

一、請選擇一個最適合的答案回應客人的抱怨 9%

1. () This steak is terrible. It's overcooked and it's tough.
 2. () We haven't got any bread left.
 3. () This tablecloth is very dirty.
 4. () It's very noisy here. Can we go somewhere quieter?
 5. () I ordered a bottle of wine ten minutes ago.
 6. () I don't like to complain, but I think this bill is wrong.
 7. () This coffee is stone cold.
 8. () I haven't got an ashtray.
 9. () This wine tastes like vinegar.
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- A. I'm sorry, sir. I'll ask the wine waiter to bring it straight away.
 - B. My apologies, madam. I'll ask the manager to check it.
 - C. I'm sorry, madam, I'll get you another one.
 - D. My apologies, sir. I'll get you one right away.
 - E. One moment, sir. I'll see if I can find another table.
 - F. I'm very sorry, madam, I'll get you a hot one.
 - G. My apologies, sir. I'll get you some more.
 - H. I'm sorry, madam. I'll bring you another bottle.
 - I. I'm sorry I'll have it changed right away.

二、根據題意選擇一個最恰當的回答 20%

1. () The waste-paper _____ in my room needs emptying.
 - A. box
 - B. bag
 - C. basket
 - D. can
2. () Could you send someone up to my room? It _____ been cleaned.
 - A. isn't
 - B. doesn't
 - C. haven't
 - D. hasn't
3. () I'm sorry there are no towels in your room. I _____ send some up immediately.
 - A. must have
 - B. should have
 - C. will
 - D. would

4. () If you want to sleep late, put the “Do Not Disturb” _____ on the door.
- A. sign
 - B. note
 - C. paper
 - D. letter
5. () I’m sorry you haven’t got your coffee. I’ll send someone up straight_____ .
- A. up
 - B. down
 - C. off
 - D. away
6. () The sheets should have _____. I’ll contact housekeeping at once.
- A. change
 - B. changed
 - C. be changed
 - D. been changed
7. () Could you send someone up to look at the bathroom? The toilet isn’t _____ .
- A. going
 - B. marching
 - C. doing
 - D. working
8. () I’m afraid I can’t sleep in my room. The _____ is awful.
- A. sound
 - B. noise
 - C. hearing
 - D. disturbance
9. () I’ll ask the maintenance people to _____ to the broken light at once.
- A. mend
 - B. fix
 - C. repair
 - D. see
10. () I would like to speak _____ someone about the mess in my room.
- A. to
 - B. about
 - C. for
 - D. by

三、請選一個適合的字彙代號填入空格中 50%

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|-------------|--------------------|------------------|
| A. overdone | J. recommend | S. immediately |
| B. liking | K. extinguishers | T. worst |
| C. corked | L. terribly | U. toilt |
| D. get | M. complimentary | V. quieter |
| E. missing | N. apologies | W. inconvenience |
| F. dripping | O. license | X. cockroach |
| G. salty | P. air conditioner | Y. counter |
| H. strong | Q. check it out | |
| I. lukewarm | R. service | |

1. () There is a plate _____ .
2. () The _____ here is very slow, why?
3. () There's a _____ in my dessert.
4. () This is the _____ steak I've ever tasted.
5. () I don't like to complaint, but the soup is too _____ .
6. () What kind of wine would you _____ ?
7. () Room-to room phone calls within the hotel are _____ .
8. () There are fire _____ on every floor.
9. () You can use your driver's _____ for registration.
10. () There is no _____ paper in the restroom.
11. () You may leave the key on the _____ when you go out.
12. () The steak is _____ .
13. () I'd like my coffee real hot, but this soup is too _____
14. () The coffee is too _____ .
15. () The wine is _____ .
16. () The _____ doesn't work.
17. () The faucet is _____ .
18. () I'm _____ sorry, sir.
19. () Please accept my _____ .
20. () I'm sorry madam. We'll fix another one to your _____ .
21. () I apologize for the _____ .
22. () I'll _____ you one right out.
23. () I'll do it _____ .
24. () I'll send someone up to _____ right away.
25. () I'll ask them to be _____ .

四、請根據下列的專有名詞選擇一個最恰當的解釋 21%

1. () A la carte restaurant
 2. () Cash bar
 3. () Guaranteed reservation
 4. () Modified American plan
 5. () American banquet services
 6. () Private branch exchange
 7. () Overbooking
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- A. A method of quoting room rates in which the charge includes breakfast and dinner as well as the room.
 - B. The practice of taking more reservations than the restaurant can accommodate.
 - C. A telephone switchboard.
 - D. Payment for the room is promised even if the occupant fails to arrive.
 - E. Service in which the guest's food is all placed on one plate. Often known as "on the plate, no wait."
 - F. A business that serves guests individual meals on demand
 - G. At a banquet, an arrangement by which guests are required to buy their own drinks, both alcoholic and nonalcoholic.
 - H. A method of quoting room rates where the charge includes room accommodations only.