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 3 分，共 60 分。

1. A tour guide should arrange a ______ room for the newly-wed couples.
   a) twin   b) double   c) quad   d) connected

2. When you bring a bottle of liquor to a restaurant, you may be charged for a ______ by the restaurant.
   a) corkage   b) potage   c) portage   d) cortege

3. The well known “Caviar” is usually made of the hard roe of ______ .
   a) salmon   b) tuna   c) trout   d) sturgeon

4. You may need a ______ to carry your baggage at the airport.
   a) cart   b) carousel   c) trolley   d) caddie

5. The International Date Line is at the ______ Ocean.
   a) Atlantic   b) Indian   c) Arctic   d) Pacific

6. Who will take the baggage to the rooms for the tourists in a hotel?
   a) The bell boy   b) The bus boy   c) The waiter   d) The porter

7. ______ ABC airlines, I sincerely welcome you all on board flight ABC 006.
   a) Representing   b) Speaking for   c) On behalf of   d) In the name of

8. I ______ my breakfast when the morning call came.
   a) had   b) had been having   c) was having   d) have been having

9. ______ the postcard, I ran out of the hotel to the post office.
   a) After I had finished for   b) As soon as I finished writing
   c) No sooner than I had finished up   d) Since I finished up to write

10. I have some crackers for night ______.
    a) eating   b) cooking   c) food   d) snack

11. Our room reservations are for ______.
    a) fifteen March   b) the fifth of March   c) five March   d) March five
12. If you got caught drinking and driving, the judge has to _____ your driving license.
   a) suspension   b) suspense  c) suspended  d) suspend

13. I feel exhausted, so I need to ______.
   a) give him a break  b) take it easy  c) give a chance  d) take a break

14. ______ I saw the Grand Canyon, I was speechless.
   a) Until  b) The first time  c) Before  d) Because

15. I would not go abroad for sightseeing _____ who recommends it.
   a) regardless  b) since  c) no matter  d) for

16. You have to renew your passport before it _____.
   a) expires  b) aspires  c) inspires  d) conspires

17. In American culture, it’s _____ to ask personal questions such as how much money they make.
   a) irreversible  b) illegitimate  c) unconditional  d) inappropriate

18. 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

19. Medical tourism is _____ in Taiwan due to its inexpensive yet high-quality services.
   a) booming  b) blowing  c) declining  d) collapsing

20. The hotel services are far from satisfactory; I need to _____ a complaint with the manager.
   a) pay  b) claim  c) file  d) add
二、釋譯：

(1) 請以一段英文簡介一種台灣常見的小吃（十個句子以內）(20%)

(2) 請以中文簡述下列英文段落的重要論點 (20%)

“Customers for life” means that once guests come to your restaurant, they will never be satisfied with your competitors. It also means that the real work of building sales does not happen with your advertising schedule or marketing plan, but on the floor with your customers. The key to building restaurant sales is to increase volume form your existing customer base. If your customers return just one more time per month, that would increase sales volume 15 to 50%. These are people who already know about you, live within an acceptable travel distance, and will recommend you to their friends if you make them happy. These are the people you want to target in order to build a regular, loyal customer base – a customer base that shares the pleasures of your establishment with friends. Work on building loyalty, not the check average.