

一、選擇題：請選出一個正確或最適當的答案，依序於答案紙中作答，不必抄題，請標明題號。每題3分，共60分。

1. A tour guide should arrange a _____ room for the newly-wed couples.
a) twin b) double c) quad d) connected
2. When you bring a bottle of liquor to a restaurant, you may be charged for a _____ by the restaurant.
a) corkage b) potage c) portage d) cortege
3. The well known "Caviar" is usually made of the hard roe of _____ .
a) salmon b) tuna c) trout d) sturgeon
4. You may need a _____ to carry your baggage at the airport.
a) cart b) carousel c) trolley d) caddie
5. The International Date Line is at the _____ Ocean.
a) Atlantic b) Indian c) Arctic d) Pacific
6. Who will take the baggage to the rooms for the tourists in a hotel?
a) The bell boy b) The bus boy c) The waiter d) The porter
7. _____ ABC airlines, I sincerely welcome you all on board flight ABC 006.
a) Representing b) Speaking for c) On behalf of d) In the name of
8. I _____ my breakfast when the morning call came.
a) had b) had been having c) was having d) have been having
9. _____ the postcard, I ran out of the hotel to the post office.
a) After I had finished for b) As soon as I finished writing
c) No sooner than I had finished up d) Since I finished up to write
10. I have some crackers for night _____.
a) eating b) cooking c) food d) snack
11. Our room reservations are for _____.
a) fifteen March b) the fifth of March c) five March d) March five

12. If you got caught drinking and driving, the judge has to _____ your driving license.
a) suspension b) suspense c) suspended d) suspend
13. I feel exhausted, so I need to _____.
a) give him a break b) take it easy c) give a chance d) take a break
14. _____ I saw the Grand Canyon, I was speechless.
a) Until b) The first time c) Before d) Because
15. I would not go abroad for sightseeing _____ who recommends it.
a) regardless b) since c) no matter d) for
16. You have to renew your passport before it _____.
a) expires b) aspires c) inspires d) conspires
17. In American culture, it's _____ to ask personal questions such as how much money they make.
a) irreversible b) illegitimate c) unconditional d) inappropriate
18. People with a low _____ for spicy food should not try the "Hot and Spicy Soup" served by this restaurant.
a) prejudice b) insistence c) tolerance d) indulgence
19. Medical tourism is _____ in Taiwan due to its inexpensive yet high-quality services.
a) booming b) blowing c) declining d) collapsing
20. The hotel services are far from satisfactory; I need to _____ a complaint with the manager.
a) pay b) claim c) file d) add

二、釋譯：

(1) 請以一段英文簡介一種台灣常見的小吃(十個句子以內) (20%)

(2) 請以中文簡述下列英文段落的重要論點 (20%)

“Customers for life” means that once guests come to your restaurant, they will never be satisfied with your competitors. It also means that the real work of building sales does not happen with your advertising schedule or marketing plan, but on the floor with your customers. The key to building restaurant sales is to increase volume from your existing customer base. If your customers return just one more time per month, that would increase sales volume 15 to 50%. These are people who already know about you, live within an acceptable travel distance, and will recommend you to their friends if you make them happy. These are the people you want to target in order to build a regular, loyal customer base – a customer base that shares the pleasures of your establishment with friends. Work on building loyalty, not the check average.