

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 If you take this \_\_\_\_\_, maybe you can get to the bus station in 15 minutes.  
(A) shortcut (B) sign (C) angle (D) landmark
- 2 Do you have a(n) \_\_\_\_\_ proof to verify that you have enough money to stay in this country?  
(A) laborious (B) racial (C) healthy (D) financial
- 3 Airline agent: Are there any \_\_\_\_\_ items in your luggage, such as hairspray or scissors?  
Traveler: No, sir. There is none.  
(A) banned (B) disabled (C) refreshed (D) renewed
- 4 Guest: Could you please help me put my carry-on bag into the overhead \_\_\_\_\_.  
Flight attendant: Yes, no problem.  
(A) obstacle (B) cabin (C) compartment (D) booth
- 5 The coach is leaving Taipei on Friday half an hour later, at a quarter \_\_\_\_\_ seven in the morning, not a quarter past six.  
(A) on (B) off (C) to (D) in
- 6 I prefer to pack \_\_\_\_\_. Does your hotel provide free toiletries?  
(A) light (B) afield (C) atop (D) live
- 7 Guest: Would the white wine go well with my meal?  
Waiter: Yes, the wine should \_\_\_\_\_ it nicely.  
(A) compile (B) compete (C) complement (D) compliment
- 8 Grandpa: Where are your table \_\_\_\_\_? Sit up straight and get your elbows off the table.  
Grandson: Okay, my bad.  
(A) manners (B) matters (C) banners (D) trainers
- 9 Ladies and gentlemen, please return to your seats and fasten your seatbelts. We will experience \_\_\_\_\_ soon. Please remain seated for your own safety.  
(A) turbo (B) trouble (C) turbulence (D) tremble
- 10 How much is the taxi \_\_\_\_\_ from Kaohsiung to Taipei?  
(A) route (B) room (C) fair (D) fare
- 11 Receptionist: Our one-day package tour includes a guided tour of the city and free \_\_\_\_\_.  
Guest: That sounds perfect.  
(A) recommendation (B) operation (C) transportation (D) destination
- 12 Guest: I'd like to shop at the night market if they accept \_\_\_\_\_ payment such as Line Pay, Apple Pay, or Google Pay.  
Tour guide: Some vendors even accept Taiwan Pay or JKO Pay. Let's give it a try.  
(A) device (B) engine (C) mobile (D) media

- 13 Guest: Could I pay with traveler's checks?  
Clerk: Sorry, Sir. Traveler's checks are no longer accepted. They can't be easily cashed, even at the banks that \_\_\_\_\_ them.  
(A) pursued (B) issued (C) rocked (D) tagged
- 14 Foreign guest: How could I use this \_\_\_\_\_ phone to make a collect call?  
Tour leader: Please dial 108.  
(A) redundant (B) dramatic (C) parallel (D) public
- 15 Tourist: I'd like to report a theft case.  
Police: Could you \_\_\_\_\_ the situation? I'll create a record for your case. You may need to stop by the police station.  
(A) decide (B) describe (C) deploy (D) decline
- 16 Tourist: Sir, a car accident just happened across the street.  
Police: Do they need an ambulance?  
Tourist: No, Sir. But I think they need help.  
Police: OK, I'll \_\_\_\_\_ a police squad, and it will be there within five minutes.  
(A) dispatch (B) dismiss (C) disclose (D) disconnect
- 17 In 1666, the Great Fire burnt for three days and destroyed most buildings in London. The famous architect, Christopher Wren, \_\_\_\_\_ many buildings after the Great Fire.  
(A) designed (B) disobeyed (C) clarified (D) paralyzed
- 18 Have you \_\_\_\_\_ the news report on the new variant of COVID-19?  
(A) moved (B) read (C) thrown (D) slipped
- 19 Door man: Good day, Ma'am. You like watermelon, don't you?  
Guest: Yes, I do. It tastes great and is inexpensive. This melon only \_\_\_\_\_ me \$200 dollars.  
(A) spends (B) borrows (C) costs (D) pays
- 20 International calls to mobile phones registered in another country are \_\_\_\_\_ higher rates. The first zero of an international number must be deleted since it is a "trunk prefix" only for domestic calls within many countries.  
(A) told (B) changed (C) elected (D) charged
- 21 Traveler: I think my visa is no longer valid.  
Border agent: Yes, you are right. Please \_\_\_\_\_ to the immigration service counter.  
(A) plead (B) preach (C) proceed (D) process
- 22 Kaeng Krachan Forest Complex is \_\_\_\_\_ as a UNESCO World Heritage Site in 2021. This area is located between the Himalayan, Indochina, and Sumatran faunal with rich biodiversity and home to many endangered plants and wildlife species.  
(A) designated (B) diminished (C) cemented (D) adjusted
- 23 Those who overstay their visa need to fill out an application form, provide a copy of passport, and \_\_\_\_\_ a ticket to leave the country in 7 days.  
(A) push (B) loose (C) hang (D) book

- 24 Customer: Could you give me a 30% discount for this shirt?  
Vendor: No. It is already a real \_\_\_\_\_. That's the best we can offer.  
(A) bargain (B) parade (C) circle (D) bill
- 25 Your suitcase \_\_\_\_\_ the weight limit by two kilograms. You might want to give up some items, or put them away in your carry-on bag.  
(A) expresses (B) excludes (C) explores (D) exceeds
- 26 Guest: I \_\_\_\_\_ if I could have a straw for the juice.  
Flight attendant: Sorry, Sir. Due to environmental concern, we do not provide straws to our customers.  
(A) wander (B) wonder (C) cheat (D) shout
- 27 Guest: How much \_\_\_\_\_ do we need to wait in line before the take-off ?  
Flight attendant: It depends on how many planes are ahead of us.  
(A) greater (B) slower (C) lighter (D) longer
- 28 *Reclaim on Demand* is an automated system designed for the future of \_\_\_\_\_. It gives passengers visibility into when and where their bags will appear. Passengers will be contacted via an in-app message to collect their bags.  
(A) air circulation (B) baggage claim  
(C) air control (D) computer programming
- 29 Guest: Do you charge handling fee for foreign exchange?  
Cashier: Yes, we do. We charge NT\$100 dollars per \_\_\_\_\_.  
(A) sample (B) court (C) extention (D) transaction
- 30 Customs officer: Do you have anything to \_\_\_\_\_?  
Traveler: Yes, I have NT\$100,000 dollars in cash with me.  
(A) detect (B) depart (C) declare (D) develop
- 31 A cellphone parking lot is a parking lot where people wait for their friends to complete their \_\_\_\_\_ procedures.  
(A) validating (B) constructing (C) decreasing (D) landing
- 32 Ground staff: You have been selected for a \_\_\_\_\_ luggage search. Please open your luggage.  
Traveler: Sure, no problem.  
(A) resourceful (B) spacious (C) random (D) competent
- 33 Tourist: I've lost my key and I need to get into my room. Can I get a \_\_\_\_\_?  
(A) trolley (B) patent (C) replacement (D) recipe
- 34 Hotel Customer: Do you provide \_\_\_\_\_ for disabled people, such as adjustable beds, shower chairs, and barrier-free paths?  
(A) premises (B) facilities (C) members (D) chains
- 35 Guest: Excuse me. Where is the nearest drugstore?  
Tour leader: Turn right when you leave the hotel. Keep walking for 5 minutes. The drugstore is three \_\_\_\_\_ away from the hotel.  
(A) bricks (B) blocks (C) tiles (D) curbs

- 36 Foreign guest: Where could I find a(n) \_\_\_\_\_ phone? My cellphone doesn't work here.  
Tour leader: You can probably find one at a gas station or a convenience store.  
(A) direct (B) milky (C) milestone (D) pay
- 37 If you are calling a(n) \_\_\_\_\_ from one city to another, you need to dial the area code.  
(A) outline (B) headline (C) landline (D) online
- 38 Receptionist: How may I direct your call?  
Guest: Please \_\_\_\_\_ my call to an international operator.  
Receptionist: I'll put you through. One moment, please.  
(A) transfer (B) transcend (C) transform (D) transcribe
- 39 Doctor: How long have you had these \_\_\_\_\_?  
Patient: I was alright till this morning.  
(A) systems (B) syntheses (C) symbols (D) symptoms
- 40 If your passport is lost or stolen abroad, and you need to return to Taiwan right away, you may apply for a(n) " \_\_\_\_\_ Certificate for the Republic of China Nationals."  
(A) Critical (B) Joint (C) Entry (D) Departure
- 41 \_\_\_\_\_ happens when there is not enough water and rainfall.  
(A) Earthquake (B) Drought (C) Flood (D) Landslide
- 42 Customer: I would like to \_\_\_\_\_ my flight from Taipei to Los Angeles.  
Airline agent: May I have your name and ticket number, please?  
(A) target (B) confirm (C) require (D) construct
- 43 Flight attendant: I am sorry. Your bag is too large to take on board. Since we have a full flight today, we have to be strict about \_\_\_\_\_.  
Passenger: But I never had any problem with this bag before.  
Flight attendant: I am afraid we have to check in your suitcase at the boarding gate.  
(A) expansion (B) charge (C) commodity (D) allowance
- 44 Flight attendant: Your flight has been cancelled due to a hurricane in Florida.  
Passenger: Will the airline company arrange \_\_\_\_\_ for us?  
(A) application (B) accommodation (C) charity (D) schedule
- 45 Passenger: Could you show me how to operate the in-flight \_\_\_\_\_?  
Flight attendant: You can start by touching the screen. It covers music, movies, news, information, video games, TV shows, and radio programs. You can also switch languages on the screen.  
(A) safety (B) newspaper (C) entertainment (D) brochure
- 46 Passenger: Excuse me, sir.  
Flight attendant: How may I help you?  
Passenger: I feel like vomiting.  
Flight attendant: Here is a \_\_\_\_\_ bag. Now, please cover your mouth and nose with it. Then, you could breathe slowly through your mouth till you feel much better.  
(A) hand (B) post (C) goodie (D) sickness

- 47 I hereby certify that I have made a truthful \_\_\_\_\_. I understand that if I provide false information, I may be issued with a fixed penalty notice and/or a direction to return home.  
(A) declaration (B) prescription (C) detection (D) detention
- 48 Passenger: Excuse me. I would like to report a missing suitcase. I just arrived on flight 714 from Tokyo.  
Airline representative: Please fill out this form. We'll \_\_\_\_\_ you for up to \$100 so that you could buy the things you need. We will try our best to locate your suitcase as quickly as possible.  
(A) relay (B) review (C) issue (D) restore
- 49 Many hotels in New York provide free airport \_\_\_\_\_ service. You could also take the subway if you are comfortable with public transportation.  
(A) shuttle (B) chanting (C) shopping (D) catalog
- 50 Receptionist: The Sheraton Hotel. How can I help you?  
Tourist: I would like to reserve a room for this weekend. Is there any suite \_\_\_\_\_?  
(A) alone (B) available (C) aloft (D) adrift
- 51 Traveler: I would like to check out. My room number is 608 and here is the room key.  
Receptionist: OK, sir. You pay a deposit in advance to \_\_\_\_\_ the reservation. In total, your bill is 800, including taxes and 15% service charge. How would you like to pay?  
(A) commit (B) secure (C) slide (D) occupy
- 52 This particular restaurant in Marriott features and serves \_\_\_\_\_ Greek dishes.  
(A) insistent (B) tolerant (C) athletic (D) authentic
- 53 Many immigrants live in Australia, so \_\_\_\_\_ food is very popular here.  
(A) impractical (B) ethnic (C) temporary (D) constant
- 54 Visitor Information Center could \_\_\_\_\_ regional tourism since it provides free information and encourages tourists to participate in local events and visit local attractions.  
(A) delay (B) juggle (C) retrieve (D) promote
- 55 Tourist: How much is this coat?  
Clerk: It's 200 dollars.  
Tourist: One hundred and fifty. This is my final \_\_\_\_\_.  
(A) index (B) offer (C) reward (D) comment
- 56 Visitors to the EU may buy goods free of VAT at the check-out. The clerk will ask you to show your passport and fill out a tax \_\_\_\_\_ form.  
(A) independence (B) conduct (C) deduction (D) refund
- 57 If you are sick when travelling, you could call the hospital and schedule an appointment. When you visit the hospital, you need to bring your health \_\_\_\_\_ policy documents.  
(A) notation (B) insurance (C) immigration (D) annotation
- 58 If a traveler loses his or her passport, he or she needs to find his or her country's \_\_\_\_\_ to apply for a temporary passport.  
(A) terminal (B) code (C) embassy (D) guardian

- 59 In a Japanese restaurant, your personal chef brings in the \_\_\_\_\_ and cooks the food in front of you. He then serves the steaming hot gourmet dish.  
(A) purses (B) ingredients (C) recipients (D) feathers
- 60 There are many kinds of short-term \_\_\_\_\_ jobs in the touring industry. People doing these jobs need to respond to different challenges every day.  
(A) apparent (B) souvenir (C) seasonal (D) signal
- 61 Tourist: Hello, I would like to schedule an appointment to see a doctor. I have a high fever and feel terrible now.  
Hospital staff: Please directly come to our \_\_\_\_\_ room now.  
(A) veterinary (B) fatal (C) changing (D) emergency
- 62 Most people were vaccinated last year, but Mary refused to get the vaccination because she had a \_\_\_\_\_ about needles.  
(A) demand (B) phobia (C) favor (D) fantasy
- 63 Many factors \_\_\_\_\_ to increased level of toxic gases and one factor which is often ignored by people is the emissions of the public transportation.  
(A) align (B) contribute (C) happen (D) manage
- 64 At public places such as libraries, hotels, and airports, free Wi-Fi is very convenient but not secure. Travelers should avoid \_\_\_\_\_ into bank accounts and entering passwords at these public areas because someone else might see them.  
(A) reading (B) writing (C) loading (D) logging
- 65 John: Some customers mentioned that the meals are good but they are a bit expensive.  
Mary: We could provide them with some more \_\_\_\_\_ side dishes such as salad. Most customers feel like getting something free.  
(A) empty (B) covert (C) complimentary (D) controversial
- 66 Receptionist: Good afternoon. Welcome to the Sheraton hotel. How can I help you?  
Tourist: Good afternoon. I have a \_\_\_\_\_ for two nights and here is my confirmation number.  
(A) conversation (B) preservation (C) reservation (D) observation
- 67 The \_\_\_\_\_ rate between New Taiwan Dollars and the Euros has not changed much recently.  
(A) option (B) interchange (C) failure (D) exchange
- 68 Travelers selecting Program C (7+7+7 days) are required to be fully \_\_\_\_\_ against COVID-19 for 14 days if they would like to enter Taiwan, as stipulated by the Lunar New Year quarantine program.  
(A) vaccinated (B) accused (C) charged (D) inflicted
- 69 Pilots and air traffic controllers are all \_\_\_\_\_ in aviation English as well as everyday English.  
(A) adaptive (B) productive (C) proficient (D) ancient
- 70 Passenger: Is there any chance for a(n) \_\_\_\_\_ to the business class?  
Check-in clerk: Let me check if there are any business class seats available.  
(A) dismay (B) installment (C) upgrade (D) coverage

It's noon. You're starving, and you need some food now—right now. Back in the old days, if you ordered some delivery, that food might come from a driver or bicycle delivery person. But this is the age of the **drone**. Therefore, your takeaway might not come with a knock at the door, but with a drone **hovering** outside your window.

Drone delivery hasn't advanced to the point that it will fly up to your 14<sup>th</sup> floor office window, but in Shanghai's Jinshan Industrial Park, drone delivery has already started. There, online retail giant Alibaba directs the service through its Ele.me food delivery brand. Drones fly along 17 specific routes. Customers can order from any one of 100 restaurants operating in the park. After the order is received and made, a member of the restaurant staff places the meal in the drone. It then flies to a delivery point nearest the customer. It is then picked up by an Alibaba employee and carried the rest of the way.

All of this takes just 20 minutes. Ele.me says the drone delivery method greatly reduces operating costs. If it's faster and cheaper, what's not to love about flying food?

- 71 What is the passage mainly about?
- (A) fried food (B) new way to deliver food  
(C) new food sold in an amusing park (D) machine-made food
- 72 What is "**drone**"?
- (A) dolphin cruise (B) camera eye (C) monitor system (D) unmanned plane
- 73 Which word is closest in meaning to the word "**hovering**" in the passage?
- (A) circling (B) hugging (C) hoping (D) waiting
- 74 Which is true according to the passage?
- (A) Technology has made big progress to deliver food up to the 14<sup>th</sup> floor.  
(B) Drones of Ele.me fly fixed paths only.  
(C) Ele.me cooks all the food.  
(D) Drone delivery doesn't need a human to complete the delivery job.
- 75 According to the passage, what may not be the incentive for people to use the service of Ele. me food delivery?
- (A) lower cost (B) faster delivery  
(C) better packaging (D) more innovative delivery method

The best title: \_\_\_\_\_

### **Safety & hygiene tourism trends**

Whether it is airlines, cruises, hotels, restaurants or bars, since the outbreak of COVID-19, safety and hygiene standards have been absolutely **paramount**. With this in mind, there are a number of tourism trends that are related to this, such as increased cleaning, socially distanced seating, providing hand gel and enforcing masks in some settings.

This is also now a vital part of tourism marketing, with companies needing to make clear what their hygiene and safety policies are and what measures they are taking to keep customers safe. The threat of COVID-19 has meant people are more reluctant to travel and visit tourism hot spots, so they will need to be persuaded that it is safe.

### Shift from international to local

The various travel restrictions and the reluctance of many people to travel abroad has meant many in the tourism industry are having to focus on local customers, rather than international ones. This does not mean giving up on international travelers entirely, but it is likely to require a change in your core marketing strategies.

With hotels, it could be best to highlight the kinds of facilities that may appeal to the local market, such as your restaurant, your gym facilities, your Wi-Fi and even the fact that your hotel rooms are ideal for remote work. Airlines and tourism management companies may also need to shift gears to domestic tourists.

It is worth remembering that local customers are less likely to cancel too, as they will only have to pay attention to local restrictions and are not as likely to have to **quarantine** after their visit.

### Virtual reality tourism trends

Virtual reality is another of the major tourism trends disrupting the industry and capitalizing on the technology can give you an edge over rivals who have not yet adopted it. Through online VR tours, customers can experience hotel interiors, restaurant interiors, outdoor tourist attractions and more, all from their home.

Importantly, they are able to do this at the decision-making phase of the customer journey. This can then be the difference between customers completing a booking or backing out, and VR is especially useful within the context of COVID-19, where customers may have second thoughts and may need extra encouragement to press ahead with their plans.

- 76 Which is the best title of the whole passage?
- (A) The Security Guidelines for the Local Tourism Industry  
(B) The Latest Trends in the Tourism Industry  
(C) Promoting Tourism Industry through Virtual Reality  
(D) Increasing Contactless Payment during the Pandemic
- 77 What does the word, "**paramount**," in the first paragraph mean?
- (A) crucial (B) mentioned (C) total (D) evaluated
- 78 In paragraph 5, which of the following words is closest in meaning to "**quarantine**"?
- (A) promise (B) qualification (C) separation (D) property
- 79 What does the author mean "Virtual reality can give you an edge over rivals who have not yet adopted it"?
- (A) Virtual reality pushes tourism industry to the corner.  
(B) Virtual reality makes tourism industry recognize the reality.  
(C) Virtual reality is a good means to increase competitiveness.  
(D) Virtual reality benefits enemies.
- 80 If a similar section is going to be added to this passage, which is a possible section to fit in?
- (A) Growth of Contactless Payments  
(B) Knowing Various Pandemic Prevention Policies  
(C) Taking Action to Keep Customers Safe  
(D) Closing Business to Avoid Financial Loss