

**A. Choose the correct word or phrase to complete the following sentences.(20%)**

1. Three nights at £ 32 a night \_\_\_\_\_ £ 96.
  - A. calculates
  - B. works out
  - C. comes to
  - D. equals at
2. For \_\_\_\_\_ they chose melon and grapefruit.
  - A. Starters
  - B. Aperitifs
  - C. Introductions
  - D. Menu
3. The hotel has introduced a \_\_\_\_\_ system at lunch time.
  - A. self-served
  - B. self-help
  - C. self-service
  - D. self
4. This wine tastes \_\_\_\_\_. I think it's corked.
  - A. vinegary
  - B. salty
  - C. tasteless
  - D. flat
5. A \_\_\_\_\_ is required to confirm the booking.
  - A. payment
  - B. deposit
  - C. voucher
  - D. ticket
6. Are you the reception manager?
  - A. friendly
  - B. bad
  - C. dirty
  - D. rude
7. Dial 9 for an \_\_\_\_\_ line.
  - A. extension
  - B. external
  - C. outer
  - D. outside
8. You've got us the \_\_\_\_\_ rooms. We asked for adjoining doubles.
  - A. bad
  - B. right
  - C. wrong
  - D. good
9. The tour group had to pay a \_\_\_\_\_ because of the increase in fuel costs.
  - A. service charge
  - B. surcharge
  - C. charge
  - D. payment
10. This meat is so \_\_\_\_\_ that it's difficult to cut.
  - A. tasteless
  - B. tough
  - C. cold
  - D. stale

**B. Complete the following sentences in the correct way.(10%)**

1. A function room of 70 m<sup>2</sup> has  
A. a width of 10m and a height of 7m  
B. a width of 8m and length of 9m  
C. a width of 10m and length of 7m  
D. a width of 5m ,length of 4m and a height of 3½m
2. When a customer who is known to be difficult comes into a restaurant he should be  
A. Given better service than the other customers  
B. Given larger amounts of food than the other customers.  
C. Served with care by an experienced waiter.  
D. Refused admission
3. The headwaiter receives a complaint of poor service from a customer, he should apologize to the customer and
4. The most convenient way of registering a large group is  
A. a special room list  
B. registering by individual  
C. a registration book  
D. individual forms
5. A credit card is used primarily to  
A. obtain money when banks are closed.  
B. identify the writer of a check.  
C. cash the check  
D. purchase goods and services

**C. Here are some extracts from a hotel room guide, about facilities a guest can obtain inside the room. Complete the extracts using the words below.**

根據文意選擇適當的單字代號按照順序填入空格 ((1)A,(2)B...) (32%)

A. selection,	B. 24-hour,	C. refrigerator,	D. local,	E. handset,
F instructions,	G. drinks,	H. movies,	I. dial,	J. switchboard,
K. alcoholic,	L. viewed,	M. stock,	N. account,	O. facility,
P. overseas				

**EARLY MORNING CALL**

Lift the \_\_\_\_\_ (1)\_\_\_\_\_ of your telephone. \_\_\_\_\_ (2)\_\_\_\_\_ The required time in hours and minutes using the \_\_\_\_\_ (3)\_\_\_\_\_ clock, your phone will ring at the set time.

**TEA AND COFFEE**

You will find a \_\_\_\_\_ (4)\_\_\_\_\_ for making tea and coffee in your room.

### MINI BAR

Soft \_\_\_\_\_ (5) \_\_\_\_\_ and a selection of \_\_\_\_\_ (6) \_\_\_\_\_ beverages can be obtained in the \_\_\_\_\_ (7) \_\_\_\_\_ in your room. Items will be charged to your \_\_\_\_\_ (8) \_\_\_\_\_ and the \_\_\_\_\_ (9) \_\_\_\_\_ replaced daily.

### TELEPHONE

For \_\_\_\_\_ (10) \_\_\_\_\_ calls, dial 0 and then the number. For long-distance or \_\_\_\_\_ (11) \_\_\_\_\_ calls, dial 9 to contact the \_\_\_\_\_ (12) \_\_\_\_\_.

### TV AND VIDEO

Program may be \_\_\_\_\_ (13) \_\_\_\_\_ on the TV set in your room. A \_\_\_\_\_ (14) \_\_\_\_\_ of In-house \_\_\_\_\_ (15) \_\_\_\_\_ is available for your enjoyment. For \_\_\_\_\_ (16) \_\_\_\_\_ on viewing and charges please see our separate video guide.

**D. There are four people, Jack, Peter, Mary and Angel, who have ordered the breakfast, but their orders are jumbled. As a waiter, you have to work out their order. Each person ordered three food items and at least one drink. Base on the following descriptions and fill in the correct answer to your answer sheet.**

請根據題意將客人們所點的餐點按照題號填入，並參考下列回答格式(20%)

1. Jack: (1) XXX (2) XXX(3) XXX(4)XXX (5) XXX

2. Peter: (1) XXX (2) XXX(3) XXX(4)XXX (5) XXX

.....

	Drinks		Food items		
	Juice	Hot drink	Item1	Item2	Item3
1.Jack	(1)	(2)	(3)	(4)	(5)
2.Peter	(1)	(2)	(3)	(4)	(5)
3.Mary	(1)	(2)	(3)	(4)	(5)
4.Angel	(1)	(2)	(3)	(4)	(5)

- Jack has ordered orange juice and coffee
- Angel wants pancakes
- Everyone wants orange juice except one person, who wants apple juice and tea
- Everybody wants either eggs or pancakes, but nobody wants both.
- One man and one woman have ordered eggs.
- The woman who wants fried eggs wants orange juice and no hot drink.
- The man who is having coffee does not want pancakes.
- The man who wants pancakes also wants orange juice and hot chocolate.
- Both pancake-eaters want butter, but only the woman wants honey.
- The person with no hot drink has ordered ham and mushrooms.
- The person who wants fruit yoghurt does not drink coffee.
- The person who wants scrambled eggs has also ordered toast and butter.

**E. Please, match the job titles below with the job descriptions.(6%)**

- |                           |  |
|---------------------------|--|
| 1. ( ) Head chef          | A. sets and clears the table                                     |
| 2. ( ) Maître d'          | B. buys food and drinks, deals with suppliers                    |
| 3. ( ) Bus boy            | C. serves customers, take orders, brings food                    |
| 4. ( ) Head waiter        | D. welcomes the clients to the restaurant, deals with complaints |
| 5. ( ) Purchasing officer | E. plans menus, trains and supervises kitchen staff              |
| 6. ( ) Waiter/waitress    | F. arranges staff's work in the dining-room                      |
|                           | G. checks deliveries, arranges transfer to stores                |

**F. Translations, translate the sentences into Chinese (12%)**

1. Youth Hostel provides homelike accommodations with a comfortable, clean, safe and friendly place to stay for budget travelers.(5%)
2. For all that hotels have one to make their bedding more luxurious, their décor more stylish and their lobbies smell better with a signature scent, one area that hasn't gotten much of a makeover is the in-suite dining experience, otherwise known as room service.(7%)