



範例一 Questions 1-5 refer to the following baggage tag and e-mails.

**COMPASS AIR** 



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**NOTICE:** if your baggage is lost, you will receive a maximum daily allowance of \$50 per item until it is found, or until a total payout of \$1,750 per item is reached. If you experience any difficulties During your trip with Compass Air, please contact the support Service using the Web site at [www.compassair.com](http://www.compassair.com).

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Flight #: CP734  
Departing from: SEATTLE/ US  
Landing in: VIENNA/ AT

To: Wendy Lee <wlee@lionway.com>  
From: Toby Smith <tsmith@compassair.com>  
Date: September 3  
Subject: Your baggage

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Dear Ms. Lee,

I am happy to inform you that we have found our luggage(Baggage ID: GHS812893). It seems that the ground staff in Glen Ridge mislabeled it, and it was sent to Australia rather than your destination, Austria. We have calculated that you will have been without your luggage for a total of 20 days and have made a payment of \$2,000 to your bank account in accordance with the notice on your baggage tag, and the confirmation e-mail you received immediately after booking your ticket.

Please let me know where you would like to have your bags sent. However, you should keep in mind that

we are limited to destinations that Compass Air flies to.

Sincerely,

Toby Smith

Customer service Representative – Compass Air

To: Toby Smith <tsmith@compassair.com>

From: Wendy Lee <wlee@lionway.com>

Date: September 3

Subject: RE: Your baggage

Dear Mr. Smith,

Thank you for your e-mail regarding my lost baggage. It has been two weeks since I came to Austria, and I had given up hope of getting my belongings back. I will be in Linz, Austria for a few more months and have already replaced most of the things that were lost. If I pay for shipping, would you have my luggage delivered from Seattle Airport to my hometown of Aberdeen? I am sure you still have my address details in your system.

Regards,

Wendy Lee

1. According to the baggage tag, how are passengers instructed to contact Compass Air?

- (A) By going to the boarding gate
- (B) By calling the help desk
- (C) By visiting a Web site
- (D) By sending an e-mail

2. Why has Mr. Smith written to Ms. Lee?

- (A) To notify her of a cheaper alternative
- (B) To request that she confirm the details of her reservation
- (C) To apologize for canceling her flight
- (D) To inform her that her baggage has been

4. What does Ms. Lee indicate that she has done?

- (A) Returned to her home
- (B) Purchased substitute items
- (C) Attended a job interview
- (D) Checked her financial records

5. What is implied about Compass Air?

- (A) It does not provide flights to Aberdeen.
- (B) It has different conditions for discount tickets.
- (C) It is primarily a domestic airline.
- (D) It has its headquarters in Seattle.

located

3. What is suggested about Ms. Lee?

- (A) She is a regular passenger on Compass Air.
- (B) She is missing multiple pieces of luggage.
- (C) She is employed at an Austrian company.
- (D) She has lost her baggage claim coupon.

範例二 Questions 1-5 refer to the following memo, Web page, and e-mail.

**MEMO**

**From:** Walter Peter  
**To:** All teaching staff  
**Subject:** Course Schedule  
**Date:** June 5

Dear all:

To begin with, I would like to welcome three new teachers to the institution. Stephanie Dobson, Jame Hashigaya, and Rudolph Lundgren joined Glendale Business College this May and they will be filling positions at the Hatfield and Glendale campuses. I am confident they will soon become highly valued members of our staff.

As you may have noticed in the May issue of the school magazine, we are offering four new classes this year. Where possible, I am assigning the new classes to our newest staff members. This will allow continuing staff to utilize last year's materials. So far I have only scheduled the start dates for the new classes. These are viewable on the college Web site.

I understand that there is some inconvenience for people who are required to travel between campuses for their classes. Please be assured that the college will pay all associated transportation fees, even between your home and work.

Continuing staff members will receive their workload for the next three months via e-mail tomorrow afternoon.

Sincerely,

Walter Peters  
Faculty Head – Glendale Business College

[www.glendalebc.edu/schedule](http://www.glendalebc.edu/schedule)

[HOME](#)

**SCHEDULE**

[ENROLLMENT](#)

[ABOUT](#)

**Welcome Back**

**Glendale Business College – Summer Schedule**

Start dates and venues will be posted here as they are decided. Please check back regularly for updates.

**Course**

**Campus**

**Start Date**

Introductory Finance

Asheboro

June 25

Management Principles

Glendale

June 26

Linguistics

Glendale

June 29

Data Analysis

Hatfield

June 30

From: Stephanie Dobson <[sdobson@glendalebc.edu](mailto:sdobson@glendalebc.edu)>

To: Walter Peter <[wpeters@glendalebc.edu](mailto:wpeters@glendalebc.edu)>

Subject: Course Schedule

Date: June 11

Thank you so much for mentioning the new teachers in the memo. It should be much easier to break the ice with existing staff now that they know we are there.

I am writing to ask whether it would be possible for me to swap courses with Rudolph Lundgren. This will suit me better as I live within walking distance of the Hatfield campus. I should mentioned that this arrangement is also financially advantageous for the college.

Having worked alongside him in the past, I happen to know he is well qualified to teach Management Principles. Rudolph lives equally distant from both campuses but of course, If the change inconveniences him in any way, I will retract my request immediately.

Sincerely,

Stephanie Dobson

1. What is one purpose of the memo?

- (A) To explain a new course
- (B) To request suggestions about work allocation
- (C) To announce the release of a new publication
- (D) To introduce new faculty members

4. What subject would Ms. Dobson like to teach?

- (A) Introductory Finance
- (B) Management Principles
- (C) Linguistics
- (D) Data Analysis

5. How might the school benefit from Ms. Dobson's

2. What is indicated about Glendale Business College?

- (A) Its student numbers are growing.
- (B) It is near the city center.
- (C) It publishes a periodical.
- (D) It specializes in online business.

3. When will staff receive an e-mail about their work allocation?

- (A) On June 5
- (B) On June 6
- (C) On June 11
- (D) On June 25

suggestion?

- (A) By reducing transportation costs
- (B) By encouraging better communication
- (C) By improving course offerings
- (D) By attracting more students

範例三 Questions 1-5 refer to the following brochure, form, and e-mail.

**Gordon's Supplies: Florida's Biggest Name in Building Materials**

Gordon's Supplies is Florida's most widely recognized seller of building goods and gardening supplies. We supply professional grade products to major construction companies, property maintenance firms, and private individuals at low prices. We are known for the variety of stock we carry, the friendliness of our staff and the speediness of deliveries.

You can use our online catalog and order form to place your order, only if you have registered as a member. Our Web site, [www.gordonssl.com](http://www.gordonssl.com), has an extensive list of our stock with up-to-date prices and detailed descriptions. Our daily e-mail updates mention any exciting new offerings as well as any discounts we are running.

Gordon's Supplies has an exclusive arrangement with Durant Masonry that ensures we can supply the cheapest bricks and pavers in the state. We will match any competitor's price on Durant Masonry materials.

Check out the customer reviews on the Web site and learn about all the other reason why we have grown so quickly.

<http://www.gordonssl.com/orders/>

**Gordon's Supplies – Order form**

**Company Name:** Handy Andy's Home Services

**Address:** 10 Mercury Way, Mermaid Waters, Florida 33111

**Date:** May 13

**Delivered to:** \_\_\_\_\_ For pickup:

**Order Number - 082981**

Item Number	Item Description	Quantity	Price per Item	Total Price
FEP7835	<b>Foreman Easyclean Paint (30L)</b> Sago Velvet	4	\$89.00	\$356.00
DMP8289	<b>Durant Masonry Bricks (Crate)</b> Red clay pavers (1000 per crate)	2	\$1,320.00	\$2,640.00
DLC7291	<b>Dalton Plush Pile Carpet (20-meter roll)</b> Beige Californian Twist	1	\$1,200.56	\$1,200.56
TBH7862	<b>Thompson Brass Door Handle</b> Colonial Style	12	\$35.90	\$430.80
HDV5617	<b>Heavy Duty Vinyl Floorcovering (30-meter roll)</b>	1	\$757.00	\$757.00

	Durable, easy-cleaning polymer (Hospital Grade) Blue			
			Subtotal	\$5,384.36
			Shipping	\$0
			TOTAL	\$5,384.36

To: Customer Service <cs@gordonssl.com>  
From: Andrew Holmes <ah@hahservices.com >  
Date: June 1  
Subject: Order Number - 082981

I am writing to inform you that floor covering, which was described as durable in the catalog and even in the description on the order form, is already showing signs of wear after only two weeks of use. Please contact me to discuss a solution.

I have an additional issue that I would like to bring up regarding the price guarantee mentioned on your brochure. After ordering the products for which you claim to have an exclusive arrangement, I was surprised to find that another supplier was offering them at a 10 percent lower price. I hope that Gordon's Supplies will honor its declaration and refund me the difference even though the sale has already been processed.

Sincerely,

Andrew Holmes

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| <p>1. What kind of business is Gordon's Supplies?<br/> (A) A building material supplier<br/> (B) A shipping firm<br/> (C) A construction company<br/> (D) A school of gardeners</p> <p>2. What is true about Handy Andy's Home Services?<br/> (A) It offers some of its services in a volunteer capacity.<br/> (B) It has registered as a member of Gordon's Supplies.</p> | <p>4. What does Mr. Holmes mention about the floor covering?<br/> (A) Protective clothing is required for installation.<br/> (B) It was not delivered on the specified date.<br/> (C) The color appeared differently on the Web site.<br/> (D) The quality does not meet expectations.</p> <p>5. Which product does Mr. Holmes ask for a refund on?<br/> (A) FEP7835<br/> (B) DMP8289<br/> (C) DLC7291</p> |
|--|--|



- (C) It provides free delivery for local customers.
- (D) It attracts customers through online advertising.

3. How most likely has Mr. Holmes saved money on his order?

- (A) By subscribing to daily e-mail updates
- (B) By having his company collect the order
- (C) By taking advantage of an annual sale
- (D) By buying discontinued items

(D) TBH7862

範例四 Questions 1-5 refer to the following e-mails and schedule.

**E-Mail Message**

To: Skai Kahuna <skahuna@hansonconventioncenter.com>

From: Glen Winston <gwinston@gemanagement.com>

Date: December 19

Subject: Convention rooms

Dear Ms. Kahuna:

I must congratulate you and your staff on the excellent work you did hosting the Eighth Annual Farming Machinery Exposition. The event was a great success and the other organizers and I feel that it was largely because your staff were so attentive.

Nevertheless, I would like to draw your attention to a number of issues. These need to be addressed before I would be willing to reserve your venue for the same event next year, which is scheduled for November 12. Many participants near the back of the room complained that they could not hear the presenters or see the screen easily. I think the speaker system needs to be upgraded, and I suggest either replacing the screen with a large one or adding a second screen. According to the survey we conducted after the event, the seat cushioning has worn out on some of the chairs.

I would also like to meet with you at some time to discuss pricing options as we are on a tighter budget next year.

Sincerely,

Glen Winston  
GE Management

To: Glen Winston <gwinston@gemanagement.com>

From: Skai Kahuna <skahuna@hansonconventioncenter.com>

Date: December 20

Subject: RE: Convention rooms

Dear Ms. Winston:

Thank you for your kind words. I am sorry to hear of the problems you encountered and I will ensure that we do our best to rectify them. Just this week, we replaced our projector, which enabled us to double the size of the screen. I'm sure you will find our new equipment more than adequate. Another guest had

informed us of the speaker problem and I am happy to inform you that it has already been dealt with. With regard to the issue brought up in the surveys, I will have my staff take care of that immediately.

I hope we will hear from you regarding the event in November.

Skai Kahuna  
 Manager – Hanson Convention Center

**Hanson Convention Center Schedule Week 50**

Date	Event	Location
Sunday, December 12	Holloway Publishing Book Launch	Main Hall
Monday, December 13	Ninth Annual Farming Machinery Exposition	Main Hall
Tuesday, December 14	Reed Aeronautical Symposium	Room B
Wednesday, December 15	No Events	
Thursday, December 16	Stedman Construction Display	Main Hall
Friday, December 17	No Events	

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|---|---|
| <p>1. Who most likely Glen Winston?<br/>         (A) An event coordinator<br/>         (B) A survey respondent<br/>         (C) A travel agent<br/>         (D) A maintenance worker</p> <p>2. What aspect of the convention center is praised in the first e-mail?<br/>         (A) The facilities<br/>         (B) The location<br/>         (C) The advertising<br/>         (D) The hospitality</p> <p>3. In the first e-mail, the word "draw" in paragraph 2, line 1, is closest in meaning to?<br/>         (A) attract<br/>         (B) describe<br/>         (C) remove<br/>         (D) assemble</p> | <p>4. Which concern of Mr. Winston's is NOT addressed by Ms. Kahuna?<br/>         (A) The uncomfortable furniture<br/>         (B) The price of the venue<br/>         (C) The visibility of the screens<br/>         (D) The volume of the audio equipment</p> <p>5. What is implied about the Ninth Annual Farming Machinery Exposition?<br/>         (A) It will be held at a different venue.<br/>         (B) It will have fewer visitors than in previous years.<br/>         (C) It had to be rescheduled to another date.<br/>         (D) It was featured in an industry magazine.</p> |
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範例五 Questions 1-5 refer to the following information, e-mail and Web page.

### Synopsis

*The Secret Garden* from cauliflower Books is the fictional story of Ronald Peterson, a man who receives an anonymous letter in the mail. Inside, there is a map that shows the location of a hidden door in his own house. An attached note promises that it leads to a secret garden at the end of a tunnel. What follows is an exciting story of adventure and intrigue as Ronald solves puzzles and overcomes obstacles as the tunnel is far bigger and more complicated than it first seems.

This is Gregory Hill's second book and it shows how he has grown as a writer. While he has remained in the fantasy genre, this is a much longer book written for a much more mature audience. It is the source material for an upcoming film of the same name by Fermont Pictures.

To: Miles Thompson <mthompson@bookswithmiles.com>

From: Jill Houseman <houseman@cauliflowerbooks.com>

Subject: Book review

Date: February 28

Dear Mr. Thompson,

My name is Jill Houseman and I have recently been hired in the cauliflower Books' publicity division. A colleague of mine informed me that you reviewed *The Secret Garden*. I would like to ask you to review another of our soon-to-be-released books. It is called *The Sugar Battle*, and we have hopes that it will be a bestseller. I sent you a copy yesterday so it should arrive by March 4 at the latest. We will both be at Brigadoon Books on the release date of *The Secret Garden* to celebrate its launch. Could you pass me the review then? This will allow us to discuss it face to face.

By the way, I have noticed that you have only one genre checked on your reviewer profile and that has not changed since you first registered. Nevertheless, Cauliflower Books publishes a broad range of novels including romance, adventure, and drama. If you would ever like to receive a wider variety of genre, please let us know.

Sincerely,

Jill Houseman

Publicity Division, Cauliflower Books

## NEW IN FICTION

### ***The Secret Garden***

Released on March 15. Fifty thousand copies already sold!

“A heartwarming story about an unlikely adventure.”

Carry Strong, Literarypros.com

“I hope the movie lives up to the expectations of this book’s many fans.”

Silvia Van Jansen, Story Field Magazine

“As soon as I finished reading it, I bought five more copies to give to friends.”

Miles Thompson, Books with Miles

“Gregory Hill’s new book is a wonderfully original tale for people of all ages.”

Ken Morris, The Bradfield Post

1. What is the purpose of the information?

- (A) To offer advice to beginning writers
- (B) To describe the book’s sales performance
- (C) To encourage people to purchase a book
- (D) To explain the benefits of a book club

2. What is indicated about *The Secret Garden*?

- (A) It is an account of a true story.
- (B) It is the writer’s first work.
- (C) It is being made into a movie.
- (D) It is not yet available in bookstores.

3. When is Mr. Thompson asked to submit a review?

- (A) February 26
- (B) February 27
- (C) March 4
- (D) March 15

4. What is implied about Miles Thompson?

- (A) He specialized in reviewing fantasies.
- (B) He has a popular Web site.
- (C) He has previously published novels.
- (D) He is an employee of Cauliflower Books.

5. Which reviewer disagrees with the writer of the information?

- (A) Carry Strong.
- (B) Silvia Van Jansen
- (C) Miles Thompson
- (D) Ken Morris

答案：

範例一

(1.) C (2.) D (3.) B (4.) B (5.) A

範例二

(1.) D (2.) C (3.) B (4.) D (5.) A

範例三

(1.) A (2.) B (3.) B (4.) D (5.) B

範例四

(1.) A (2.) D (3.) A (4.) B (5.) C

範例五

(1.) C (2.) C (3.) D (4.) A (5.) D