

等 別：普通考試
類 科：外語導遊人員（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 Macau, a small city west of Hong Kong, has turned itself into a casino headquarters in the East. Its economy now depends very much on tourists and visitors whose number is more than double that of the local _____.
(A) man (B) shop (C) worker (D) population
- 2 Three meals a day means that _____ one will have breakfast, lunch and dinner each day.
(A) contrarily (B) nevertheless (C) normally (D) regardless
- 3 A _____ is simply another name for a small specialty shop.
(A) boutique (B) body shop (C) bonus (D) beauty parlor
- 4 When the table filled with some _____ refreshments was removed, the host announced that dinner would be served.
(A) strong (B) heavy (C) light (D) bright
- 5 It is important to note that the brochure represents only a small _____ of a much larger bulk of rules and regulations that we have to observe.
(A) article (B) selection (C) election (D) writing
- 6 Looking back over his 50 years of living in the village, Peter does not _____ that he did not move to a large city earlier.
(A) regret (B) remember (C) claim (D) announce
- 7 The easiest way to look for the shop that you want to visit in a shopping center is to go to the _____ or information desk when you fail to find out the answer from passers-by.
(A) direct (B) directory (C) dictionary (D) director
- 8 Taiwan is short of _____ resources but full of educational opportunities.
(A) physical (B) chemical (C) geometric (D) natural
- 9 Taiwan has plentiful annual _____ but unfortunately its rivers are too short and too close to the sea.
(A) cloud (B) water (C) rainfall (D) temples
- 10 Strictly speaking, Venice is now more of a _____ city than a maritime business city.
(A) waterfront (B) Italian (C) tourism (D) modern
- 11 I like Rome very much because it has many historic _____ and it is friendly to visitors.
(A) stories (B) glory (C) sites (D) giants
- 12 Kyoto is my _____ city because I prefer traditional Japanese culture to electronic culture.
(A) favorite (B) hobby (C) disliked (D) wonderful
- 13 Either the _____ or the cashier's desk of the hotel can help us figure out the exact amount of money and other details we need to join a local tour.
(A) receiving (B) reception (C) resignation (D) recognition
- 14 When traveling in a foreign country, we need to carry with us several important documents at all times. One of them is our passport together with the _____ permit if that has been so required.
(A) entering (B) entry (C) exit (D) ego
- 15 The 79 year-old Kaohsiung woman has repeatedly _____ NT\$120,000 every year for some 10 years to the Home for the Aged in her hometown in Pingtung.
(A) donated (B) spent (C) borrowed (D) aided
- 16 I have collected so many art objects in my house that there is no more _____ for new ones.
(A) pace (B) speed (C) time (D) space
- 17 Though most airlines ask their passengers to check in at the airport counter two hours before the flight, some international flights _____ their passengers to be at the airport three hours before departure.
(A) revise (B) require (C) record (D) reveal
- 18 Most cities that can date back to ancient _____ tend to either create their own myth or fabricate an unspeakable tradition that combines facts and fiction.
(A) knee (B) history (C) pass (D) tool
- 19 Before taking a bus, it is advisable to check out its route on a computer or read carefully the route _____ at the bus stop.
(A) way (B) chart (C) label (D) hostel

- 20 No Chinese musical instrument is like the pi-pa that has been in use for almost two thousand years either in solo performance or in _____. Critics describe the string instrument to have a unique timbre that can somewhat be matched by western lute.
(A) choir (B) orchestra (C) athletics (D) chamber music
- 21 The question of what kind of _____ law this city upholds cannot be answered by your fallacious argument.
(A) civilized (B) civil (C) citizen (D) civic
- 22 The Philippines is a country with more than 7000 islands and it has dozens of native languages. What is even more amazing is the _____ between the north and the south, particularly their people's religious belief and political conviction.
(A) contrast (B) competition (C) construction (D) condition
- 23 I love to go wandering; often I take my bicycle to _____ around the countryside on weekends.
(A) tour (B) speed (C) stroll (D) drive
- 24 The cellphone is very _____ because it connects us with the world at large and even provides us with the necessary information on crucial moments.
(A) expensive (B) rare (C) fashionable (D) handy
- 25 When answering questions of the immigration officer, it is advisable to be straight forward and not _____.
(A) historic (B) hesitating (C) hospitable (D) heroic
- 26 When a train arrives, the first thing you need to do is to check if its _____ matches with where you want to go before you step in.
(A) design (B) destination (C) destiny (D) dedication
- 27 Customs officers usually have a _____ face and they have the right to ask us to open our baggage for searching.
(A) good-looking (B) funny-looking (C) stern-looking (D) silly-looking
- 28 Some cities do not have passenger loading zones. It is advisable to follow the instruction of the tourist guide to get off or get on the tour bus to _____ safety and comfort.
(A) prevent (B) guarantee (C) keep away (D) attend to
- 29 In some airports, there is the final call announcement, but in others, they only have _____ signals on the sign board. Passengers are responsible for their own arriving at the boarding gate in time.
(A) image (B) blinking (C) faulty (D) traffic
- 30 Paris' Cultural Calendar may be bursting with fairs, salons and auctions, but nothing can quite _____ the Biennale des Antiquaires.
(A) compete with (B) comment on (C) complain about (D) compose of
- 31 Someone _____ her house last night and stole almost all her valuable things.
(A) broke through (B) broke up (C) broke in (D) broke down
- 32 _____ all the recent criticism of free trade and free markets, it's important to remember that in the last 25 years more people worldwide moved from poverty to the middle class than at any other time in history.
(A) In spite of (B) For the sake of (C) By all accounts, (D) Were it not for
- 33 Mingling with tourists from different backgrounds helps tour guides _____ and learn new things in answering curious visitors' various questions.
(A) blow their own horn (B) take their breath away (C) fall from grace (D) broaden their horizons
- 34 Pingxi District in New Taipei City of Taiwan holds an annual Lantern Festival in which releasing sky lanterns has become a tradition. _____ that sky lanterns were the invention of an ancient Chinese politician and military leader "Kong Ming."
(A) As a consequence (B) Legend has it (C) It isn't worth the trouble (D) It is high time
- 35 I have _____ on my research project and couldn't make any progress forward, so I need to rethink my design and get some help.
(A) come to a standstill (B) come out ahead (C) come to light (D) come through
- 36 We need to _____ how we can walk out of this maze and get home safe.
(A) figure out (B) count on (C) back up (D) give up
- 37 Money changing can be complicated. When in doubt, always ask someone who is _____.
(A) ignorant (B) shaky (C) prejudiced (D) knowledgeable
- 38 If we remember our social _____, particularly in a big crowd, we shall win people's admiration though we may not feel it.
(A) ages (B) manners (C) news (D) recruits
- 39 Dress codes are basically some _____ about what people wear in an organization or on a particular occasion.
(A) pros and cons (B) ups and downs (C) dos and don'ts (D) ways and means
- 40 A: I'm going on a five-day trip to Thailand next week.
B: That's great! Wish _____ a wonderful trip.
(A) you (B) you have (C) you having (D) you to have
- 41 This time next year I _____ in France.
(A) am traveling (B) have been traveling (C) will be traveling (D) have traveled

- 42 The airlines _____ to us about the long flight delay, but they just kept us waiting and did not say anything.
(A) could explain (B) had explained (C) should be explaining (D) could have explained
- 43 When something wrong happens, _____ let me know immediately.
(A) do not manage to (B) do not hesitate to (C) do not think to (D) do not hide to
- 44 A prominent survey has ranked Taipei as the second greenest metropolis among 22 major Asian cities, _____ only Singapore.
(A) surpassing (B) trailing (C) traversing (D) conflicting
- 45 Taiwan is the home of hot springs. Located along Wenshui River, the Taian Hot Springs were developed during the Japanese _____.
(A) oration (B) operation (C) orientation (D) occupation
- 46 This is the final _____ call for China Airline Flight 009 to Hong Kong at Gate C2.
(A) landing (B) taking off (C) riding (D) boarding
- 47 Taiwan government said yesterday it will not give up restrictions it imposes on imported beef, after a warning by U.S. lawmakers that the issue could _____ free trade talks.
(A) facilitate (B) advance (C) delight (D) cripple
- 48 According to a new study, the continuing _____ of immigrants to American shores is encouraging business activity and producing more jobs with the supply of abundant labors.
(A) threat (B) arrival (C) removal (D) selection
- 49 The financial _____ that started in the U.S. and swept the globe was further proof that—for better and for worse—we can't escape one another.
(A) data (B) tadpole (C) advent (D) crisis
- 50 In order to make traveling easier, especially for those who rely on public transportation, the Tourism Bureau worked with local governments to _____ the Taiwan Tourist Shuttle Service in 2010.
(A) terminate (B) initiate (C) annotate (D) depreciate
- 51 Technology, such as cellphones, often _____ equality and helps lift people out of poverty.
(A) fosters (B) discourages (C) likens (D) diminishes
- 52 In the story about belling the cat, the mice know that life would be much safer if the cat were stuck with a bell around its neck. The problem is, who will _____ his life to bell the cat?
(A) achieve (B) resolve (C) gamble (D) persist
- 53 Master Sheng Yen _____ his entire life to spreading the Dharma, using simple and practical language to help bring people from all walks of life closer to Buddhism.
(A) saved (B) donated (C) devoted (D) savored
- 54 Simply put, no society can truly _____ if it smothers the dreams and productivity of half its population, women.
(A) deteriorate (B) flourish (C) ravage (D) smuggle
- 55 Increasing tourism infrastructure to meet domestic and international demands has raised concerns about the _____ on Taiwan's natural environment.
(A) impact (B) input (C) itinerary (D) identity
- 56 Sweets aren't an intrinsic part of a meal, but their presence on the dining table is often a great _____ of happiness.
(A) link (B) source (C) pardon (D) ordeal
- 57 Wushantou Reservoir began its _____ in 1920 and was completed in 1930. It became the Wushantou Scenery Park in 1969.
(A) construction (B) congestion (C) contamination (D) confrontation
- 58 I'll pay a visit to the Wolfsonian, an _____ museum in Miami. I love its collection of decorative artifacts and propaganda materials from 1885 to 1945.
(A) edible (B) outrageous (C) awful (D) extraordinary
- 59 The support for suspending death penalty has gained _____, and it is very likely that someday the congress of the country will pass its suspension.
(A) monument (B) motivation (C) module (D) momentum
- 60 Thailand is a pleasure for the senses. Tourists come from around the world to visit the nation's gold-adorned temples and sample its delicious _____.
(A) sky diving (B) cuisine (C) bungee jumping (D) horseracing
- 61 The world is full of beautiful places, many with _____ stories to tell.
(A) vast (B) urgent (C) occasional (D) enchanting
- 62 If you've ever seen a jazz band _____ or tried your hand at playing a saxophone, there is a good chance that the instrument you've seen in action or handled yourself came straight from the township of Houli, Taiwan.
(A) perform (B) vanish (C) perish (D) vomit
- 63 Music was one of the first industries that have been disrupted by the Internet because _____ files are so easy to share, but it is found that when paying for songs is made easier than stealing them, people will pay.
(A) audio (B) visual (C) physical (D) psychological

- 64 In a world that is ever more complex, turbulent and dangerous, Secretary Clinton has made a great _____ to strengthening the United States' relationships with allies, partners and friends.
(A) confirmation (B) ambition (C) contribution (D) satisfaction
- 65 A bill to legalize gay marriage in Washington State has won final legislative _____ and taken effect starting 2012.
(A) approval (B) rejection (C) veto (D) admission
- 66 One of the most painful things you may experience in life is that a friend you trust most _____ you.
(A) protects (B) bores (C) betrays (D) persuades
- 67 Out of ignorance and selfishness, many people _____ against others based on their races, sexual orientation, age, or other reasons.
(A) falter (B) discriminate (C) respect (D) beam
- 68 Dogs are said to be our most _____ friends because they enrich our life with their loyal company and never complain.
(A) faithful (B) stink (C) passive (D) vulnerable
- 69 Be _____ to the people who make us happy because they are the charming gardeners who make our souls blossom.
(A) grateful (B) resentful (C) shameful (D) mournful
- 70 Only love is powerful enough to overcome _____, an often underestimated emotion that deprives us of our happiness.
(A) passion (B) admiration (C) worship (D) hatred
- 71 Men often give excuses to _____ their wrongdoings.
(A) justify (B) reject (C) knit (D) irritate
- 72 Recovering from the depression of losing one's beloved, you need all the help you can get, so I very much _____ a meditation program.
(A) recruit (B) shrug (C) recommend (D) shudder
- 73 When visiting Alishan, one of the most popular tourist destinations in Taiwan, it's worth spending a few days to learn about the indigenous people living in mountain villages and _____ the marvelous scenery.
(A) prick on (B) take in (C) put off (D) pick up
- 74 At 3,952 meters, Yushan is not only Taiwan's tallest _____; it is also the tallest mountain in Northeast Asia.
(A) peak (B) dip (C) vale (D) creek
- 75 Having secured political and economic stability and overcome severe flooding, Thailand's ability to bounce back is _____ to investors.
(A) annoying (B) enduring (C) appealing (D) scaffolding
- 76 _____ that much of the world is still mired in an economic slowdown, but some of the brightest examples of significant and lasting opportunity are right under our nose.
(A) All around the world (B) There is no denying (C) In the meantime, (D) It is a turning point

Businesses often want to find out the level of service that is being provided by the employees in a particular store or place of business. In order to do this, they hire people who are known as mystery shoppers. These are people who shop at a store and secretly gather information about the store and the employees. They often also give their opinions about the overall experience they have while shopping.

Any type of business that deals with the public may be visited by a mystery shopper. These businesses include but are not limited to hotels, restaurants, retail stores, gas stations, and banks. Practically any business whose management needs to learn what the end consumer sees and experiences can benefit from mystery shopping.

Mystery shopping has become a big industry in the U.S., with estimated value of this industry at over \$600 million in 2004. However, most people who work as mystery shoppers are unable to make a living doing it. Rather, they simply do it for fun and get free meals, merchandise, and sometimes money. The industry has also been hit in recent years by criminals who try to get people to pay in order to become **certified** as mystery shoppers.

- 77 According to the passage, what does a mystery shopper do?
(A) Observe how customers behave. (B) Gather specific information about services.
(C) Visit some stores and talk with managers. (D) Exchange information in a mysterious way.
- 78 According to the passage, which of the following is true?
(A) Mystery shoppers wear special costumes at work.
(B) Gas stations are among the potential places mystery shoppers will visit.
(C) There are over 600 million mystery shoppers in the U.S.
(D) Mystery shoppers are in danger because they may be beaten by criminals.
- 79 Which of the following is implied in the passage?
(A) Mystery shopping began in 2004.
(B) One has to look great in order to be a mystery shopper.
(C) One earns a lot of money by working as a mystery shopper.
(D) In reality, mystery shopping is just another market research tool.
- 80 Which of the following is closest in meaning to "**certified**" in the last line of this passage?
(A) qualified (B) talented (C) instructed (D) identified