

英文考科詳解

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(B)	(A)	(D)	(D)	(B/D)	(A/B)	(B/C)	(A/D)	(C)	(C)
11.	12.	13.	14.	15.	16.	17.	18.	19.	20.
(A)	(B)	(A)	(D)	(B)	(D)	(C)	(D)	(B)	(B)
21.	22.	23.	24.	25.	26.	27.	28.	29.	30.
(A)	(C)	(A)	(D)	(D)	(A)	(D)	(C)	(B)	(C)
31.	32.	33.	34.	35.	36.	37.	38.	39.	40.
(B)	(A)	(C)	(A)	(B)	(D)	(B)	(C)	(D)	(D)

聽力原文與中譯

一、圖片聽解：第一部分（單選題）

第1.題

For Question 1, you'll listen to a short conversation. Please look at the four pictures.

W: That was a great restaurant. Thank you for picking such a lovely place for class reunion, David.

M: No problem. I picked it mainly because of the great atmosphere, and the good food.

W: Right. I love the country-style decoration, and it's so relaxing! It's like we have the whole space all to ourselves.

M: And the food is good, isn't it?

W: Yeah. I can't believe there were so many different types of pizzas to choose from! I am stuffed.

M: You know, though only six of us could come, I felt as if I had traveled back to our high school days.

W: The good old days. We've got to get together again sometime.

Q: David was in a group photo earlier. Which of the following may be the photo?

女：那間餐廳很棒。大衛，謝謝你挑了這麼好的地方辦同學會。

男：不客氣。我選這家主要是因為氣氛好，食物好。

女：真的。我喜歡鄉村風的裝潢，而且好令人放鬆喔！好像整個空間都是我們的一樣。

男：食物也很棒，對不對？

女：對啊，真不敢相信有那麼多種披薩可以選！我吃超飽的。

男：你知道嗎？雖然我們只有六個人能來，我覺得我好像回到高中時代。

女：美好的日子。我們一定要再找時間聚一聚。

1. 大衛稍早在一張團體照裡，可能是哪一張照片？

第2.題

For Question 2, you'll listen to a short conversation. Please look at the four pictures.

W: Oh no. I've put on quite a lot of weight over the holidays. How do I get rid of it?

M: Well, you may start with your diet. We can get more fruits and vegetables in our fridge.

W: Right, but what I am also thinking about is exercising. Sweating is good for me, especially when it's getting cold.

M: You may consider a dance club. You can learn all kinds of dances and meet new friends.

W: Sounds good ... but I prefer to work alone. A gym may be a good choice; I can visit it anytime I want.

M: You sure? Won't you quit after a day or two?

W: Not if someone is watching me. I need a coach to show me how to use the equipment and keep me up to my goals.

M: Hey, check this out. I just found an ad that is made for you.

Q: Which advertisement may the man show to the woman?

女：噢，不好了，我放假的時候變胖好多，該怎麼減肥呢？

男：這個嘛，妳可以從飲食開始。我們可以在冰箱多添購一些水果和蔬菜。

女：對，但是我也在想運動。流汗對我很好，特別現在愈來愈冷了。

男：妳可以考慮舞蹈社。妳可以學各種舞，交新朋友。

女：聽起來不錯...但是我比較想自己做。健身房可能不錯，我想什麼時候去都可以。

男：妳確定嗎？妳會不會一兩天後就放棄了？

女：有人看著我就不會。我需要有教練教我怎麼用器材並且逼我達成目標。

男：嘿，看看這個。我找到適合你的廣告了。

2. 男人給女人看的可能是哪個廣告？

第3.題

For Question 3, you'll listen to a short conversation. Please look at the four pictures.

W: Excuse me, has someone sent in a big shopping bag?

M: Let me check, ma'am. (pause) I am afraid we haven't received a handbag today. Where did you lose it?

W: In the restroom next to the food court. I returned in ten minutes but it was gone!

M: Calm down. Please tell me some details about the bag.

W: Well, it was square in shape, dark blue, with small handles. There is a stuffed toy bear hanging by the side.

M: Ok.

W: Please contact me as soon as possible. It is filled with papers I need for the class tomorrow!

Q: Which bag is the woman looking for?

女：不好意思，有人拿來一個大的購物袋嗎？

男：我看看，女士。（停頓）恐怕我們今天還沒有收到一個手提袋。妳在哪裡遺失的？

女：在美食街旁邊的廁所。我十分鐘後回去就不見了！

男：請冷靜。請告訴我這個袋子的細節。

女：它是方形的，深藍色，手提部分小小的。有一隻填充娃娃小熊掛在旁邊。

男：好的。

女：若是找到請趕快聯絡我。它裡面都是我明天上課要用的資料！

3. 女人在找的是哪一個袋子？

第4.題

For Question 4, you'll listen to a short talk. Please look at the four pictures.

It was a blazing sunny day and I was looking out of my office window. Suddenly, I noticed three men acting suspiciously: after all, who would wear raincoats and cover up their faces on such a hot day? As I remember, one of them was really short against the other two, but the short guy seemed to be in charge. They were loading something heavy into a van, which was painted with green and yellow stripes. They drove off immediately after they were done, and in ten seconds the police cars arrived. It was then that I realized the bank had been robbed.

Q: The police drew a picture from the man's memory. Which picture may it be?

那天太陽很大，我從公司窗戶往外看。突然，我看到三個人舉動很可疑：畢竟，在這樣的熱天，誰會穿著雨衣還蒙住臉呢？就我記得的，其中有個人和其他兩人比起來很矮，但是矮個子好像是老大。他們正在把很重的東西裝上廂型車，車子是漆著黃色和綠色的條紋。他們完成後馬上就開走了，十秒後警車到，那時候我才意識到銀行被搶了。

4. 警察根據男人的記憶繪圖。男人看到哪個場景？

一、圖片聽解：第二部分（多選題）

第5.題

For Question 5, please look at Picture 5. Question 5.

Which TWO of the following are true about the picture?

(A) We can see a lot of people watching the game.

(B) One player is stopping the other from scoring.

(C) The black team is leading by 15 points.

(D) The audience should wear a mask to enter this place.

5. 有關圖片，以下哪兩點為真？

(A)我們可以看到很多人在看比賽。

(B)一位球員正在阻止另一位得分。

(C)黑隊領先十五分。

(D)觀眾必須要戴口罩才能進入這裡。

第6.題

For Question 6, please look at Picture 6. Question 6.

Which TWO of the following are true about the picture?

(A) It invites people who don't have related experiences.

(B) The picture promotes an event that should be paid for.

(C) It is uncertain when the event will take place.

(D) The participants will be requested to keep running.

6. 有關圖片，以下哪兩點為真？

(A)它邀請沒有相關經驗的人。

(B)這張圖在推廣一個需要付費的活動。

(C)這個活動不確定何時舉辦。

(D)參加者將被要求一直跑步。

第7.題

For Question 7, please look at Picture 7. Question 7.

Which TWO of the following are true about the picture?

(A) James may have to go past the bakery to reach the coffee shop quickly.

(B) Someone who just enters will see the meat section before the dairy section.

(C) A customer can get customer service next to the register counters.

(D) We can shop for frozen food and meat on the same aisle.

7. 有關圖片，以下哪兩點為真？

(A)詹姆士必須經過麵包店才能快速到咖啡廳。

(B)剛進來的人會先看到肉品區才看到乳品區。

(C)顧客可以在結帳櫃檯旁邊得到顧客服務。

(D)我們能夠在同一條走道上買到冷凍食品和肉類。

第8.題

For Question 8, please look at Picture 8. Question 8.

Which TWO of the following are true about the chart?

(A) Fewer students choose tutoring jobs than other choices.

(B) Students' top choice is working in food delivery.

(C) Very few students prefer jobs that are not listed in the chart.

(D) Working in convenience stores is the third popular choice.

8. 有關圖片，以下哪兩點為真？

(A)和其他選擇比起來，比較少學生選擇家教工作。

(B)學生的首選是食物外送服務。

(C)很少學生選擇沒有列在表內的工作。

(D)在便利商店工作是第三受歡迎的選項。

二、對答

第9.題

Question 9.

I find myself most productive at night, so I always stay up to work.

9. 我覺得我最有生產力的時候是在晚上，所以總是熬夜工作。

(A)公司不應該給你這麼多工作。

(B)我很高興你滿意這些產品。

(C)我不是。我時間晚了就無法做任何事。

(D)沒錯，早點睡覺可以給你更多精力。

第10.題

Question 10.

The conference next week will be attended by many experts in this field.

10. 下周的研討會將有這個領域的許多專家參加。

(A)我很高興我們可以讀到更多好故事。

(B)這些人真的很喜歡在農場工作。

(C)他們可能會分享一些近期的發現。

(D)我們希望生活快速方便。

第11.題

Question 11.

It is quite a tragedy that several homeless people froze to death last night.

11. 昨晚好幾個街友凍死，真是悲劇。

(A)我希望我們能改善這些人的處境。

(B)有些人愛家人勝過自己。

(C)他們必須使用電扇散熱。

(D)你為這件事開心，太殘忍了。

第12.題

Question 12.

All T-shirts in this workshop are hand-made by customers so each one is unique.

12. 這家工作坊所有的T恤都是客人手作，所以都是獨特的。

(A)他們想要機器做的衣服。

(B)我們去創造一些只屬於我們的東西吧。

(C)這些人喜歡穿同樣的東西。

(D)沒有別的地方對員工更壞了。

第13.題

Question 13.

Would you help me check if I have overlooked any detail in this contract?

13. 你可以幫我檢查合約裡有沒有漏掉什麼細節嗎？

(A)當然，再怎麼小心也不為過。

(B)沒問題，我會給你大綱。

(C)不行，你應該要自己交作業。

(D)我很樂意，我很擅長跟人說話。

第14.題

Question 14.

All the medical staff are required to follow certain medical procedures.

14. 所有的醫療人員都必須遵守一些醫療程序。

(A)一定要準時吃藥。

(B)他們在這裡要做什麼都可以。

(C)不用特別去遵循他們的建議。

(D)醫院裡的規定很嚴格。

第15.題

Question 15.

My parents were furious after they discovered that I cheated in the exam.

15. 我爸媽發現我考試作弊之後很生氣。

(A)他們一定驕傲又滿意。

(B)你不應該這麼做的。

(C)錯過考試不是你的錯。

(D)他們不知道發生什麼事。

第16.題

Question 16.

With this new device, I can monitor my body conditions and record them.

16. 有這個新裝置，我可以監控身體狀況並記錄下來。

(A)我很期待你製作的影片。

(B)其實沒有。病人們可能說謊。

(C)這個舊電腦螢幕終於可以換掉了。

(D)聽起來很棒。我也想要控制我的健康。

三、簡短對話

第17.題

For Question 17, you'll listen to a short conversation.

M: Hello, it's Shallow County Police office. How can I help you?

W: I would like to file a complaint on the noise next to my building.

Some people have been having a loud party and it's already two in the morning!

M: Calm down. Would you tell me the exact location of the incident?

W: It's on Benson Road, near the Yellow Wood Bridge. Please do something.

M: Sure, we will send someone.

Q: Why does the woman call the man?

17. 男：您好，這是淺水郡警局。請問需要什麼服務？

女：我想要抱怨我家旁邊的噪音。有些人在開很吵的派對，

但是現在已經半夜兩點了！

男：請冷靜。您可不可以告訴我確切的地點？

女：本森路，接近黃木橋。請做點什麼。

男：好的，我們會派人過去。

17. 為什麼女人打電話給男人？

(A)她要男人安靜一點。

(B)她想要確認男人的住所。

(C)她需要他解決一個問題。

(D)她想要邀請他去特殊活動。

第18題

For Question 18, you'll listen to a short conversation.

M: Have you watched the movie "Grave Boy?" It was awesome!

W: The thriller by Dan Sherman? I plan to see it this weekend.

M: You really should. You'd be shocked when the leading character ...

W: Wait, don't tell me the plot. I need to see it myself.

M: Ok. But be careful, many of the clues in the story may be misleading. For example, when ...

W: (Sigh) I can't believe it. I've got to go.

Q: How may the woman feel about the man?

男：妳看了電影「墓地男孩」嗎？超好看的！

女：丹·雪曼的驚悚片嗎？我這個周末要去看。

男：妳真的該去。妳會嚇一跳，當主角...

女：等一下，不要告訴我劇情。我要自己看。

男：好，但是要小心，很多故事裡的線索會誤導妳，例如當...

女：（嘆）真不敢相信。我要走了。

18. 女人可能覺得男人怎麼樣？

(A)她覺得男人的資訊有點錯誤。

(B)她不相信他所說的。

(C)她因為他的話而改變計畫。

(D)她覺得他破壞了樂趣。

第19題

For Question 19, you'll listen to a short conversation.

W: Ted, you were late for work this morning. What happened?

M: The problem was, I took the bus. I never knew the bus would be so crowded during rush hour. I had to see three buses off before I could get on one.

W: Didn't you know that the traffic is horrible here?

M: I didn't. I used to ride a bike but this morning I decided to take the bus for a change.

W: I guess you'd better go back to your old way. Never underestimate the traffic here.

Q: Why was the man late this morning?

女：泰德，你今天早上上班遲到，怎麼了嗎？

男：問題在於我搭公車。我從不知道尖峰時段公車會那麼擠。我必須等三輛巴士過才有辦法上車。

女：你不知道這裡交通很差嗎？

男：不知道。我以前都騎腳踏車但是今天早上我決定改變一下，搭公車。

女：我想你還是回到老方法吧！不要低估這裡的交通。

19. 今天早上男人為什麼遲到？

(A)他的腳踏車有問題。

(B)他浪費時間等公車。

(C)他比之前更晚離開家。

(D)今天早上公車班次較少。

第20題

For Question 20, you'll listen to a short conversation.

W: Finally it's done. I can't feel my back.

M: Me, too. For the past two hours we've been bending down and standing up.

W: And walking all the way! It's a good thing I applied sunscreen or I'd be sunburned.

M: But look at how clean the beach has got. Can you imagine that just hours ago it was covered with garbage?

W: Right. This scene is worth all the efforts. I hope people can protect our environment more.

Q: What have the man and the woman been doing?

女：終於完成了，我的背都沒知覺了。

男：我也是。過去兩個小時我們一直在彎腰和站起來。

女：而且還一直走！幸好我有擦防曬，不然一定曬傷。

男：但是看海灘變得多乾淨。可以想像才幾個小時之前上面都是垃圾嗎？

女：對啊！這個景象就值得我們的辛苦了。希望人們可以多保護環境。

20. 男人和女人之前在做什麼？

(A)在海邊享受悠閒時光。

(B)在陽光下撿垃圾。

(C)在家裡收拾髒亂。

(D)教小孩不要汙染土地。

第21、22題為題組

For Questions 21 and 22, you'll listen to a conversation.

M: This is the new design of the apartment. This apartment is old so this is the best we can do.

W: Thank you. Let's see ... the bedroom's ok. The living room is fine ... Wait. Isn't the kitchen a bit different from what we discussed?

M: You mean the location of the kitchen sink? We moved it next to the window because of the water pipes.

W: But if the kitchen sink is here, there will not be enough room for a dining hall.

M: That's right. So in this design we do not have a dining hall. Actually, it will take up too much space. You can place a small table in the kitchen instead.

W: That is not what we agreed upon. I want a dining hall.

M: In that case the living room would be too small. Please give it a second thought.

21. Q: What are the man and the woman discussing?

22. Q: What does the woman demand the man to do?

男：這是公寓的新設計。這是老公寓，最多只能這樣了。

女：謝謝。我看看...臥室可以，客廳可以。等一下，廚房是不是跟我們討論的有點不一樣？

男：你是說廚房水槽的位置嗎？因為水管，我們把它移到窗戶邊了。

女：但是如果水槽在這裡，就沒有空間給餐廳了。

男：對，所以這個設計裡面沒有餐廳。事實上，它太占空間了。你可以在廚房放個小桌子就好。

女：這跟我們說好的不一樣。我要餐廳。

男：這樣的話客廳就會太小。請再考慮一下吧。

21. 男人和女人在討論什麼？

(A)女人的家的規劃。

(B)不再使用的廚房。

(C)男人的家的問題。

(D)明年要蓋的房子。

22. 女人要求男人做什麼事？

(A)在客廳裡加小桌子。

(B)完全移除廚房水槽。

(C)想辦法移出空間給餐廳。

(D)讓客廳大一點。

第23、24題為題組

For Questions 23 and 24, you'll listen to a conversation.

W: Dad, I am thinking of applying for the exchange student program.

M: Are you sure? You barely even finished the freshman year of your college. Don't you want to wait a year or two?

W: Yeah, I know it's a bit early, but I found a program that really interests me. It's a prestigious college in the U.S. and it offers summer internship. That means I can have a job there!

M: What about the cost? Do they cover everything?

W: The tuition and accommodation are covered, but I'll have to pay for the rest.

M: And how much is the rest? What do you plan to do?

W: I have been saving up for it, but I hope that you can loan me some. I promise I'll pay it back to you.

23. Q: What can we know about the woman's plan?

24. Q: What does the woman ask of the man?

女：爸爸，我想要申請交換學生。

男：妳確定嗎？妳大一部還沒讀完，要不要再等一兩年？

女：對啊，我知道有點早，但是我找到一個課程我很有興趣。是美國一間聲望很高的大學，而且提供在大公司的暑期實習機會，意思是在那裡會有工作！

男：費用怎麼辦？它們全部都補助嗎？

女：學費和住宿有補助，但是我必須付其他的。

男：其他的是多少？妳準備怎麼做？

女：我已經在存錢了，但是我希望你可以借我一點。我保證以後會還你。

23. 關於女人的計畫，我們知道什麼？

(A)她會在別的國家讀書和工作。

(B)她會賺錢付未來的學費。

(C)她會等到畢業再去國外留學。

(D)她會為交換學生提供住宿。

24. 女人要求男人做什麼事？

(A)為她借錢。

(B)存一些錢。

(C)付她全額的旅費。

(D)借她一些錢。

四、短文聽解

第25、26題為題組

Questions 25 and 26 are based on the following talk.

After a freezing week, the temperature is finally rising. There will be sun on the island for the next two days, with temperature rising up to 20 degrees during the day. However, the fine weather may only last a day or two, as another cold front is expected to influence the island this Thursday night. Also, there is a chance of slight rain at the northern coast, though for the rest of island it will mainly be cloudy. The weather will remain unstable until next Monday, when the temperature would rise significantly, and that is when we could bid farewell to the long winter.

經過寒冷的一週，溫度終於要上升了。接下來兩天整座島都能見到陽光，白天氣溫也會上升到二十度。然而，溫暖的天氣只會維持一兩天，因為另一波冷鋒將會在這個星期四晚上影響本島。同時，北海岸也會有降小雨的機會，不過島嶼其他部分大部分是陰天。天氣會持續不穩定到下周一，屆時溫度會顯著上升，我們才能真的跟漫長的冬天說再見。

25. 我們什麼時候最可能聽到這則報導？

(A)冬天的中間。

(B)冬天的開頭。

(C)春天的結尾。

(D)春天剛要開始時。

26. 根據這個報導，我們可以預期近期發生什麼事？

(A)溫度會先下降再上升。

(B)有一個暴風雨將帶來大量降雨。

(C)島嶼一部分晴天，其他部分是雨天。

(D)將會持續整個星期高溫。

第27、28題為題組

Questions 27 and 28 are based on the following talk.

If you live in Sweden, chances are you would be watching Donald Duck cartoons on Christmas Eve. The tradition started back in 1959 at 3 pm on Christmas Eve, when the TV station aired a show of Donald Duck and friends. Back then, television was just introduced in Sweden, and Christmas was the only time people could watch American cartoons. Over the decades, the show has become an essential part of the holiday. At 3 pm on Christmas Eve, everyone would sit quietly together and watch a program that people have been watching for generations. Although there have been proposals to change the time and content, they were all met with fierce opposition. The tradition, therefore, lives on.

如果你住在瑞典，很有可能你在聖誕節前夕會看唐老鴨的卡通。這個傳統可以追溯到1959年聖誕節前夕下午三點，電視臺轉播了一個唐老鴨和朋友們的節目。那時候，電視才剛進入瑞典，聖誕節是人們唯一可以看到美國卡通的時候。幾十年來，這個節

目已經變成了聖誕節的重要部分。聖誕前夕的下午三點，每個人都會安靜坐在一起，看一個好幾個世代的人都看過的節目。雖然過去有人提議改變時間和內容，但都受到強烈反對，這個傳統就延續下來了。

27. 針對談話裡提到的節目，我們可以得知什麼事情？

(A)它開始在一百年前，並且大受歡迎。

(B)它的內容每年都在改。

(C)觀眾會隨著它又唱又跳。

(D)人們預期在固定的時間觀賞。

28. 對於1950年代的瑞典，我們可以知道什麼？

(A)人們已經深深被美國文化影響。

(B)當時並沒有很多人慶祝聖誕節。

(C)人們沒有很多機會看外國節目。

(D)看電視是聖誕節當天很重要的活動。

第29、30題為題組

Questions 29 and 30 are based on the following report.

In 2020, *Time* magazine awarded its very first title *Kid of the Year* to 15-year-old Gitanjali Rao for her various achievements. At only 11 years old, Rao invented a low-cost device to detect lead in drinking water to avoid poisoning. The device is expected to be launched for commercial use in 2022. In 2019, Rao designed an app that may identify early sign of drug addiction among youngsters. More recently, an app she created helps prevent cyberbullying by highlighting a word or phrase that may be considered bullying. In an interview, Rao hopes to encourage young people to find a problem that excites them and solve it, even if it's something small. And that's what she has been doing.

2020年，《時代》雜誌將它首度的「年代兒童」頒發給15歲的吉坦佳里·拉奧，表彰她各種成就。只有11歲的時候，拉奧就發明了一個低價裝置，可以偵測到水中的鉛以防止中毒。這個裝置預期在2022年作為商業使用。2019年，拉奧設計了一款應用程式，可以辨認年輕人早期的毒品上癮症狀。近期，她開發的一個應用程式可以標示出可能被認為是霸凌的字或詞，藉此預防霸凌。在訪問中，拉奧希望能鼓勵年輕人找到一個自己有熱情的問題並解決它，就算很小也沒關係。而這就是她一直在做的事。

29. 吉坦佳里·拉奧最適合的頭銜是什麼？

(A)教育家。

(B)科學家。

(C)商人。

(D)宗教領袖。

30. 以下哪項不是吉坦佳里·拉奧嘗試去做的事？

(A)保護年輕人遠離毒品。

(B)警告人們霸凌的語言。

(C)呼籲青少年懷有遠大夢想。

(D)警告人們有毒化學物質。

第31、32題為題組

Questions 31 and 32 are based on the following talk.

When we see others shiver in the cold, we cannot help but feel cold as well. Actually, this phenomenon is not an illusion, but may actually be happening. In one study, thirty-six volunteers watched a video in which an actor dipped his hand in icy cold water. Meanwhile, the hand temperatures of the volunteers were measured. The result: the volunteers' hands became significantly colder when they watched the videos involving icy water. Interestingly, there would be no change of hand temperature if the video they watched featured warm water instead. The possible reason is that human beings are an extremely social race, and we develop empathy for others' pain for the group to survive.

當我們看到別人在寒風中顫抖，我們不由得也覺得冷了起來。事實上，這個現象並不是幻覺，而可能真的發生了。在一個研究裡，36位志願者看了一部影片，裡面一個演員將手伸進冰水裡。同時，志願者的手部溫度也被測量了。結果是：志願者看冰冷的水的影片時，他們的手顯著的降溫了。有趣的是，如果他們看的是溫水的影片，手的溫度不會變。可能的原因是，人類是極度社會化的種族，我們發展出對他人的痛苦保有同理心，以讓族群存活。

31. 關於短文內的實驗，以下何者為真？
(A)影片裡的演員們量自己的體溫。
(B)每位志願者可能看了兩個影片。
(C)志願者的手部溫度從未改變。
(D)溫水比起冷水更能影響志願者。
32. 從這篇短文，我們可以推測出什麼？
(A)人類需要去感受他人感覺的能力。
(B)人們有時候會在不熱的時候覺得熱。
(C)人類在冷水中無法待上很久。
(D)人們將自己的生命看得比別的事情重要。

五、長篇聽解

第33.至36.題為題組

Questions 33 to 36 are based on the following conversation.

W: Hi Mark. Welcome to join us in customer service. Here is a flow chart as to what you should do when a customer calls.

M: Ok, let me see. So, when I first pick up the phone, I need to ask them what they need, right?

W: Basically, but you have to tell them your name and staff number first. That's the policy.

M: Ok. Then I ask them about the problem.

W: After that, you should take their information. Make sure you have their full names, phone number, and customer number if they have one.

M: The next step is to transfer them to various departments ... production, finance, marketing, human resource, and purchasing.

W: Right. It is important to know which one to go to. Afterward, these departments will transfer the call back to you.

M: And I check if the problem is solved. If so, I take a short survey on our service.

W: And if not, transfer them to another department, or to me, the general manager.

33. What may be the relationship between the man and the woman?

34. What is the man required to do during his task?

35. Which of the following department is NOT mentioned in the conversation?

36. What should the man do if a problem is not solved?

女：嗨，馬克，歡迎加入我們客服，這裡是一張顧客打來時，你該做什麼的流程圖。

男：好的，我看看。所以當我一接起電話，我就問他們需要什麼，對不對？

女：基本上是，但是你還要先告訴他們你的名字和員工編號，這是公司政策。

男：好，然後我問他們問題是什麼。

女：之後，你應該要記下他們的資訊。記得你要記全名、電話號碼，如果有的話也要客戶號碼。

男：下一步是把他們轉到不同部門：生產、財務、行銷、人資和採購。

女：沒錯，知道轉去哪很重要。之後，這些部門會把電話轉回給你。

男：我就確認問題是否解決。如果有，我就對我們的服務做調查。

女：如果沒有，電話轉去別的部門，或轉給我，也就是總經理。

33. 男人和女人可能的關係是什麼？

- (A)教授和學生。 (B)銷售員和顧客。
(C)主管和雇員。 (D)設計師和客戶。

34. 男人的任務中要求他做什麼？

- (A)和另一人報告他的名字。
(B)提醒別人記下重要資訊。
(C)直接跟老闆對話。
(D)記下別人的名字和地址。

35. 以下哪個部門在對話中沒有被提到？

- (A)採購部門。 (B)研究部門。
(C)行銷部門。 (D)財務部門。

36. 如果問題沒解決，男人應該做什麼？

- (A)直接忽略問題。
(B)問另外一個人一些問題。
(C)去一家適合的百貨公司。
(D)想其他辦法或尋求幫助。

第37.至40.題為題組

Questions 37 to 40 are based on the following talk.

Crocodiles and alligators, these are the two dangerous creatures that are indistinguishable to normal people, but they can't be more different in the eye of an expert. Here are some tips to help you tell them apart. First, they prefer different habitats. While crocodiles are found mainly in salty water, alligators are less tolerant to salt and live in freshwater like the river or the lake. Their snouts, the characteristic feature of both creatures, are also shaped differently. A crocodile has a more pointed, V-shaped snout, while the alligator's is wider and U-shaped. In fact, the difference gives the alligator a stronger biting force than the crocodiles. It is notable that when the snouts are shut, all of the crocodiles' teeth are shown, while the alligators' teeth are partially hidden. There are other physical differences. A crocodile can grow up to 6.5 meters and 1,000 kilograms, while it's 4.5 meters and 450 kilograms for an alligator. As for their characters, keep in mind that crocodiles are more aggressive and dangerous; on the other hand, alligators are less likely to chase you down. Even so, you must keep off both of the creatures. They are fast swimmers, but they are also fast runners on land.

37. Where can we most likely hear this talk?

38. Based on the talk, what is a "snout?"

39. What is NOT true as a difference between the two species?

40. What is true if we come face to face with crocodiles and alligators?

鱷魚和短吻鱷是兩種危險的生物，對普通人來說很難分辨，但是在專家眼裡非常不同。這裡有一些祕訣幫你分辨牠們。首先，牠們喜歡不同的棲息地。鱷魚大多在鹹水環境中，但是短吻鱷比較無法忍受鹽分所以住在淡水，像是河裡和湖裡。牠們的口鼻部，也就是兩種生物的特色，形狀也不同。鱷魚有比較尖、V型的口鼻，但是短吻鱷的口鼻較寬且為U型。事實上，這樣的差別讓短吻鱷的咬合力道比鱷魚更大。值得注意的是，當口鼻閉上時，鱷魚的全部牙齒都是露出來的，而短吻鱷的牙齒有部分是藏起來的。牠們還有其他身體上的差異。鱷魚可以長到6.5公尺長，1,000公斤重，而短吻鱷是4.5公尺長、450公斤重。至於個性，要記得鱷魚比較有侵略性且危險，另一方面，短吻鱷比較不會追著你跑。即便如此，你應該兩種生物都要避開。牠們游得很快，但是在路上也跑得很快。

37. 我們最可能在什麼地方聽到這段話？

- (A)流浪動物中心。
(B)動物園導覽。
(C)獸醫辦公室。
(D)幼兒園課程。

38. 根據這段話，「口鼻」是什麼？

- (A)動物很少用的武器。
(B)動物身體最重要的器官。
(C)從動物嘴巴伸出去的器官。
(D)喉嚨的另一種名稱。

39. 以下哪一項並不是這兩個物種的差別？

- (A)鱷魚更能適應鹹水環境。
(B)在尺寸上，鱷魚可能比短吻鱷更大。
(C)鱷魚的口鼻部形狀更像一個尖銳的三角形。
(D)短吻鱷口鼻閉上時，我們能輕易看到牠的全部牙齒。

40. 我們遇到鱷魚和短吻鱷時，以下何者為真？

- (A)牠們在陸上很慢，我們可以輕易跑贏牠們。
(B)和短吻鱷比起來，鱷魚咬下會造成較大傷害。
(C)我們可以放心接近短吻鱷，但不要接近鱷魚。
(D)鱷魚比較可能追著你跑，也比較危險。