

不可攜帶計算機*

A. Choose the correct word to complete the following sentences.(12%)

1. The annual conference package included an _____ banquet on the final day.
 - A. optional
 - B. accompanying
 - C. initial
 - D. beginning
2. Thailand was chosen as the _____ for the transportation conference.
 - A. venue
 - B. meeting
 - C. function
 - D. order
3. His airline ticket is _____ for six months.
 - A. guaranteed
 - B. secured
 - C. valid
 - D. work
4. The organizers made a _____ announcement in order to inform members of the of the next annual conference.
 - A. previous
 - B. preceding
 - C. preliminary
 - D. progress
5. The telephone calls for each room are recorded on a _____.
 - A. clock
 - B. meter
 - C. calculator
 - D. document
6. The hotel receptionist should give a _____ to a guest when valuables are deposited.
 - A. bill
 - B. receipt
 - C. confirmation
 - D. paper

B. Complete the following sentences in the correct way.(20%)

1. A hotel room status system does not show
 - A. The number of rooms available in any one day.
 - B. The length of stay of an arrival.
 - C. The room number allocated to arrivals.
 - D. The number of people expected.
2. The main purpose of the key card is to show
 - A. That a guest has confirmed his reservation.
 - B. That a guest has paid a deposit.
 - C. To the head waiter for a table reservation.
 - D. Services, facilities, tariff and room number.
3. After greeting a new guest the receptionist's first action should be to
 - A. Check the guest's reservation.
 - B. Ask the guest the length of his stay.
 - C. Ask the guest to register.
 - D. Call the luggage porter.

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4. An overhead projector is use for showing
- Films
 - Photographs
 - Slides
 - Transparencies
5. Which is not the dining terminology of the first course?
- Appetizer
 - Aperitif
 - Hors d'oeuvre
 - Starter

C. Translations, translate the sentences into Chinese (18%)

- Oil prices hold the key to whether good times can keep on rolling for airlines and hence, the travel industry as a whole
- Some scientists believe that rising temperatures and longer growing seasons are already affecting wine, making vintages sweeter and stronger, and changing where grapes can be grown around the world.
- Marriott international, like many other hotel chains, recently upgraded its bedding, including, 300-thread-count sheets, a feathered mattress topper, stylish pillow shams, a decorative bed scarf and extra pillows.

D. Based on the event order of the Paradise Resort below answer the following question?(20%)

Paradise Resort: Event order	
Event order number:20060407	
Room: <u>Rose Garden</u>	Function: <u>conference/lunch</u>
Date of event: <u>May 5</u>	Day: <u>Friday</u>
Number expected: <u>135</u>	Number Guaranteed: <u>125</u>
Price per cover: <u>\$350</u>	Room rental fee: <u>\$3600</u> Set-up charge: <u>N/A</u>
Name of organization: <u>Tourism Educators</u> phone: <u>555-1111</u>	
Address: <u>No.707, Sec.2, Wu Fu Rd., Hsin Chu, Taiwan 300</u>	
Event contact: <u>Frank Wu</u>	Hotel contact: <u>Maria Chen</u>
Method of payment: <u>Check</u>	Deposit: <u>\$3600</u>
Name of activity: <u>Annual Meeting</u> Booked by: <u>SL</u> Date: <u>4/10</u>	
<u>Meeting room</u>	
Time (from/to): <u>9Am- 4Pm</u>	
Set-up requirements: <u>Slanted schoolroom</u>	
<u>Coffee breaks:</u>	
Time: <u>10:30Am</u>	
F & B: <u>Coffee/ Tea, cake/ cookies</u>	
<u>Food function:</u>	
Time (from/to): <u>12:30pm-1:30pm</u>	
Set-up requirements: <u>Circular</u>	
Menu: See attached	
Bar/ horsd' oeuvres: <u>cash bar (Set-up \$ 1500)</u>	

1. What is the minimum revenue for the guaranteed cover?
 - A. \$35000
 - B. \$38500
 - C. \$43750
 - D. \$45500
2. What is the proper setup for the lunch?
 - A. Class room
 - B. Slanted schoolroom
 - C. Lecture
 - D. Circular
3. Who is the event contact for the Tourism Educator?
 - A. Maria Chen
 - B. Frank Wu
 - C. SL
 - D. N/A
4. What is the purpose for the meeting?
 - A. Annual Meeting
 - B. Quarterly Meeting
 - C. Education Meeting
 - D. Member meeting
5. What is the set-up fee for the beverage?
 - A. \$1000
 - B. \$1500
 - C. \$3600
 - D. N/A

E. Base on the following table and read the sentences to discover which country is A, B, C and D?(20%)

It is a survey conducted by the American Tourism Bureau from 2001 to 2004. There are four countries involved which were the US, Canada, UK and France. It covers over 2000 large and medium-sized companies across all major business sectors.

	A	B	C	D
CEO				
Luxury	34%	75%	87%	80%
Mid-market	36%	7%	10%	2%
Budget	11%	5%	-----	-----
Depends	19%	13%	3%	18%
GM				
Luxury	17%	59%	71%	64%
Mid-market	56%	19%	22%	18%
Budget	15%	6%	1%	-----
Depends	12%	16%	6%	18%
Senior Manager				
Luxury	3%	35%	28%	20%
Mid-market	23%	24%	44%	31%
Budget	44%	12%	7%	14%
Depends	30%	29%	21%	35%

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1. In Canada, most CEO were allowed to stay in Luxury hotels
2. In UK and France, some GM were restricted to Budget accommodation.
3. In France , more of the senior manager force stayed in Mid market accommodation than in Luxury hotels.
4. A smaller percentage of US GM were obliged to use Mid market hotels than their French counterparts.
5. Some Canada CEO stayed in Budget hotels.
6. In France, more of the senior manager force stayed in Mid market accommodation than in Luxury hotels.

1. A: _____
2. B: _____
3. C: _____
4. D: _____

F. Complete the following text with the words below(10%)

out of, on, off, of, from, at, away, for, along, to

An engineering student had to read a text-book which was far too expensive for him to buy. He couldn't get it _____ 1 _____ the library and the only copy he could find was in a bookstore. Every afternoon, therefore, he would go along to the store and read a little of the book _____ 2 _____ a time. One day, however, he was disappointed to find the book missing from its usual place and was about to leave when he noticed the owner of the store beckoning to him. Expecting to be told _____ 3 _____ , he went towards him. _____ 4 _____ his surprise, the owner pointed to the book, which was tucked _____ 5 _____ in a corner. 'I put it there in case anyone was tempted to buy it,' he said and left the delighted student to continue his reading..