

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2分，共50分。

1. If you are afraid of height, you should not try \_\_\_\_\_.  
a) jogging    b) long jump    c) bungee jumping    d) surfing
2. You have to renew your passport before it \_\_\_\_\_.  
a) expires    b) aspires    c) inspires    d) conspires
3. In American culture, it's \_\_\_\_\_ to ask personal questions such as how much money they make.  
a) irreversible    b) illegitimate    c) unconditional    d) inappropriate
4. Beware of strangers at the airport and do not leave your luggage \_\_\_\_\_.  
a) unanswered    b) uninterested    c) unimportant    d) unattended
5. 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
6. Customers pay high fees to join the luxury trip, and they will expect complete \_\_\_\_\_ in return.  
a) impression    b) complication    c) satisfaction    d) occupation
7. Reservations for a hotel room should be made in \_\_\_\_\_ to ensure rooms are available.  
a) advance    b) advanced    c) advances    d) advancing
8. The food, service, and atmosphere are much better at this restaurant \_\_\_\_\_ the one where we usually eat.  
a) in terms of    b) in regard to    c) in comparison with    d) in accordance with
9. Medical tourism is \_\_\_\_\_ in Taiwan due to its inexpensive yet high-quality services.  
a) booming    b) blowing    c) declining    d) collapsing
10. Hotels are \_\_\_\_\_ internationally from one to five stars, depending on the services they offer and the prices of rooms.  
a) decorated    b) elevated    c) advised    d) ranked
11. The airport won't be open again \_\_\_\_\_ the foggy sky clears up.  
a) by    b) to    c) when    d) until

12. Please don't \_\_\_\_\_ to ask if you have any questions.  
a) remain b) hesitate c) delay d) remind
13. The Great Wall in China and Eiffel Tower in France are both famous \_\_\_\_\_ worldwide.  
a) logos b) slogans c) landmarks d) targets
14. I hate to deal with all the \_\_\_\_\_ details myself because finding a place to live in a foreign country sometimes can be so much trouble.  
a) implication b) accommodation c) destruction d) reproduction
15. The hotel services are far from satisfactory; I need to \_\_\_\_\_ a complaint with the manager.  
a) pay b) claim c) file d) add
16. Table manners differ from culture to culture. In Italy, it is considered \_\_\_\_\_ for a woman to pour her neighbor a glass of wine.  
a) inappropriate b) inconsistent c) incomplete d) infinite
17. During the holidays, most major hotels will be fully booked. An \_\_\_\_\_ is to try and find a guest house near your desired destination.  
a) exchange b) alternative c) equivalent d) applause
18. We don't recommend exchanging your money at the hotel because you won't get a \_\_\_\_\_ rate.  
a) humble b) partial c) dull d) fair
19. In order to apologize for the flight delay, the airline company gave each of the passengers a \$400 \_\_\_\_\_ as a token of its goodwill.  
a) example b) mark c) sample d) voucher
20. The time \_\_\_\_\_ is thirteen hours between Taipei and New York.  
a) decision b) division c) diligence d) difference
21. My father always carries with him the doctor's \_\_\_\_\_ for his heart condition just in case something goes wrong with his heart.  
a) description b) inscription c) prescription d) subscription
22. The news was \_\_\_\_\_ good \_\_\_\_\_ true.  
a) to.....is b) two.....to be c) too.....to be d) so.....that is

23. A: "How would you like your steak to be cooked?"

B: \_\_\_\_\_

- a) "It's over-cooked."                      b) "Oh! I would like to order a drink."  
c) "Well-done, please."                      d) "Yes, but I want to try something else."

24. A: "Are you ready to order?"

B: \_\_\_\_\_

- a) "I'd like a salad, please."              b) "Don't worry about it."  
c) "That doesn't make sense."              d) "I don't have a good appetite."

25. A: "Look at the line in front of the restaurant! We should have made a reservation."

B: \_\_\_\_\_

- a) "Sounds good."                              b) "Why don't we try another restaurant?"  
c) "Oh! It is ridiculous."                      d) "Let's take a walk along the river."

二、綜合測驗：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 2 分，共 20 分。

Good morning, ladies and gentlemen. This is the pre-boarding   1   for flight CA051 to New York. We are now   2   those passengers with small children, and any passenger   3   special assistance, to begin boarding at this time. Please have your   4   and identification ready. Regular boarding will begin in   5   ten minutes, thank you for your cooperation.

1. a) forecast    b) definition    c) denouncement    d) announcement  
2. a) inviting    b) attracting    c) interesting    d) waiting  
3. a) depending    b) digesting    c) requiring    d) including  
4. a) credit card    b) magazine    c) photos    d) boarding pass  
5. a) indirectly    b) separately    c) approximately    d) indefinitely

Every hotel reservation booked through our web site is   6   to have the best rate publicly available on the Internet worldwide. We guarantee your room or your first night is on us. We do not   7   booking fees for reservations made direct with us. We take your   8   seriously and work to protect you. All personal information you   9   is secure and encrypted. As for the hotel reservation part, you can make, view, modify or cancel reservations   10   our web site. If you prefer, you can also call us at the worldwide reservation office nearest to you.

6. a) guaranteed    b) available    c) warrant    d) convince  
7. a) order    b) rate    c) charge    d) responsibility  
8. a) silence    b) isolation    c) privacy    d) secrecy  
9. a) supply    b) provide    c) fill    d) contribute  
10. a) with    b) on    c) by    d) of

三、釋譯：請以中文簡述(約三到五個句子)下列英文段落的重要論點，每一段落 15 分，共 30 分。

- (1) When travel is completely within the U.S. including Puerto Rico, recommended check-in time is at least 90 minutes prior to departure when checking baggage, and at least 60 minutes prior to departure if not checking baggage. For flights departing Hawaii and the U.S. Virgin Islands, recommended check-in time is at least two hours prior to scheduled departure. For international flights, we recommend you arrive at the airport at least two hours prior to departure to allow sufficient time to complete all necessary international requirements.
- (2) In order to address a lack of comprehensive evaluation of restaurant quality, this study extends Mehrabian and Russell's framework by incorporating restaurant - specific stimuli and including restaurant-specific measures of emotion. Using structural equation modeling, this study shows that atmospherics and service function as stimuli that enhance positive emotions while product attributes, such as food quality, act to relieve negative emotional responses. Results also suggest that positive emotions mediate the relationship between atmospherics/services and future behavioral outcomes. The results are theoretically and practically meaningful because they address the relationships among three types of perceived quality (product, atmospherics, and service), customer emotions (positive/negative), and behavioral intentions in the restaurant consumption experience. Managerial implications, limitations, and future research directions are also suggested.