do?

- Ⓐ Release a new product
- Ⓑ Host additional personnel
- Ⓒ Hire additional personnel
- Ⓓ Conduct a customer survey

11. What does the man say he has been doing?

- Ⓐ Updating an employee directory
- Ⓑ Creating a new Web site
- Ⓒ Preparing for a conference
- Ⓓ Finalizing a budget


A: .....since our \_\_\_\_\_'s taken on some many new clients.

B: .....How many people are we \_\_\_\_\_ing?

A: .....I should be \_\_\_\_\_ed by the end of the week, though.

**Part 7 (41x1%)**

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

<p>May 4 Dr. Charles Somerville 1785 Taylor Street Allentown, PA 18102</p>  <p>This is friendly reminder that your next dental cleaning is scheduled for Friday, May 11, at 8:30 A.M. If you are unable to keep your appointment, please call us by 3:00 P.M. on Wednesday, May 9, during regular office hours. We can be reached from 8:00 A.M. to 5:00 P.M., Monday through Saturday, at 555-0119.</p> <p>Please note, we will be closed on Monday, May 28 for the holiday.</p>	<p>Mr. Steven Hines 15 Greenwood Way ...Bethlehem, PA 18018</p>
<p>8. When does Mr. Hines have an appointment?</p> <p>Ⓐ On May 4 Ⓑ On May 9 Ⓒ On May 11 Ⓓ On May 28</p>	<p>9. According to the postcard, why would Mr. Hines call the dental office?</p> <p>Ⓐ To confirm an appointment Ⓑ To cancel an appointment Ⓒ To make a payment Ⓓ To request information</p>

Questions 13-15 refer to the following e-mail.

*E-mail*		
From:	Klaus Wittern <kwittern@meisterkorp.de>	
To:	Victoria Jonsen <Victoria.jonsen@citymail.co.uk>	
Date:	26 December	
Subject:	Order #BK-23	
<p>Dear Ms. Jonsen:</p> <p>Thank you for the e-mail you sent this morning regarding your recent purchase. I have reviewed the order you placed on 19 December and it does indeed show that you ordered a tin of Chocolate Nougate Biscuits and not a tin of Butter Almond Stollen. We sincerely apologize for the mistake. During the busy holiday season, we handle a high volume of orders, and occasionally errors are made.</p> <p>As an apology for our mistake, please keep the Butter Almond Stollen with our compliments. We will send you a tin of the biscuits immediately, via Locus Package Couriers, and we will mark it as an express delivery shipment at no cost to you. You should receive the package in two to three days, on 29 December or earlier. Thank you for our patience.</p> <p>Sincerely,</p> <p>Kaus Wittern</p> <p>Customer Service Representative</p> <p>Meisterkorp Products</p>		
13. For whom does Mr. Wittern most likely work?	14. When did Ms. Jonsen report a problem with her order?	15. How does Mr. Wittern propose to resolve the problem?
<p>Ⓐ A delivery service</p> <p>Ⓑ A specialty foods retailer</p> <p>Ⓒ A greeting card company</p> <p>Ⓓ A manufacturer of packaging materials</p>	<p>Ⓐ On December 19</p> <p>Ⓑ On December 23</p> <p>Ⓒ On December 26</p> <p>Ⓓ On December 29</p>	<p>Ⓐ By sending a replacement product</p> <p>Ⓑ By issuing a refund check</p> <p>Ⓒ By giving a discount on a future order</p> <p>Ⓓ By offering to repair a product for free</p>



Questions 10-13 refer to the following letter.

4 April

Charles Tang  
350 Lady Jane Way  
Melbourne VIC 3004  
Australia

Dear Mr. Tang

Thank you for stopping by our booth at the International Fibre Optics Trade Conference in Sydney last month. I enjoyed speaking to you about your career interests.

As I mentioned when we spoke, our company is currently in the process of launching operations in South America through our soon-to-open Buenos Aires bureau. We are thus very interested in individuals with Spanish-language skills such as yours. If we were to offer you employment, we would first invite you to our headquarters in New Delhi for a three-week training course to familiarize you with our company's products and business model.

If you would like to pursue this opportunity, please send me your resume at your earliest convenience. I will then send it on to one of the division managers to arrange an interview. If you have any question, please do not hesitate to contact me.


Sincerely,

Nandita Rajawat  
Human Resources  
Telefibro Systems Ltd.

<p>10. What is the purpose of the letter?</p> <p>Ⓐ To revise the terms of a contract</p> <p>Ⓑ To request information about a company</p> <p>Ⓒ To recruit a new employee</p> <p>Ⓓ To announce an upcoming talk</p>	<p>11. According to the letter, what did Mr. Tang do in March?</p> <p>Ⓐ Attend a trade conference</p> <p>Ⓑ Take a course in Spanish</p> <p>Ⓒ Sign up for a training session</p> <p>Ⓓ Create a resume</p>
<p>12. What does Ms. Rajawat mention that her company is planning to do?</p> <p>Ⓐ Reduce its sales staff      Ⓑ Change its business model</p> <p>Ⓒ Hold an annual trade show   Ⓓ Open a new office</p>	<p>13. Where is Telefibro Systems based?</p> <p>Ⓐ In Buenos Aires</p> <p>Ⓑ In Melbourne</p> <p>Ⓒ In Sydney</p> <p>Ⓓ In New Delhi</p>

Questions 15-19 refer to the following e-mail and contact directory.

*E-mail*	
<b>From:</b>	Calvin Wentz
<b>To:</b>	Hesseltine Building Staff
<b>Subject:</b>	New printers
<b>Date:</b>	June 10
<p>Dear Staff Members,</p> <p>New printers are being installed in the Hesseltine Building. A personalized access card (PAC) will be required to use this equipment. Your department manager will inform you when PACs will be made available. In addition to their printing capability, the machines allow for copying, scanning, and faxing. However, if a large number of printing jobs must be processed, staff members are advised to contact the Media Center, which has a copier that is better suited for such purposes. Call extension 250 to set up an appointment.</p> <p>I hope this upgrade will be to your satisfaction.</p> <p>Regards,</p> <p>Calvin Wentz, Technical Support</p> <p>Certonna Ltd.</p>	

*E-mail*	
<b>From:</b>	Jane Finnerty
<b>To:</b>	Human Resource Staff
<b>Subject:</b>	Meeting recap
<b>Date:</b>	Wednesday, June 15
<b>Attachment:</b>	 Contact directory
<p>Dear Everyone,</p> <p>To reiterate some information I share with you at this morning's meeting, the printer upgrade has now been completed. PACs will be distributed tomorrow, Thursday, June 16. Because the touch screen menus on the machines can be somewhat tricky to navigate, the Technical Support team will be offering an informal training session in their office on Friday, June 17, between 2 and 4 p.m. Please stop by for a demonstration and to ask questions.</p> <p>Also the contact directory has been updated and is now alphabetized by department rather than by contact person. The revised version is attached. You may wish to save it to your desktop for future access.</p> <p>Jane Finnerty, HR Director Certonna Ltd.</p>	

Certonna Contact Directory			
Divison	Contact Person	Room	Extension
Accounting	Ellen Zhou	55	550
Conference Room	Zoe Makowski	40	400
Media Center	Mia Fidalgo	25	250
Security	Aaron Begay	20	200
Technical Support	Calvin Wentz	12	120

<p>15. What is indicated about the new machines?</p> <ul style="list-style-type: none"> <li>Ⓐ They are more durable than the old ones.</li> <li>Ⓑ They perform more functions than the old ones.</li> <li>Ⓒ They are inexpensive to maintain.</li> <li>Ⓓ They take up a lot of space.</li> </ul>	<p>16. In the first e-mail, the word “jobs” in paragraph 1, line 4, is closest in meaning to</p> <ul style="list-style-type: none"> <li>Ⓐ positions</li> <li>Ⓑ titles</li> <li>Ⓒ deals</li> <li>Ⓓ tasks</li> </ul>
<p>17. According to the second e-mail, what will happen on Thursday?</p> <ul style="list-style-type: none"> <li>Ⓐ A technician will become certified.</li> <li>Ⓑ A training session will be held.</li> <li>Ⓒ Some equipment will be repaired.</li> <li>Ⓓ Printers will become available for use.</li> </ul>	<p>18. Why would an employee most likely contact Ms. Fidalgo?</p> <ul style="list-style-type: none"> <li>Ⓐ To have a printer installed</li> <li>Ⓑ To reserve a meeting space</li> <li>Ⓒ To schedule the use of a copier</li> <li>Ⓓ To request an access card</li> </ul>
<p>19. Where will an informal training session be held?</p> <ul style="list-style-type: none"> <li>Ⓐ In Room 12</li> <li>Ⓑ In Room 20</li> <li>Ⓒ In Room 25</li> <li>Ⓓ In Room 40</li> </ul>	

Questions 10-12 refer to the following e-mail.

To:	gloria@patasmultimedialogroup.net	
From:	lianng@kraftor.com	
Date:	March 10	
Subject:	Promotional video	
<p>Dear Ms. Ibarra,</p> <p>It was a pleasure to meet with you last Thursday. We have decided to use your company to create our promotional videos. We were impressed by what your company has done in the past and are certain the same quality of work can be provided for Kraftor Financial.</p> <p>As I mentioned before, the video will be viewed on our organization’s Web site. We would like to have the project completed no later than Friday, May 18. It must first be presented to our marketing team for review and feedback by Friday, May 4. You will receive a one-time payment of \$350 per minute of final product. The video should be between five and seven minutes long. Kraftor Financial will cover any costs associated with travel for the production.</p> <p>Please let me know as soon as possible if your firm will take on this project. We look forward to working with Patas Multimedia Group.</p> <p>Sincerely,</p> <p>Lian Ng</p> <p>Marketing Director, Kraftor Financial</p>		
10. Why did Ms. Ng send the e-mail?	11. According to the e-mail, for what will Kraftor Financial pay Ms. Ibarra?	12. What is indicated about the video?
<p>Ⓐ To arrange a meeting with Ms. Ibarra</p> <p>Ⓑ To offer Ms. Ibarra an assignment</p> <p>Ⓒ To confirm that a payment was received</p> <p>Ⓓ To request samples of past work</p>	<p>Ⓐ New software</p> <p>Ⓑ Legal fees</p> <p>Ⓒ Marketing costs</p> <p>Ⓓ Travel expenses</p>	<p>Ⓐ It will be available on a Web site on May 4.</p> <p>Ⓑ It will be reviewed by employees at Kraftor Financial.</p> <p>Ⓒ It will cost \$350 to produce.</p> <p>Ⓓ It will take one month to complete.</p>

**Questions 10-14** refer to the following letter.

**International Society of Botanists**

29 May

Dr. Elizabeth Crawford

Laylor University of the Sciences

8 Heather Pass

Leeds LS2 8LZ

United Kingdom

Dear Dr. Crawford,

We are happy you have agreed to present your latest research at the International Society of Botanists' (ISB) annual convention, which will be held in Grenoble, France, from 20 to 22 June. Along with this letter is a welcome packet in which you will find a map of the Grenoble Exposition Complex and your presenter's badge, which you should wear at all times during the convention. In addition, we have provided you with a schedule of presentations and a list of the audiovisual equipment available to you for your session.

The ISB has arranged an outing for presenters who are arriving early. We will be visiting Arnaud Castle. Just a 45-minute drive from the convention site, this magnificent structure offers breathtaking views of the valley and wonderful exposure to local history. Guests can enjoy a guided tour, or they can opt for an audio tour. After that, we will have dinner at Perwin Bistro, where we will be treated to live music and regional culinary specialties in the restaurant's outdoor garden. This event is free for presenters. A bus will depart from the Grenoble Exposition Complex on 19 June at 3:00 P.M. and will return at 9:00 P.M. Please note that the convention site is within walking distance of all the hotels approved by the ISB for the convention.

Please indicate whether you will participate in the outing by sending an e-mail to [coreve@isbconvention.org](mailto:coreve@isbconvention.org) by 10 June.

We look forward to seeing you.

Sincerely,

Charles Oreve

ISB Convention Coordinator

<p>10. Who most likely is Dr. Crawford?</p> <ul style="list-style-type: none"> <li>Ⓐ A historian of Grenoble</li> <li>Ⓑ A professor of botany</li> <li>Ⓒ The director of the ISB</li> <li>Ⓓ The coordinator of the convention</li> </ul>	<p>11. What has NOT been included with the letter?</p> <ul style="list-style-type: none"> <li>Ⓐ An identification badge</li> <li>Ⓑ A list of presentations</li> <li>Ⓒ A map of the convention center</li> <li>Ⓓ A confirmation of payment</li> </ul>
<p>12. What is indicated about the Grenoble Exposition Complex?</p> <ul style="list-style-type: none"> <li>Ⓐ It hosts the ISB conference every year.</li> <li>Ⓑ It is fully booked in June.</li> <li>Ⓒ It is close to hotels.</li> <li>Ⓓ It specializes in science conventions.</li> </ul>	<p>13. What does Mr. Oreve ask Dr. Crawford to do?</p> <ul style="list-style-type: none"> <li>Ⓐ Respond to an invitation</li> <li>Ⓑ Register for a session</li> <li>Ⓒ Adjust the length of a presentation</li> <li>Ⓓ Request computer equipment</li> </ul>
<p>14. What is mentioned about the outing?</p> <ul style="list-style-type: none"> <li>Ⓐ It features a 45-minute tour.</li> <li>Ⓑ It includes a meal in the castle's dining room.</li> <li>Ⓒ It will take place before the conference begins.</li> <li>Ⓓ It will be attended by all presenters.</li> </ul>	

Questions 8-10 refer to the following e-mail.

E-Mail Message		
From:	Waseem Naraz	
To:	Mimi Donaldson	
Date:	October 5	
Subject:	Updated orientation files	
<p>Hello Ms. Donaldson,</p> <p>I have updated the employee orientation presentation handout. The file is saved on the company drive in the following location. EHS Home/Training/orientation_rev1.txt.</p> <p>Specifically, I updated the pages about employee bonus plans to reflect the merit bonus that has been added to our salary package. In addition, I changed the page on reporting hours to reflect the replacement software we started using last month. I also added an optional page on operations for security staff only.</p> <p>Please make sure you use the updated presentation handouts when you train our newly hired receptionists, Danyela Eberlein and Paul Kedwell. Thanks, and let me know if you have any questions.</p> <p>Sincerely,</p> <p>Waseem Naraz</p> <p>General Manager, Everlake Hotel and Spa</p>		
8. What is the purpose of the e-mail?  Ⓐ To explain changes made to a document Ⓑ To schedule an orientation for employees Ⓒ To request a copy of an updated presentation Ⓓ To approve bonuses for employees	9. What is indicated about the Everlake Hotel and Spa?  Ⓐ It includes a hall for large presentations. Ⓑ It holds a general employee meeting every month. Ⓒ It is currently hiring security staff. Ⓓ It recently replaced its time-reporting software.	10. Who is responsible for training?  Ⓐ Mr. Naraz Ⓑ Ms. Donaldson Ⓒ Ms. Eberlein Ⓓ Mr. Kedwell



**Questions 8-11** refer to the following e-mail.

<b>To:</b>	All staff <allstaff@hirosec.jp>
<b>From:</b>	Itsuki Fujimoto <ifujimoto@hirosec.jp>
<b>Date:</b>	March 31
<b>Subject:</b>	CEO Announcement
<p>We are excited to announce a change in leadership here at Otaga Security. Mr. Irfan Mirza has formally accepted the invitation to join the company as our next CEO. ---[1]---</p> <p>Previously president of the Malay Security Group, Mr. Mirza has been tasked with expanding our clientele base by building on the solid foundation created by our first CEO, Ms. Akane Hiro. ---[2]---</p> <p>After founding Otaga Security three years ago, Ms. Hiro has done a tremendous job in preparing our company for steady growth in the field of security-software engineering. Now that the critical formation phase is complete., Ms. Hiro is moving on to new projects in the area of security technology at the global level.</p> <p>While Ms. Hiro will surely be missed, we are looking forward to Mr. Mirza's arrival. --- [3] ---. Under his leadership, the Malay Security Group tripled its customer base by developing outstanding tech-security software for use at large commercial institutions as well as governmental organizations. A skilled business executive, Mr. Mirza is also an accomplished software engineer, having begun his career as a software developer at the Malay Security Group. ---[4]---. We are lucky to have found such a talent that fits our needs so precisely.</p> <p>Please help Mr. Mirza transition into his new role by extending a warm welcome.</p> <p>Sincerely,  Itsuki Fujimoto  Director of Communications</p>	

<p>8. What is indicated about Ms. Hiro?</p> <p>Ⓐ She has known Mr. Mirza for many years.</p> <p>Ⓑ She is a university-educated software engineer.</p> <p>Ⓒ She began her career at the Malay Security Group.</p> <p>Ⓓ She will continue to work in the field of software security.</p>	<p>9. The word “critical” in paragraph 2, line 3, is closest in meaning to</p> <p>Ⓐ skilled</p> <p>Ⓑ disapproving</p> <p>Ⓒ very dangerous</p> <p>Ⓓ extremely important</p>
<p>10. What is suggested about Otaga Security?</p> <p>Ⓐ It has offices around the world.</p> <p>Ⓑ It has plans to grow its business.</p> <p>Ⓒ It is currently hiring new engineers.</p> <p>Ⓓ It has recently overcome financial difficulties.</p>	<p>11. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?</p> <p>“He then rose quickly through the ranks to become president.”</p> <p>Ⓐ [1]</p> <p>Ⓑ [2]</p> <p>Ⓒ [3]</p> <p>Ⓓ [4]</p>

**Questions 10-13** refer to the following e-mail.

<b>From:</b>	Craig Harvey <charvey@huntingtonshoeco.com>
<b>To:</b>	All Staff <allstaff@huntingtonshoeco.com>
<b>Subject:</b>	Market Expansion
<b>Date:</b>	July 18
<p>After meeting with Yun Ju Kim from Juniper Consulting, I am happy to announce the results of our recent market survey. Our survey found that our athletic shoes would indeed be popular with teens in the Baltimore metropolitan area. In fact, Ms. Kim found that teens in Baltimore suburbs could be even more likely to purchase our footwear than teens in Philadelphia, where we already have a large number of customers.</p> <p>Given this information, I have decided to expand our marketing and sales to include this new demographic. I have put together a team of</p>	

marketing experts including Mr. Greg Truntin and Ms. Claire Garner to head up this new project. They will be transferring from our New York office.

We will begin advertising our footwear on television in September in the hopes of having a specialty store up and running by November. By spring, we would like to be selling our shoes in Baltimore department stores and athletic equipment stores as well. Given the large scope of these new endeavors, I am encouraging all employees in the marketing department to brainstorm ideas for advertising campaigns and to send them along to Mr. Truntin and Ms. Garner by Friday.

We are all excited to take on this new venture and ask you to support Mr. Truntin and Ms. Garner in their new roles with Huntington Shoe Company.

Sincerely,

Craig Harvey

President

<p>10. What is one purpose of the e-mail?</p> <ul style="list-style-type: none"> <li>Ⓐ To outline the consolidation of departments</li> <li>Ⓑ To announce a new line of products</li> <li>Ⓒ To introduce new employees</li> <li>Ⓓ To report market research results</li> </ul>	<p>11. What is indicated about Ms. Kim?</p> <ul style="list-style-type: none"> <li>Ⓐ She will join the Baltimore marketing team.</li> <li>Ⓑ She currently lives in Philadelphia.</li> <li>Ⓒ She is a marketing consultant.</li> <li>Ⓓ She will lead a workshop on conducting surveys.</li> </ul>
<p>12. What is suggested about Huntington Shoe Company?</p> <ul style="list-style-type: none"> <li>Ⓐ One of its shoe lines has been discontinued.</li> <li>Ⓑ Its shoes are popular in Philadelphia.</li> <li>Ⓒ Its shoes are popular among people over 65 years old.</li> <li>Ⓓ Its president is Ms. Garner.</li> </ul>	<p>13. What stores are NOT mentioned as places where Huntington shoes will be sold?</p> <ul style="list-style-type: none"> <li>Ⓐ Athletic equipment stores</li> <li>Ⓑ Department stores</li> <li>Ⓒ Online stores</li> <li>Ⓓ Specialty stores</li> </ul>

Questions 13-17 refer to the following e-mails.

<b>To:</b>	Alexander Chin
<b>From:</b>	Mimi Yiu
<b>Date:</b>	October 4, 10:20 A.M.
<b>Subject:</b>	Dexicomp's Latest Report
<p>Alex,</p> <p>On October 1, I received the quarterly report from our accounting firm, and it shows that the third quarter yielded our lowest profit in the last three years. Interestingly, this decrease had nothing to do with revenues. In fact, sales of our computers were 20 percent higher than the previous quarter. The reason for the disappointing profits had to do with our operating expenses, which were 13 percent higher than in the first two quarters.</p> <p>I believe we can reduce our expenses. First, we can cut back on television advertising and increase online and digital advertising, which is much less expensive. Second, we could spend less on legal and other services. We could possibly look into using a different legal firm. Let me know what you think.</p> <p>Mimi</p>	

<b>To:</b>	Mimi Yiu
<b>From:</b>	Alexander Chin
<b>Date:</b>	October 6, 3:45 P.M.
<b>Subject:</b>	RE: Dexicomp's Latest Report
<p>Mimi,</p> <p>Thanks for sending me your observations. One reason advertising costs were so high last quarter is that we usually expect to sell more products in the third quarter than in any other quarter. Therefore, we advertise more heavily during that time. Our market research</p>	

consistently shows that television advertising contributes to sales more than any other medium. Reducing television advertising is not likely to have a positive effect on our overall profits.

The company's financial picture is not as disappointing as it seems. Our sales teams expect a very strong fourth-quarter result, given recent market trends. Nonetheless, we need to review our service contracts. Kessler & Javitz is one of the most expensive law firms in the region and the advertising firm we use recently raised its rates. Also, I have long thought we should eliminate the need for an outside accounting service by creating permanent accountant positions within the company. These issues should be brought up at our executive meeting on October 12.

Alex

<p>13. Why did Ms. You e-mail Mr. Chin?</p> <ul style="list-style-type: none"> <li>Ⓐ To recommend an advertising firm</li> <li>Ⓑ To offer solutions to a financial problem</li> <li>Ⓒ To announce a revised hiring policy</li> <li>Ⓓ To request a copy of a financial report</li> </ul>	<p>14. What does Ms. Yiu's company sell?</p> <ul style="list-style-type: none"> <li>Ⓐ Personal finance software</li> <li>Ⓑ Market research services</li> <li>Ⓒ Computers</li> <li>Ⓓ Televisions</li> </ul>
<p>15. According to Mr. Chin, when are advertising costs typically high?</p> <ul style="list-style-type: none"> <li>Ⓐ In the first quarter</li> <li>Ⓑ In the second quarter</li> <li>Ⓒ In the third quarter</li> <li>Ⓓ In the fourth quarter</li> </ul>	<p>16. What observation about the company is shared by Ms. Yiu and Mr. Chin?</p> <ul style="list-style-type: none"> <li>Ⓐ It spends too much on legal services.</li> <li>Ⓑ It should stop using an outside accounting firm.</li> <li>Ⓒ Its investment in online advertising has paid off.</li> <li>Ⓓ Its profits are likely to increase next year.</li> </ul>
<p>17. When will the topics raised in the e-mails most likely be discussed further?</p> <ul style="list-style-type: none"> <li>Ⓐ When the next quarterly report has been released</li> <li>Ⓑ When the advertising budget has been approved</li> <li>Ⓒ During the interviews for accountant positions</li> <li>Ⓓ During a meeting of company executives</li> </ul>	

Questions 10-12 refer to the following e-mail.

From:	"Colin Cavanaugh" <cavanaughc@turnmail.ie>		
To:	"agata Tomczyk" <agata.tomczyk@ne-mail.ie>		
Subject:	Potential new venture		
Date:	1 April		
Dear Agata:			
I hope you have been doing well since graduating from Kennitt Institute of Technology. I'm glad to hear that you're now working at Bradshaw-Jett Financial. Since we graduated from KIT, I too found a job and moved to Carlow, and I very much enjoy living in the city. I've seen some of your recent photographs on your Web site, and I must say I am quite impressed. I've been working on my skills in this area as well and have recently done several portrait sessions for private clients. I'm hoping to start a part-time professional photography venture, and I was wondering if you would like to join me. I believe the skills we learned working as news photographers at the <i>KIT Courier</i> could be useful to a wide range of clients and could provide a secondary source of income for us. Since our offices are close to each other, meetings should be relatively convenient.			
I will be consulting a lawyer about business planning on 20 April. Please send me a response as soon as possible. If you are interested, I would like to set up a time to meet or speak over the phone sometime between 10 and 17 April.			
I hope to hear from you soon.			
Thanks,			
Colin Cavanaugh			
10. Why is Mr. Cavanaugh writing to Ms. Tomczyk?	11. What is true about Ms. Tomczyk?	12. What is suggested about Kennitt Institute of Technology?	
(A) To invite her to work with him	(A) She displays her work on the Internet.	(A) It is located in Carlow.	
(B) To congratulate her on winning an award	(B) She works at the same company as Mr. Cavanaugh.	(B) It offers degrees in business finance.	
(C) To request her advice for developing photography skills	(C) She has a degree in accounting.	(C) It is known for its journalism program.	
(D) To ask about her experience with starting a business	(D) She takes videos as well as photographs.	(D) It publishes a newspaper.	

**1. Vocabulary Review:**

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

(a) addition	(b) applicant	(c) assistant	(d) associate	(e) bachelor's degree	(f) candidate	(g) clerical	(h) compensation
(i) confidential	(j) consideration	(k) consistently	(l) electronically	(m) employment	(n) ethic	(o) evident	(p) familiarity
(q) fill	(r) fit	(s) ideal	(t) interview				

**2. Part 3, 4 (Short conversations and Short talks)****① 在飯店:**

**Check1:** 打給飯店櫃台的電話, 請聯想到「麻煩」!

和櫃台之間的對話通常有一定模式, 即(1)(住房旅客)描述遭遇到的麻煩,(2)(櫃台)提出解決方案,(3)(住宿者的)回答。

**Check2:** 記住「麻煩」->「解決方法」的流程

不僅是和櫃台有關的對話, 只要是 TOEIC, 通常會在麻煩的最後出現解決方法。

**Check3:** 看清楚答案選項裡是「同義字」或是「陷阱」!

對話裡出現過的句子, 可以在答案選項裡找出同義字。不過另一方面, 對話裡出現的語句, 在答案選項中也有變成陷阱的狀況。

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② 辦公室對話:

Check1: 從對話的起始推測「工作內容」!

典型的辦公室對話模式, 就是對於「正在做什麼」的問題在對話中以回答加以說明。從雙方的應答裡可以詳細知道職務, 地位, 工作內容等。

Check2: 對於「不安」的應對!

只要對話裡出現不安或煩惱的地方, 就特別容易被拿來當作問題。就算沒能聽清楚對話全文, 不過只要抓到「不安=負面」的印象, 聽力方面就可以很輕鬆作答。

Check3: 也請注意「處置方法」!

Part 3 的對話裡, 很常出現(1)「表明不安」->(2)「處置方法」的模式, 這和「出現麻煩」->「處置方法」一樣。必須記住, 只要對話裡出現「不安」或「麻煩」, 最後一定會以處置法結尾。

Page 88: 10[ ]11[ ]12[ ]

③ 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。

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Page 91: [辦公室對話]1[ ]2[ ]3[ ] [同事間的日常對話] 4[ ]5[ ]6[ ]7[ ]8[ ]9[ ]

④ 在店裡頭

Check 1: 先想像出對話「場所」

只要將精神集中在開頭的地方，自然能把握住對話的情境。此外，也請先事先快速瀏覽答案選項。

Check 2: 看到 concerned, 就要想到「否定」！

要試著想象「不安=負面」，此時有 no 或 not 的「否定」意思。和 so expensive 這類的「強調」用法，都是應注意的重點。

Check 3: 抓住對話最後的提議

提示出現在「對話的最後」，I'll....(打算做~)則是表示接下來的動作的用法或「提議」的用法，這些都是解題的重點。

10[ ]11[ ]12[ ] [同事間的日常對話]13[ ]14[ ]15[ ]16[ ]17[ ]18[ ] [辦公室對話]19[ ]20[ ]21[ ]

⑤ 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。

22[ ]23[ ]24[ ]

⑥ 和鄰居的對話:

Check 1: 集中注意力在對話開頭，好好抓住主題

Check 2: 務必抓住「出問題=負面」！

Check 3: 經常留意「提議」用法。

題目有 suggest 的話通常都很「難」。Emilie=the woman, Mike=the man, 所以理應注意女人說些什麼?當然「建議」的用法也是聆聽的重點。

25[ ]26[ ]27[ ] [辦公室對話] 28[ ]29[ ]30[ ]

### 3. Part 7 (Reading comprehension)

『替换表达』(paraphrase):

<p>01. The contract must be signed by both the tenant and the landlord. = The building owner and the renter both need to sign the rental _____. Ⓐ agreement Ⓑ allowance</p>	<p>02. Candidates for summer internship must submit their applications by June 30. = The application _____ for summer internship is June 30. Ⓐ deadline Ⓑ acceptance</p>
<p>03. Sale prices are valid from this Friday through next Thursday. = The special discount offer is _____ for one week. Ⓐ alternative Ⓑ effective</p>	<p>04. A complimentary breakfast buffet is available to all guests until 10 A.M. at the Bluesky Inn. = The hotel provides _____ breakfast until 10 P.M. Ⓐ fresh Ⓑ free</p>
<p>05. Workers must wear clothes that are suitable for the laboratory. Ⓐ Appropriate attire must be worn in the laboratory. Ⓑ People are asked to wear comfortable clothes in the laboratory.</p>	<p>06. Successful applicants should speak a minimum of three languages. Ⓐ Candidates who speak three languages will succeed in the company. Ⓑ Candidates with fluency in a variety of languages will be hired.</p>
<p>07. Emporio's furniture is handcrafted and can be tailored to suit any office. Ⓐ Emporio specializes in customized furnishings. Ⓑ Emporio's specialty is designing and decorating offices.</p>	<p>08. Jan Pal's latest film is better than his previous works from a technical perspective. Ⓐ Jan Pal's newest movie is more technically accomplished. Ⓑ Jan Pal's most recent release uses more complex technology.</p>

**題型 5 通知,公告 Notice:**

「通知」也和電子郵件一樣，在標題上就寫著「要件=通知的目的」的訊息。只要閱讀開頭幾句就可以理解文章概要。接下來暫停閱讀，先看題目的部分。看完題目後，要留意「發信者」和「通知對象」等訊息。至於細節型題目有必須閱讀本文才能回答的問題，**NOT**(否定)的題目也經常會考，此外與日期數字相關的問題必須多注意。

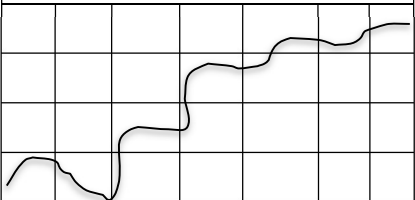

Notice/Memo/Memorandum 標題		Check 1: 標題文字即為通知與公告的目的 一般可記做 <b>Notice</b> (公告)或 <b>Memo/Memorandum</b> (公司內部文件)等。分為「公司對內通知」,「公司對外通知」,「公告」等..先注意標題文字, 掌握通知或公告的目的為何。
內文 (1)		Check 2: 掌握住「這封信是誰寫給誰的?」的重點 「通知信」最重要的, 就是必須明確知道「是誰寫給誰的信?」若最初寫的是 <b>Memorandum</b> 的話, 指的就是公司內部負責人寫給員工的書信。若是 <b>Notice</b> , 寫信的人就沒有特定了, 有可能是公司的總務部, 辦活動的單位, 或公告機關等。有時發信者的部分不一定會明白表示, 這時, 請勿慌張, 因為在文章的某處肯定會有暗示。
(2)		
(3)		Check 3: 有關公司內部的規則說明, 請一一確認 公告與通知的考題, 以「公司對內通知」的類型出現頻率最高, 而這類考題又以公司內部規定, 也就是規則說明的題型最常考。還有另一個特徵, 就是文章的中段以(1), (2), (3)等條列式的內容呈現, 其中會出現 <b>must, have to</b> 表義務的強制性語氣用字, 請特別注意。

Page 220: 1[ ]2[ ]3[ ]4-5-6[ ]7[ ]8[ ]9[ ]10[ ]11[ ]12[ ]

Page 224: 1[ ]2-3-4-5[ ]6[ ]7[ ]8[ ]9[ ]10[ ]11[ ]12[ ]

**題型 6 說明書, 報告書 Instructions and Report:**

看過標題之後, 大致可以了解說明書或報告書的內容

<p>產品名稱 ←</p> <p>產品說明</p> <p>1)</p> <p>2)</p> <p>3)</p>		<p><b>Check 1:</b> 請注意說明書上的使用方法=細節</p> <p>先看標題(=商品名), 判斷這是什麼產品的說明書。必須看清楚他說明的詳細內容。例如, 它是在說明「手錶的哪一種功能?」等問題。接著, 必須注意的是「使用方法」。也就是說它可能問到例如電源開關的使用方法, 或其他額外的功能等問題。</p> <p>說明書也會寫出「保養方法」, 「維修」或「客戶服務」等事項, 這些都是多益會考的題目。</p>
<p>(報告書)</p> <p>標題 ←</p>  <p>圖表解說</p>		<p><b>Check 2:</b> 注意圖表中的變動!</p> <p>看完標題, 應該立刻了解它是什麼樣的報告。標題等於是直接說明了內容。</p> <p>解題時, 先大致掌握報告的內容, 再注意圖表的曲線振盪, 以及其變化的部分, 這些內容是多益閱讀偏好的考題。</p>

Vocabulary –HR recruitment (2)

Student A: After all resumes have been reviewed, selected candidates will be \_\_\_\_\_ for interviews.

Student B: I would welcome the **opportunity** to discuss how my skills could benefit your organization.

Student A: While most job seekers are looking for a \_\_\_\_\_ job, a temporary position may serve as a bridge to full-time employment.

Student B: Although we have decided not to offer you a **position** at this time, we will keep your resume on file.

Student A: I am interested in applying for the managing consultant position you have \_\_\_\_\_ on your Web site.

Student B: Students in business journalism are **preferred**.

Student A: In his resume, he states that he was \_\_\_\_\_ employed at Mainframe Resolutions for a total of two years.

Student B: The position requires excellent communication skills as well as **proficiency** in the use of general office software.

Student A: We will be happy to meet with \_\_\_\_\_ job applicants at the Westborough Job Fair.

Student B: I believe I am very **qualified** for this position.

Student A: Please feel free to call upon me for a \_\_\_\_\_.

Student B: Do you know who's in charge of training the new **recruits**?

Student A: I will be happy to supply \_\_\_\_\_ and to submit a portfolio of my designs.

Student B: A university degree in journalism or a **related** field and at least two years of newspaper editing experience are required.

Student A: The minimum term of your contract with us will be for a period of two years, with the option to \_\_\_\_\_.

Student B: Prior experience working in a museum is preferred but not **required**.

Student A: Your \_\_\_\_\_ will include maintenance and upgrades to the company's computer network.

Student B: Tanner Publications is currently **seeking** a copy editor with previous experience and excellent communication skills.

Student A: Ms. Brown is best \_\_\_\_\_ for the posting because she speaks fluent Mandarin and has lived in Beijing.

Student B: The tourism and food service industries employ over 25 percent of the **workforce** of this city.