

**Question 26**

- 在聽題目前，先仔細看選項：

- A. Provide two photos.
- B. Fill out a form.
- C. Show an ID card.
- D. Pay the registration fee.

 按我聽題目 按我看解析**Question 27**

- 在聽題目前，先仔細看選項：

Guest	Complaint
Amber Wang	Request ignored
Sharon Lin	Wrong room type
Eva Chen	Noisy neighbor
Carrie Chang	Bed sheet and towel dirty

- A. Amber Wang.
- B. Sharon Lin.
- C. Eva Chen.
- D. Carrie Chang

 按我聽題目 按我看解析

## Question 26 解析

If you've never taken a class here before, complete this registration form first. You'll also need to present your ID, provide two photos, and pay \$100 so that the staff can create a student card for you. But if you've been a student here before, the photos and registration fee are not necessary. Just inform the office staff when you submit your registration.

Question: **What should a returning student do to register?**

- A. Provide two photos.
- B. Fill out a form.**
- C. Show an ID card.
- D. Pay the registration fee.

- 本題考的是根據語境推敲含意的能力。
- 詞彙：**registration n.** 註冊  
**form n.** 表格  
**staff n.** 員工  
**necessary adj.** 必要的  
**inform v.** 通知  
**submit v.** 提交、遞交
- 取材自校園情境。說明包含了新生和舊生的註冊方式，題目問 **What should a returning student do to register?** ( 舊生應該如何註冊 )，因此解題關鍵在根據語境找到對比、推敲含意。
- 說明未用 **new students, old students** 形容新生、舊生，而是透過描述修課經驗表達，新生是未曾在此學校上過課的人 (**if you've never taken a class here before**)，舊生則是曾經是這裡的學生 (**if you've been a student here before**)，題目出現的 **returning students** 則是舊生的另一個表達方式。新生註冊必須填表格、提出證件、繳交照片與費用；舊生的話，**the photos and registration fee are not necessary** ( 照片和註冊費都是不必要的 )，只要在 **submit registration** 時告知員工即可。此處的 **registration** 指的就是 **registration form**，故正確答案為選項 B。



## Question 27 解析

For question number 27, please look at the table.

Gary, I just received an email from a former guest complaining about our front desk clerk. While the guest was here, she asked for an additional towel from the front desk. According to her, the clerk promised to get one for her but never did. That appears to be very unprofessional. Could you check who that clerk might have been?

Question: **Which guest does the speaker talk about?**

Guest	Complaint
Amber Wang	Request ignored
Sharon Lin	Wrong room type
Eva Chen	Noisy neighbor
Carrie Chang	Bed sheet and towel dirty

- A. Amber Wang.
- B. Sharon Lin.
- C. Eva Chen.
- D. Carrie Chang.

- 本題考的是整合歸納多篇文本中訊息的能力。
- 詞彙：
  - receive **v.** 收到
  - former **adj.** 之前的；前任的
  - front desk **v.** 前台
  - clerk **v.** 職員；銷售員
  - appear **v.** 似乎、看起來
  - complaint **n.** 客訴
  - request **n.** 要求
  - ignore **v.** 忽略
- 本題評量能否整合歸納此段留言與客訴紀錄表的多項訊息，並聽懂關鍵資訊。題目問說話者在留言中提到的是哪一位客人。根據電話留言，可以得知來信的客人在住宿期間要求前台多提供一條毛巾，前台雖答應了卻未將毛巾送至他房間 (she asked for an additional towel .... The clerk promised to get one for her but never did.)。對照客訴紀錄表，Amber Wang 的客訴內容是 Request ignored (要求被忽略)，與說話者提到的客訴內容相符，正確答案為選項 A。Carrie Chang 客訴的原因是因為毛巾不乾淨，並不是被忽略，因此非正解。

