

等 別：普通考試
類 科：外語領隊人員（英語）
科 目：外國語（英語）
考試時間：1 小時 20 分

座號：_____

※注意：(一)本試題為單一選擇題，請選出一個正確或最適當的答案，複選作答者，該題不予計分。
(二)本科目共 80 題，每題 1.25 分，須用 2B 鉛筆在試卡上依題號清楚劃記，於本試題上作答者，不予計分。
(三)禁止使用電子計算器。

- 1 Guest: My friend has just fallen over and cut his leg badly. It is Ms. Lin from room 510.
Clerk: _____
(A) That's right, ma'am. I hope you will have a good rest.
(B) I'm afraid we do not have any ambulance.
(C) Someone will get the first aid equipment and come straight up immediately. Don't move him.
(D) Can you call a doctor?
- 2 Susan Lee is a sales manager at a travel agency. It specializes in selling flight tickets, hotel reservation, and tours _____.
(A) aboard (B) abroad (C) board (D) broad
- 3 Tom: Do not go into it for money. The most _____ aspect of my job is that I go to different places and talk about my own travel experiences.
(A) anxious (B) incomplete (C) rewarding (D) suggestive
- 4 If the tobacco products we bring exceed the travelers' _____, we may have to pay customs duties and other charges.
(A) allowance (B) budget (C) payment (D) expectation
- 5 Clerk: Your suitcase is a bit heavy. You'll need to pay for an excess baggage fee.
Passenger: Oh. What's the weight _____?
(A) limit (B) limitation (C) limited (D) limiting
- 6 Clerk: Good afternoon, Miss. Your flight on next Monday has been _____. You need to be at the airport by 10:00.
(A) repeated (B) confirmed (C) relocated (D) ordered
- 7 Yosemite National Park, Yellowstone National Park, and Central Park all are on the top _____ spots in USA.
(A) sightseeing (B) convention (C) gallery (D) inhabitant
- 8 Our hotel is equipped with in-room _____, such as air-conditioning, hairdryer, Wi-Fi, iron and hypoallergenic bedding.
(A) appointments (B) facilities (C) entertainments (D) servants
- 9 Make the reservation early if you would like to attend next Tuesday's _____ on project management.
(A) seminar (B) reason (C) policy (D) scene
- 10 Ainokura cultural heritage largely remains _____, creating an extraordinary atmosphere.
(A) unskilled (B) unrelated (C) unspoiled (D) unspotted

- 11 Sharon: _____
Front desk: Local calls and room to room calls are free of charge. Domestic long distance calls are 3 dollars per minute. International calls are various depending on which country.
(A) How do you charge for each call? (B) Do you have Wi-Fi services?
(C) How can I pay for room services? (D) How can I get to the airport?
- 12 People often keep _____ animals as pets for fun. However, when pet owners release these animals back into the wild, indigenous animals may be unable to compete.
(A) non-native (B) non-stop (C) non-stick (D) non-union
- 13 Passenger: Could I have an aisle seat? I want to keep my guitar with me.
Check-in clerk: Oh, I'm sorry. The aisle should not be _____ by any personal belonging.
(A) banned (B) blocked (C) backed (D) bridged
- 14 Fresh herbs such as chives and parsley are essential ingredients in the sauces that _____ most French savory dishes.
(A) accompany (B) steam (C) escort (D) follow
- 15 To keep guests and employees safe, a hotel in Burbank _____ a thermal imaging and fever detection system that can read body temperatures as guests and employees enter the hotel.
(A) implemented (B) implanted (C) lodged (D) planted
- 16 Customer: I would like to return this shirt because it doesn't fit.
Clerk: I'm sorry. This shirt was on sale. We don't give a _____ if the item is on sale.
(A) refund (B) reunion (C) request (D) reply
- 17 Traveler: I missed the connecting flight due to the weather. Can you rebook me on the next available flight? By the way, will the airline offer any _____ for meals or accommodations?
(A) compliment (B) companion (C) compensation (D) punishment
- 18 A: Oh, my God! My passport is missing.
B: Calm down! Let us report it to the local police authorities and contact the nearest Embassy. They can help us _____ your passport.
(A) remind (B) reissue (C) represent (D) reject
- 19 Guest: I would like to check out, please.
Reception clerk: Sir, your credit card has been _____. Do you have another card?
(A) approved (B) declined (C) unexpired (D) valued
- 20 _____ shopping is a kind of mental health disorder in which an individual cannot resist the temptation to buy something, even if one does not need it.
(A) Comparable (B) Compatible (C) Comprehensive (D) Compulsive
- 21 Angela: Don't I get a discount? That sign on the wall says 20 percent off on all purchases.
Clerk: _____
(A) It is a good offer.
(B) Yes, but the discount doesn't apply to sales items.
(C) Yes, buy one get one free.
(D) They will go on sale soon.
- 22 Guest: I'd like to make an international call to Taiwan.
Operator: Certainly, sir. Is this a paid call?
Guest: _____
(A) It is a collect call.
(B) The phone number is 2-234-5678.
(C) It is a confirmation call.
(D) The country code is 886 plus area code is 2, and the number is 234-5678.

- 23 Wearing seat belts is _____ in all vehicles for drivers globally.
(A) voluntary (B) mandatory (C) impermanent (D) momentary
- 24 A: Excuse me. Can you tell me how to take the subway to the museum?
B: You can take the green line to Harrington stop and _____ to the orange line. Get out at Central Park and take the museum exit.
(A) switch (B) replace (C) substitute (D) remove
- 25 It's pretty hot today. Would you mind _____ the air conditioning a little?
(A) turning down (B) turning in (C) turning off (D) turning up
- 26 Guest: I would like to make a reservation for the bus tour tomorrow.
Travel agent: Oh, I'm sorry, sir. We just _____ the last seats on that one.
(A) booked (B) bought (C) retrieved (D) contracted
- 27 ABC Duty Free is the best place for duty free shopping. The prices are generally better than other duty free places, and it has got a big _____, too.
(A) entity (B) selection (C) separation (D) unit
- 28 Guest: I will have a grilled chicken sandwich. Does that _____ with anything?
Waiter: Yes, it includes French fries and a soup.
(A) collect (B) come (C) compare (D) connect
- 29 I am allergic to milk products. Would it be possible to request a _____ meal?
(A) meat (B) non-dairy (C) vegan (D) vegetarian
- 30 Singapore is well known for its strict laws. Graffiti on both public and private properties can receive _____ ranging from fines, jail, to caning.
(A) assessments (B) quotas (C) opportunities (D) punishments
- 31 To provide a disabled-friendly lodging environment, the _____ of a guest room for people in a wheelchair include lower cloth rails, an adjustable bed, a shower chair, and a raised toilet.
(A) signs (B) capacities (C) features (D) formalities
- 32 I would like a seafood fried rice. Please make it to _____.
(A) eat (B) get (C) take (D) take away
- 33 Waitress: You order one Farmer's Breakfast. How would you like your eggs?
Guest: _____
(A) I like them very much. (B) Over-easy.
(C) Not at all. (D) Medium.
- 34 Guest: This is room 221. The air conditioning and recessed light are not working. They do not even turn on.
Clerk: Sir, to turn on the electricity in the room you need to place the key card in the _____ next to the door.
(A) hole (B) nook (C) switch (D) socket
- 35 Guest: We have waited over at least 30 minutes. Please tell the kitchen to speed it up.
.....
Waitress: Here is your meal, sir. We are truly sorry for the delay. We would like to offer you a/an _____ drink.
(A) approving (B) apologetic (C) complimentary (D) friendly

- 36 I only bought a pair of blue jeans at US\$20, but here it says US\$40. You seem to have _____ me.
(A) overburdened (B) overcharged (C) overfilled (D) overloaded
- 37 There are three flights available on August 10. Do you have a _____ for a particular airline?
(A) product (B) performance (C) problem (D) preference
- 38 Technology allows people to go on _____ tours on their computers to see museums, world heritage sites, and other attractions before they plan a trip.
(A) various (B) vehicular (C) visionary (D) virtual
- 39 In the last decade, online shopping has experienced an explosive growth due to the fact it represents a more economic and convenient approach to purchasing in _____ to traditional shopping.
(A) adaption (B) comparison (C) addition (D) communication
- 40 Emily: I would like to claim a tax refund.
Clerk: Sure, please have a seat. You need to fill in this application form and also provide me all _____ that you need to refund, and a 5% fee will be charged from the total amount.
(A) receipts (B) recipes (C) reception (D) recreation
- 41 Lisa: _____
Hotel clerk: You can go to the 15th floor where our gym is and as long as you have running shoes with you, you can use all of our equipment with no extra charge.
(A) How would you like your room?
(B) Do you want a non-smoking room?
(C) We offer various kinds of breakfast.
(D) Do you have any exercise facilities?
- 42 Mary: I love seafood. What would you recommend me to order?
Attendant: _____
(A) You will love to have an ice cream. (B) How about our signature house steak?
(C) Mojito. (D) Oyster Omelet.
- 43 Captain: Good afternoon, passengers. This is your captain speaking. First, I'd like to welcome everyone on Rightwing flight 86A. We are currently _____ at an altitude of 3,300 feet at an airspeed of 400 miles per hour.
(A) cruising (B) sailing (C) running (D) moving
- 44 Clerk: This is the final boarding call for John and Mary Smith booked on flight 321C to Salt Lake City. Please _____ to gate 3 immediately.
(A) sign (B) select (C) produce (D) proceed
- 45 Captain: We are going to take off. Please fasten your seatbelt at this time and _____ all baggage underneath your seat or in the overhead compartment.
(A) take (B) replace (C) secure (D) buy
- 46 Flight attendants can help travelers with young kids to _____ earlier for their convenience.
(A) board (B) leave (C) sleep (D) eat
- 47 Traveler: May I pay by new Taiwan dollar here?
Clerk: _____
(A) Sorry, we only take US dollar. (B) How would you like the shirt?
(C) Would you like to try it on? (D) Hopefully, you would come again.

- 48 Traveler: Excuse me, I need some hot water to make the milk for my baby.
Flight attendant: _____
(A) Yes, I can give you a blanket. (B) Sure, I can fill the bottle for you.
(C) Yes, I can take you to the toilet. (D) Sure, you can get off the plane.
- 49 Traveler: May I have a local map?
Receptionist: _____
(A) Sure, here is the menu. (B) Sure, here you go.
(C) Yes, here is a paper. (D) Yes, there is the cup.
- 50 I am having a headache. Do you have any _____ to ease the uncomfortable feeling?
(A) painkiller (B) coke (C) hot soup (D) soy sauce
- 51 Jean always puts _____ on to keep her hands away from water when she washes the dishes.
(A) jackets (B) rings (C) socks (D) gloves
- 52 Can you _____ your feet a little off the floor? I want to clean the floor under the table.
(A) raise (B) check (C) kick (D) show
- 53 The beach near our hotel is a very _____ place. Every summer at least one kid is killed there in the water.
(A) popular (B) exciting (C) dangerous (D) happy
- 54 I just brought back some pineapple cakes from Taiwan. Do you want to try some? Please _____.
(A) behave yourself (B) help yourself (C) watch yourself (D) love yourself
- 55 It's great that we can buy flight tickets via both phone and internet without calling the travel agents.
It _____ us a lot of time.
(A) lends (B) prepares (C) saves (D) takes
- 56 Jonny has planned to make a trip to Houston and visits some popular _____ attractions.
(A) tourist (B) seeing (C) sight (D) park
- 57 For Jean, the price is _____ important thing when she shops for jeans. She cares even more about the shape and the size of pockets.
(A) the more (B) the most (C) the less (D) the least
- 58 Clerk: Your luggage seems _____. I will suggest you to find a scale to measure its weight.
(A) overweight (B) overpriced (C) too colorful (D) too shiny
- 59 Alice has learned from the news that _____ cannot enter Taiwan because of the COVID-19.
(A) foreigners (B) locals (C) idiots (D) humans
- 60 Due to the COVID-19, now everyone who takes the public transportation is required to wear a _____.
(A) hat (B) jacket (C) glove (D) mask
- 61 Due to the influences of the COVID-19, our _____ has been closed since last March.
(A) border (B) boundary (C) bucket (D) budget
- 62 Cathy: _____ your trip in Japan, Jerry?
Jerry: I really enjoyed it.
(A) How's (B) What's (C) When is (D) Which is
- 63 What's the _____ rate for US dollar? I have heard that it's a good time to buy US dollar.
(A) exchange (B) buying (C) purchasing (D) change

- 64 Clerk: It's going to be a long flight. What is your preference for seat option?
Traveler: I don't like to be disturbed so I prefer a/an _____ seat.
(A) aisle (B) window (C) middle (D) median
- 65 Passenger: I need to fly to the destination at the shortest time. Please help me find the best flight.
Clerk: Okay, I will arrange a _____ flight with no stop for you but it will cost more. Is that okay for you?
(A) connecting (B) indirect (C) direct (D) transfer
- 66 The medical service is very different from Taiwan to the US. In the US, you need a _____ to buy contact lenses.
(A) direction (B) reception (C) prescription (D) prediction
- 67 When going through the security check, you need to _____ your water bottle.
(A) refill (B) empty (C) throw (D) give
- 68 The weather is going to be really _____, so I don't think you should take a heavy coat on your trip.
(A) clear but windy (B) cold but dry (C) cool and wet (D) hot and sunny
- 69 Waiter: Would you like a cup of coffee?
Customer: No, thanks. I _____ drink coffee. Coffee hurts my stomach.
(A) almost (B) already (C) seldom (D) still
- 70 John: You really like the afternoon tea at Paul's, right?
Sharon: Sure, I love it. What are their afternoon tea hours in Taichung?
John: The afternoon tea hours run from 2 pm to 4 pm.
Sharon: Ok, I will call and make a reservation at _____ for next Monday.
(A) 11 am (B) 3 pm (C) 5 pm (D) 8 am

Tourism represents an important source of income. Most resource-poor countries, therefore, cannot afford to neglect the economic opportunities tourism offers. However, tourism often ends up destroying the landscape and culture that attracted visitors in the first place. Low-impact tourism is sustainable travel and leisure activities that directly benefit local communities. The society and culture and environment of the people who live in the tourist destinations are not damaged or destroyed either.

Unfortunately, the environmental impacts of tourism can be **devastating** when profit takes precedence. As a result, it heavily depends on individuals travel responsibly as a "green tourist". Being a green tourist starts eating out on trips with a philosophy of "buy local, eat and drink local." Tourism expenditure within the destination can create induced benefits. Try not to go for the international fast-food chains, because most of the money from tourism may undergo leakage. Furthermore, food is an important part of the culture of a region, through its consumption gaining in-depth knowledge about the local cuisine and of the destination's culture. Choosing locally made souvenirs and presents is another area where the tourist can be either a help or a hindrance, but never buy anything that's made from an endangered species. Never pick any plants or flowers either.

However, sometimes tourists behave very poorly while traveling. Therefore, the key factor in minimizing damage through tourism is to keep tourist groups to a management size and manage their movements and behavior. In fact, some popular attractions have tourist group size limit. For example, La Boqueria, the most famous market in Barcelona worldwide, banned tourist groups of more than 15 people in 2015.

- 71 Which of the following is closest in meaning to “devastating”?
(A) destined (B) destructive (C) determinate (D) striking
- 72 Which of the following best explains “... most of the money from tourism may undergo leakage” in the second paragraph?
(A) Most of the money from tourism may leave the destination.
(B) Most of the money from tourism may come from the destination.
(C) Most of the money from tourism may be repatriated to the destination.
(D) Most of the money from tourism may recover from the destination.
- 73 According to the passage, which of the following statements is NOT true?
(A) Businesses use the term of low-impact tourism to appeal to travelers without actually having any environmentally responsible policies.
(B) Travellers are recommended to make conscious, deliberate choices that increase the positive impact of travel.
(C) Sourcing locally-produced products for restaurants and gift shops should be encouraged.
(D) Low-impact tourism sustains the well-being of the local people.
- 74 Which of the following can be inferred from the second paragraph?
(A) Local food is the best way to taste the culinary culture of the destination.
(B) Food preparation and related services contribute substantially to tourism employment.
(C) Quality of taste is a primary motivational factor by visitors to consume local food during their trips.
(D) Local food could be a great medium for differentiating destinations and attract tightly scheduled travelers.
- 75 According to the passage, what “key factor” minimizes damage?
(A) Keeping tourists in one place as long as they can.
(B) Restricting access to sites of interest.
(C) Keeping groups to a manageable size and controlling their behavior.
(D) Making sure tourism does not impinge on local ways of life too much.

The renovation project of the Louvre signifies the possibility of harmony between modernity and history. Louvre, originally constructed as a fortress, was the home of the kings of France until Louis XIV chose Versailles for his household, leaving the Louvre primarily as a home for artists and intellectuals. In the late 1800s, the Louvre was damaged in a fire. The fire entirely destroyed the interior of the palace, spreading to the museum next to it.

The decision to turn the Louvre into a massive **repository** of the world’s greatest fine art collection was proposed in 1981 by the French President François Mitterrand. However, the old royal palace was barely functional as a museum. The challenge was in turning a historical building into a modern museum equipped to cater for a large ever-growing number of visitors. The architect Ieoh Ming Pei was named to design the Grand Louvre project. His proposal for a glass pyramid was extremely controversial. Many believed that this historic site was already “saturated with architectural styles...” Pei overcame the negative response from officials and historians to his design.

Pei was convinced that, in addition to educating the public, with competition from many other recreation businesses, museums needed to be attractive enough to make people want to spend the day there. The architecture must provide comfortable surroundings. Most importantly, a museum should not only be a place to see art but also should be an aesthetic experience in itself. Louvre's glass pyramid was once decried as an architectural "obscenity" but nowadays, it has become a cherished icon of the French capital, drawing over a million visitors every year.

- 76 What is the passage mainly about?
- (A) History of Louvre Museum.
 - (B) The most beautiful skyscrapers of the late 20th century.
 - (C) Modernity in harmony with a historical building.
 - (D) Failure of modernizing a historical setting.
- 77 What does the word "repository" mean?
- (A) computing
 - (B) observatory
 - (C) vessel
 - (D) storehouse
- 78 According to the passage, which of the following is NOT true about the Louvre?
- (A) It is the world's largest museum.
 - (B) It was originally constructed as a fortress.
 - (C) The past Louvre as it used to be was successfully restored.
 - (D) The French people first opposed a change to the symbol of their national culture.
- 79 What was the aim of the Grand Louvre project?
- (A) To rediscover western art and Egyptian art.
 - (B) To safeguard the Louvre Museum and its collections.
 - (C) To use accessible digital tools to explore and reason about collection.
 - (D) To turn a historical building into a modern museum.
- 80 What is the purpose of a museum according to I.M. Pei?
- (A) To display its architectural style.
 - (B) To preserve and store national treasures.
 - (C) To entertain officials and historians.
 - (D) To educate the public and have aesthetic experiences.