

一.請根據下列的職稱選擇一個最適合的工作項目(4分)

1. ()The dining room manager
2. ()The restaurant back of the house staff
3. ()The restaurant front of the house staff
4. ()The wine stewards
5. ()The headwaiter
6. ()The reception manager
7. ()The porter

- A. A staff is responsible for the table setting, make sure foods are delivered properly and to meet the needs of the guests.
- B. A staff is responsible for service throughout the dining room or a section of it.
- C. Who is responsible for the luggage
- D. Who is responsible to train all service staff, oversees wine selections and works with the chef to develop the menu, and organizes the seating chart.
- E. The dining room staff
- F. A staff is responsible for explaining the menu to guests, taking orders, and for the tableside preparation.
- G. The kitchen staff
- H. Who is responsible for the front office
- I. Who works at the front desk and responsible for the guests' requests and questions
- J. A staff is responsible for wine service.

二.根據題意填入最適當的抱怨(2分)

1. You've given us the _____ rooms. We ask for adjoining doubles.
 - A. bad
 - B. right
 - C. wrong
 - D. good
2. Sorry, this bread is really_____ .
 - A. stale
 - B. fresh
 - C. good
 - D. flat

3. This is room 409. Our bathroom is absolutely _____.
- A. unmade
 - B. filthy
 - C. dirty
 - D. dusty
4. These vegetables are really _____. They have no taste at all.
- A. new
 - B. vinegary
 - C. cold
 - D. tasteless
5. Excuse me. I can't eat this soup- it's too _____.
- A. warm
 - B. tasteless
 - C. salty
 - D. flat
6. Are you the reception manager? One of your staff was very _____ to me today.
- A. rude
 - B. friendly
 - C. bad
 - D. dirty
7. The TV in our room is _____.
- A. dusty
 - B. full
 - C. broken
 - D. torn
8. The meat is so _____ that it's difficult to cut.
- A. tasteless
 - B. tough
 - C. cold
 - D. stale
9. Our room is very _____ because of the street traffic. We can't sleep.
- A. full
 - B. dirty
 - C. hot
 - D. noisy

10. This wine tastes _____ . I think it's corked.

- A. vinegary
- B. salty
- C. tasteless
- D. flat

三.根據底下短文回答下列的問題(2分)

The Heaven Hotel

The hotel has seven floors. Reception, bar, conference suite, shops and guest lounges are all on the ground floor. The swimming pool and fitness centre are in the basement. The 250 bedrooms are located on floors one to five. The restaurant and roof garden are on the top floor.

1. What's on the top floor?

2. Which floor is the bar on?

3. Where's the conference suite?

4. Where are the guest lounges?

5. What's in the basements ?

6. Which floors are the bedrooms on?

7. How many floors in the hotel?

8. If the guests want to work out which floor they should go?

9. Where's the fitness centre?

10. How many bedrooms in the hotel?

四.根據下面的一封信回答問題並選擇一個最適當的答案(4 分)

Dear Sir,

I'd like to reserve connecting double rooms, one with twin beds, for five nights from Monday 28th May for me and my wife, and our two children ages five and ten. If possible we'd like bathrooms with a shower and bath. Also please book me a parking space in your parking garage and a table for four in your Japanese restaurant for the Monday evening at 6:30. We will arrive around mid afternoon.

Regards

Mike Brown

1. What type of rooms that Mr. Brown asked for?
 - A. Adjoining double rooms one with twin beds.
 - B. Adjacent double rooms one with twin beds.
 - C. Connecting double rooms one with twin beds
 - D. All of the above
2. How many rooms that Mr. Brown reserved?
 - A. 2 rooms
 - B. 3 rooms
 - C. 4 rooms
 - D. 5 rooms
3. What date Mr. Brown will check out?
 - A. 31st May
 - B. 1st June
 - C. 2nd June
 - D. 3rd June

五.根據下列短文回答問題並選擇一個最適合的答案(4 分)

Welcome to our semiannual sales meeting, everyone. After lunch and a brief business meeting, a team from our Research and Development Department will join us and demonstrate our newest products. Each of you will have the chance to try samples from our new line and ask questions of the team. Now please help yourselves to the delicious buffet that has been set up in the adjoining dining room.

1. Who is attending the meeting?
 - A. Sales personnel
 - B. Food service staff
 - C. Bank executives
 - D. Factory workers
2. What will people do first?
 - A. Try out some new products
 - B. Eat a meal
 - C. Visit the Reach Department
 - D. Discuss salaries.

We asked your customers about their favorite vacations. The majority said they preferred to travel in the months between June and September. Very few customers said they preferred to take vacations between the months of November and February. We think you could increase your business by offering more discounts during those low-activity months.

3. Who is the audience
 - A. Travel agents
 - B. Vacationers
 - C. Students
 - D. Pilots
4. What is the speaker doing?
 - A. Giving advice
 - B. Explaining a process
 - C. Showing pictures
 - D. Demonstrating a product
5. What might happen next?
 - A. Vacations in November will increase
 - B. The audience will ask questions
 - C. Listeners will purchase tickets
 - D. Customers will ask for discounts