

觀光餐旅 英語會話

最新 108 課綱適用

國家教育研究院審定 技審字第 109013 號



Line 官方帳號：
@cosmos_books

深思

106 台北市新生南路三段 88 號 7 樓之 3

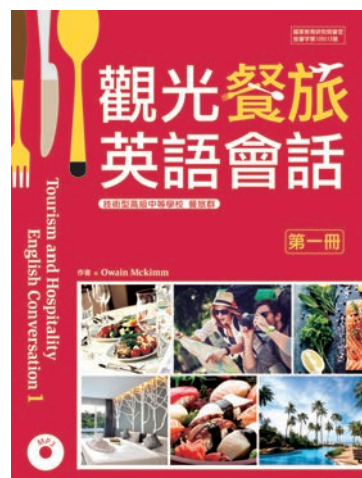
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觀光餐旅英語會話

Tourism and Hospitality English Conversation

本書係依照教育部公布之 **108 新課綱**，由專業外籍作者編寫而成。共分 4 冊，每冊 18 個單元。本書對話貼近生活情境、活動設計靈活、補充資訊多元實用、練習題有效檢視學習成效，並輔以精美的插圖，是餐旅行業相關科系學生最佳學習教材！



108 課綱與本書內容對照

課綱主題	課綱訂定之學習內容	本書單元
問候用語	見面問候語 寒暄與道別 自我介紹	Unit 1 Greeting a Guest Unit 2 Introducing Yourself to a Coworker Unit 3 Introducing Others
方向與位置	設施位置及地點 地區方向及地點	Unit 4 Giving Directions to Locations Inside the Hotel Unit 5 Giving Directions to Places in a City Unit 6 Giving Directions for Transportation
訂房服務	旅館客房設施說明 訂房作業用語	Unit 7 Taking a Reservation Unit 8 Introducing Room Facilities
櫃檯服務	遷入及遷出手續 代寄郵件 寄放與保管物品	Unit 9 Checking In Unit 10 Checking Out Unit 11 Handling Mail Unit 12 Leaving Your Valuables at the Hotel
服務中心	行李服務 停車與叫車服務 票務及旅遊服務 商務中心	Unit 13 Luggage Storage Service, Parking, and Arranging for a Car Unit 14 Ticketing, Travel Service, and Taxi Service Unit 15 Business Center Services
房務服務	客房清潔與整理 補充客房備品 失物招領 洗衣服務	Unit 16 Housekeeping and Room Amenities Requests Unit 17 Lost and Found Services Unit 18 Laundry Service

主題設計
貼合課綱

UNIT
4Giving Directions to
Locations Inside the Hotel

A CONVERSATION

026

Receptionist



Guest



A guest at a hotel wants to know where the bathroom is. The receptionist tells her how to find it.



Good evening, ma'am. How may I help you?



Can you tell me where the ladies' room is?



Certainly, ma'am. It's on the second floor. Turn right when you get off the **elevator**,¹ and the ladies' room is next to the **stairs**.²



And where is the elevator?



Just at the end of this **hallway**,³ on the right.



Thank you. And where is the hotel restaurant?



The restaurant? Walk **across**⁴ the **lobby**,⁵ go through those big doors, turn left down the hallway, and the restaurant will be in front of you.



Thank you for your help.



My pleasure, ma'am.

Word Bank

1. **elevator** ['elə'vetə] (n.) 電梯
2. **stair** [steə] (n.) 樓梯
3. **hallway** ['hɒl,we] (n.) 玄關; 門廳; 走廊
4. **across** [ə'krɒs] (prep.) 橫越; 穿過
5. **lobby** ['lɒbi] (n.) 大廳

elevator

ladies' room

men's room



34

Sentence
Patterns

從 Conversation 中精選實用句型，並針對句型中的核心資訊提供數種不同表達詞組，達到活用句型之功效。

1 Your package weighs two kilos, one gram, 250 grams, one and a half kilos.

2 It will cost 555 NT dollars, three euros, five US dollars to send it by airmail.

3 A letter, parcel, message, postcard came for you earlier this morning.

4 I've been expecting waiting for it.

3

提供 1 到 2 組模擬餐飲實境之對話，幫助學生掌握在不同情境下須熟知的會話語句。

Role Play

提供1到2組團體對話活動，讓學生與同學實際練習對話，增添課堂趣味性，並提升會話運用能力。

C ROLE PLAY



Practice the following conversation with a partner. Replace the phrases in colored font with ones from the conversation bank.



- G** Good afternoon. I'd like to check in, please.
- R** Of course. The name is . . . ?
- G** **Morris. James Morris.**
- R** Ah, yes. We have you booked for **two nights** in a **standard suite**.
- G** That's right.
- R** Excellent. Here's your key. You're in **Room 215**. And the porter will help you with your bags.
- G** Wonderful. Thank you.
- R** Oh, and just to remind you—**checkout on Friday is before midday**.
- G** OK. No problem.
- R** Enjoy your stay!

Conversation Bank

- **Charles Jones**
 - **Mary Zhou**
 - **Martin Price**
 - **Trina Long**
-
- **three nights**
 - **four nights**
 - **one night**
-
- **double room**
 - **triple room**
 - **single room**
 - **royal suite**
-
- **Room 322**
 - **the King Louis Suite**
 - **Room 45**
 - **Room 134**
-
- **checkout is before 10 a.m. on Thursday**
 - **you have to be out of the room by 11 o'clock on the day of your departure**
 - **checkout is no later than ten thirty on Monday morning**

More Expressions & Intonation

整理出由主題延伸、但未出現於課文中的實境會話，加強各種相關情境下的應對方式。

透過句中的語調標示，以及隨堂語調練習題，讓學生熟習道地英文語調。

部分單元另附對應之隨堂對話活動，供教師視進度帶領學生學習。

D MORE EXPRESSIONS & INTONATION

073

A Booking Day Trips for a Guest

R: Receptionist G: Guest

G

* Are there any vacancies for tomorrow's full-day vineyard¹ tour?

1

* Yes, there are plenty of² spaces. Would you like to buy a ticket?
* I'm sorry. That trip is full.

R

G

* How much does the half-day city tour cost?

2

* It's NT\$400 for adults and NT\$200 for children.
* Adult tickets are NT\$400. Children's tickets are NT\$200.

R

G

* Does the price of the trip include a ticket to the top of Taipei 101?
* Is lunch included in the trip?

3

* Yes, everything is included in the price.
* No, the price only includes transportation.

R

G

* Does the trip include basic travel insurance?

4

* Yes, that's included in the price.
* No, but you can purchase³ basic insurance for an extra NT\$100.

R

B Arranging a Taxi

G

* I have to be at the airport by 9 o'clock tomorrow morning. Can you arrange a taxi for me?

* I'll order a taxi for you for 8 a.m. That should get you there in plenty of time.
* Yes, or we have a free shuttle bus⁴ that leaves every half an hour. Would you prefer that?

R

Choose one of the trips below and have a short conversation.



Student A
is a concierge.



Student B
is a guest who wants
to book a day trip.

Fashion Outlet Shopping Trip

- Price: Adult NT\$15; Child NT\$5
- Lunch included
- Entrance to Outlet Mall NT\$10 (not included)

Half Day

TEMPLE TOUR

- Price: Adult NT\$300; Child NT\$150
- Includes Tour Guide & Temple Entrance
- Lunch & Dinner not included

One Day

隨堂小補充



根據主題適時補充
相關單字與資訊，
增強學習力。

Exercise

每章節結束後皆有一回
綜合練習，涵蓋聽力題、
是非題、填空題等題型，
幫助檢視學習成效。

EXERCISE

1

Read the questions and statements and listen to the responses. Check (✓) the correct answers.

1. What time do I need to check out tomorrow?

(A) (B) (C) (D)

2. I'd like to check in, please. The name is Jones.

(A) (B) (C) (D)

3. There's a NT\$300 room service charge here, but I didn't order anything.

(A) (B) (C) (D)

4. Would you like to send your package by airmail or surface mail?

(A) (B) (C) (D)

5. Where can I store my valuables?

(A) (B) (C) (D)

6

2

True (T) or False (F).

- ☐ T ☐ F You fill out a registration card with your personal details.
- ☐ T ☐ F An itemized bill shows the cost of each individual purchase.
- ☐ T ☐ F A four-digit passcode is a word with four letters.
- ☐ T ☐ F If you send a letter by domestic mail, you send it out of the country.
- ☐ T ☐ F If you deduct a charge from a bill, you remove the charge completely.

3

Fill in the blanks using the words provided.

on for sign receipt send

- We have you booked _____ two nights in a single room.
- Please read the waiver and then _____ your name at the bottom.
- Put the charge _____ my company card.
- It will cost NT\$40 to _____ this letter by airmail.
- To retrieve your items, you'll need to present a _____ and photo ID.



課本配套

教師手冊	備有全書習題解答，各單元含 教學建議 、 內文翻譯 、 補充資訊 ，以及針對會話、用語與語調的 豐富解析 ，提高教師備課效率。
朗讀音檔	由專業外籍錄音員錄製，提供學生正確發音與語調，並刺激聽力吸收。
測驗卷	每課一回，分為 聽力 和 閱讀 兩部分，針對當課 重點單字 、 片語 、 文法 、 用語 等進行測驗，藉此檢視學生的學習成效。
PPT	全書製作內含 音檔 的書籍內容 PPT，點擊後還可秀出 習題答案 ，讓課堂投影教學更加便利。

教師手冊

單元架構

針對不同大題，設計不同的架構內容。內頁排版皆採**左右對照**，方便查找閱讀。若課本內容在左頁，教師手冊的補充內容便會出現於右頁，省去前後翻找的時間，同時以**色底**清楚呈現與課本的區隔，讓教學更加清楚方便。

教學目標／教學建議

單元開始前，以**列點**方式簡述教學重點，並有**暖身運動**、**師生互動問答**等引導活動。不時補充學生常忽略的相關細節，讓教師在教學時能指點迷津。

UNIT
1

Greeting a Guest
迎接客人

A CONVERSATION

Receptionist
Guest

A guest arrives at a hotel reception. He has booked a room and wants to check in. The receptionist greets him politely and takes his name.
 有名客人抵達飯店櫃檯。他預訂了一間房間，想要辦理住宿登記。櫃檯人員有禮地招呼他並詢問他的大名。

Good morning,¹ sir.
 早安，先生。

Good morning.
 早安。

Welcome² to our hotel. What can I do for you today?
 歡迎光臨本飯店。今天有什麼需要我服務的地方？

I'd like to check in.³ please.
 我要辦理住宿登記，麻煩你。

OK. Could I have your name, please?
 好的，請問大名？

Yes. It's Peter Jones.
 好的，是彼得·瓊斯。

[The receptionist finds the booking on the computer.]
 [櫃檯人員在電腦裡查到訂房紀錄。] 謝謝您，瓊斯先生。請填寫這份表格。

Thank you, Mr. Jones. Please fill out⁴ this form.
 [The guest fills out the form.]
 好的。〔房客填寫表格。〕

Great! Here's your key.
 You're in Room 20. Enjoy your stay.⁵
 太好了！這是您的鑰匙。您住 20 號房。祝您住宿愉快。

Thank you very much.
 非常謝謝你。

You're welcome.
 不客氣。

會話中譯

會話全文附上中文翻譯，方便教學時參考。

教學目標

在飯店工作的首要之務就是和客人打招呼，並迎接客人的到來。本課提供櫃檯人員與飯店客人初次見面的互動情境，幫助學生掌握合宜的招呼方式。

- 熟悉迎接客人的招呼用語。
- 了解接待客人時的應對方式、有禮貌地詢問客人資訊以及提供協助。
- 根據說話對象的身分，學習使用不同稱呼以示尊重。

教學建議

- 暖身活動：**教師可詢問學生之前是否有在臺灣或國外入住飯店的經驗，並與同學分享自身經驗。

Q: Have you ever checked into a hotel in Taiwan or abroad?
 Q: Did you have any trouble when you checked into the hotel? What kind?
 Q: How did you feel when you talked to the hotel staff?

- 進行教學活動時，教師應讓學生藉由會話練習，掌握發音、語調及聽力技巧，並藉由角色扮演熟悉辦理入住的流程。
- 透過本課學習接待相關用語之餘，教師也應讓學生了解中西文化的異同，以及英文中較為禮貌的表達方式，使學生可以正確且有禮地使用英文與不同文化的人交流。

A CONVERSATION

會話解析

1 arrive at/in + place 抵達某處

arrive 為不及物動詞，後面需要接介系詞使用。當地點為大城市或國家時用 in，若為鄉村、飯店等小地方時則用 at。例如：

- Please call me once you arrive in the States.
- We will be arriving at our destination at around six p.m.

2 What can I do for you?

= How may I help you?
 = Can I help you?
 = Is there anything I can do for you?
 以上都是用來招呼客人的用語，詢問對方是否需要協助。

3 Could I have your name, please?

= What is your name, sir/Ms.
 = Your name, sir/Ms.
 在服務業向客人提出請求時，常用「Could you...?」，此用法比「Can you...?」或祈使句來得更加禮貌。

4 Please fill out this form.

= Please fill in this registration card.
 片語動詞 fill out 也可以 fill in 代替。美式英文多使用 fill out，英式英文則多使用 fill in。此片語動詞可以分開，因此原句也可作：「Please fill this form out.」。

額外補充

房客在入住飯店時，通常會需要填寫**住宿單**（registration form/card），其包含房客的個人資料，例如：姓名、性別、地址、國籍、護照號碼、簽證號碼、入住日期、退房日期、付款方式等相關資料。

會話解析 & 補充

針對會話中的特定語句，**補充相似用語**，**解析句中用詞**，並有**相關知識額外補充**，增進教學的深度、廣度與趣味。

額外補充

介紹人時有分 higher ranking person (高階的人) 和 lower ranking person (低階的人)。飯店業以客為尊，所以客人 Mrs. Thompson 是比較重要的，飯店經理 Mr. Wang 是比較低階的。因此，先把 Mr. Wang 介紹給 Mrs. Thompson 認識。

3 How do you do?

由於「How do you do?」過於正式，外國人一般而言初次見面會使用「Nice to meet you.」或是「It's a pleasure to meet you.」，這兩句話是大方且不失禮節的初次見面招呼用語。

4 Are you enjoying your stay so far?

本句詢問客人住房的狀況，是與客人拉近距離的基本用語，另外也可以說「I hope you enjoy your stay with us.」。

5 If you need anything at all, please don't hesitate to ask.

當客人回應住得還不錯時，櫃檯若要提供更好的服務，可以用 If 條件句請客人連絡櫃檯以獲得更多協助，例如：

- If you have any questions, please contact our front desk staff.
- If you need anything, please feel free to dial the front desk.

6 Have a nice day.

結束對話時要記得用有禮貌的用語，並依說話的時間或狀況而改變用語：

- Have a good/nice day.
- Have a good/nice evening.
- Enjoy your stay.

B SENTENCE PATTERNS

句型中譯

這位是王先生／凱蒂．馬龍／傑克。 他／她是飯店經理／老闆／飯店的客人。

句型解析

- 介紹他人時，切記要用「This is ...」（這是某某人）。介紹完姓名後，如果要說明被介紹者的職業或對方和介紹人之關係，就可以用「He/She is ...」。
- 非正式的場合，只介紹 first name (名字) 即可：
 - This is Andy. He's my colleague/coworker.
 - This is Jennifer. She is my best friend.
- 正式場合的介紹，需要使用全名或是稱謂，如：
 - This is Laura Anderson. She is the regional manager.
 - This is Miss Wu. She is the hotel concierge.

額外補充：禮賓人員的工作內容

1 Greet hotel guests:

向客人親切打招呼並展現專業，成為飯店品牌的最佳代言人。

2 Assist hotel guests with queries:

協助客人處理對客房服務的問題。

3 Make recommendations:

需要擁有客人推薦。

4 Arrange transportation:

安排客人排禮車。

注意：給小費。單一

2 以下補充飯店從業人員的其他常見職稱，教師可以額外提供給學生進行練習：

- lobby attendant 大廳服務員
- porter 行李員
- room attendant 客房服務員
- valet 泊車人員
- security guard 警衛
- doorman 門房
- reservationist 訂房員

C ROLE PLAY

教學建議

- 教師將學生分為兩人一組，請學生進行角色扮演，輪流練習會話。
- 學生進行角色扮演時，教師須提醒學生替換不同職稱，以熟悉飯店常見職稱的說法。此外，教師可視學生程度，請學生發想其他可作替換的英文職稱。
- 當學生練習完成後，教師可請幾組同學上台表演先前的練習成果，藉此讓學生藉由同儕的演示、反饋提升學習成效。

D MORE EXPRESSIONS & INTONATION

句型中譯 用語 & 語調解說

A 第一次見到某人

- 你好。 • 你好。
- 哈囉，我想我們沒見過。 • 嗨！我的名字是彼得。
- 你怎麼稱呼？ • 哈囉！我是彼得。
- 你是珍，對嗎？ • 沒錯，那你是……？

句型中譯／句型解析

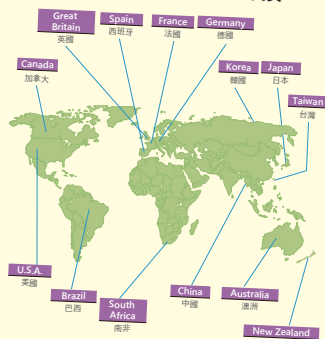
附上 B 大題各句翻譯與解析，並補充多種相關、相似說法，讓學生能觸類旁通。

- 很高興認識你。 • 我也很高興認識你。
- 很開心認識你。 • 我也是。
- 很榮幸認識你。 • 我也是。

B 閒聊

- 你是哪裡人？ • 我是臺灣人。
- 你是本地人嗎？
- 目前為止，你還喜歡嗎？ • 一切都很好。
- 目前為止，一切都好嗎？ • 是的，大家都很友善。

- 使用 Wh- 疑問句和直述句時，句尾語調應下降。
- 與外國人閒聊時，可以詢問對方的國家，以下是幾個常見國家的英文：



C 結束對話

- 不好意思，我得走了。 • 好，晚點見。
- 保重。 • 祝你有美好的一天。

教學建議

針對 C 大題提供活動進行方式、教學注意要點，以及延伸活動等，藉由教師的帶領，學生可從多變的活動中加深記憶。

句型中譯／用語 & 語調解說

附上 D 大題各句翻譯，補充類似用語、相關資訊，並解說課本標示的語調。

對話練習

針對部分單元設有的對話練習，提供教學建議，以及可供對話時替換的用詞補充，加強學生練習應用，確保學習成效。

答案直接標示於教師手冊上，清晰明瞭，方便課堂檢討。

2. 很高興和你聊天。 我也是。
認識你真好。 我亦是。
很高興認識你。
- * 以下是結束對話時的常見用語：
- Good-bye. Bye-bye.
 - So long. See you.
 - I'll be seeing you. I have to leave now.
 - Take care. Good luck.

對話練習

1. 活動進行前，教師可以詢問學生日後想從事的職業，並教導學生其英文職稱，幫助學生在練習對話時更加進入狀況，並藉此機會提前演練。

用詞補充：飯店人員的職稱

- Entrance & Lobby 入口與大廳**
- security guard 警衛
 - doorman 門房
 - valet 泊車人員
 - porter 行李員
 - lobby attendant 大廳服務員

Front Desk 前檯

- clerk 服務員
- hotel greeter 迎賓員
- operator 接線生
- reservationist 訂房員
- assistant 助理
- front desk assistant manager 前檯副理
- front desk manager 前檯經理

Restaurant 餐廳

- banquet chef 宴會廚師
- pastry chef 甜點廚師
- line cook 廚房員工

Guest Services 顧客服務

- room attendant 客房服務員
- laundry presser 熨衣工人
- linen sorter 衣物分類員
- tailor (尤指男裝) 裁縫師
- seamstress 女裁縫師
- carpenter 木匠
- engineer 工程師
- plumber 水管工
- resident nurse 駐飯店護士

2. 教師將學生分為兩人一組，請學生進行角色扮演，輪流練習對話。
3. 學生練習對話時，教師應留意其語調和發音，若有錯誤應提出糾正，以確保其英文口語能力自然、流暢。

Word Bank

- pleasure [ˈpleʒə] (n.) 愉快
- small talk [smɔ:l tɔ:k] 閒談
- have to [hæv tu:] 必須
- take care [teɪk keə] 保重

Intonation Quiz: Listen to the MP3. Draw a / if you hear a rising intonation and a \ if you hear a falling intonation.

- My name's Mark. I'm from Canada.
- I have to get back to work now, but I'll see you later.

With a partner, complete the dialogue. Then switch roles and practice the dialogue again. Sample answers have been provided for you.



Student A
is starting a new
job at a hotel.



Student B
is his/her new
coworker.

- A: Hi! I'm John. I'm the new receptionist.
- B: Hi, John. I'm Maggie. I'm the concierge. How do you like it here so far?
- A: It's great. Everyone's very friendly.
- B: I'm glad you like it here. Sorry, I have to go, but it was lovely talking to you.
- A: It was very lovely talking to you, too. Have a good day!

EXERCISE

Read the questions and listen to the answers.
Check (✓) the correct responses.

1. Where are you from?

- A ✓ B C D

2. You're Tony, right?

- A B C D ✓

3. This is Mr. Simmonds, my boss.

- A B ✓ C D

4. How may I help you?

- A B C D ✓

5. Great to meet you, Steve.

- A ✓ B C D

6. Are you new here?

- A B C D ✓

7. What's your name?

- A B C ✓ D

8. Are you enjoying everything so far?

- A B ✓ C D

聽力內容與中譯

1

1. W Where are you from? 你是哪裡人?
M (A) Japan. 日本。
(B) This is John. 我是約翰。
(C) You're welcome. 不客氣。
(D) Goodbye. 再見。
2. M This is Mr. Simmonds, my boss.
這是席門斯先生，我老闆。
W (A) Talk to you soon. 我再跟你聊。
(B) How do you do? 幸會幸會。
(C) I'm from London. 我從倫敦來。
(D) Is he your boss? 他是你老闆嗎?
3. W Great to meet you, Steve.
史帝夫，很高興認識你。
M (A) You, too, Jane. 我也是，珍妮。
(B) Not bad. 還不錯。
(C) And yourself? 那你呢?
(D) I don't think we've met.
我想我們還沒見過吧。
4. W What's your name? 你叫什麼名字?
M (A) I have to go. 我得走了。
(B) I'm the new receptionist.
我是新的櫃檯人員。
(C) I'm Jack. 我叫傑克。
(D) You should meet Jeff.
你應該認識一下傑夫。

5. W You're Tony, right? 你是東尼，對吧?
M (A) Thanks, and you? 謝謝，你呢?
(B) Everything's great. 一切都很好。
(C) I'm the manager. 我是經理。
(D) That's right. And you are ...?
沒錯，那你是……?
6. M How may I help you?
有什麼需要幫忙的嗎?
W (A) Nice to meet you. 很高興認識你。
(B) Great thanks. 很棒，謝謝。
(C) See you later. 晚點見。
(D) I'd like to check in. 我要登記入住。
7. M Are you new here? 你是新來的嗎?
W (A) And you? 你呢?
(B) Good afternoon. 午安。
(C) Thanks for your help. 謝謝你的幫忙。
(D) Yes, it's my first day.
是啊，這是我的第一天（上班）。
8. M Are you enjoying everything so far?
目前為止你還喜歡這一切嗎?
W (A) Can I get you anything?
您需要什麼嗎?
(B) Yes. Everyone's very nice.
是的，大家都很好。
(C) I'm here if you need me.
若您需要幫忙我就在這裡。
(D) Who is she? 她是誰?

聽力內容與中譯

附上聽力題的英文講稿與中文翻譯，以及各題型當中，與答案相關的段落翻譯，方便課堂檢討。

每課一回，每回包含聽力和閱讀測驗，共 18 道題目

聽力測驗分為「看圖辨義」和「問答」兩大題

題目由專業外師編寫、錄製，情境呼應當課主題，有助於學生掌握觀光餐旅相關用語。

測驗卷教用本另標示題目解答與聽力腳本，方便教師於課堂使用、檢討。

Part I 看圖辨義

提供兩張圖片，選出最符合圖片敘述的選項。

觀光餐旅英語會話(1) 測驗卷
第 5 回——【測驗範圍】 Unit 5

班級 _____

座號 _____

姓名 _____

得分

Listening

Part I. Pictures (10%)

【MP3】21

1. _____



【MP3】22

2. _____



Part II. Best Response (15%)

【MP3】23

- _____ 3. (A) Yes, it's the nearest one.
(C) Then turn right at the next street.

【MP3】24

- _____ 4. (A) Yes. It's about a 5-minute walk.
(C) Thank you very much.

【MP3】25

- _____ 5. (A) You'll see the department store.
(C) The museum isn't far away.

- (B) No, you should take a left.
(D) Yes, there's one down the street.
(B) You will come to a bank.
(D) Yes, the hotel's restaurant is good.
(B) There is a bank close by.
(D) There's a market on Main Street.

Part II 問答

針對問題或敘述，選出最適當的回應句。

Part II. Best Response (15%)

【MP3】23

- _____ 3. (A) Yes, it's the nearest one.
(C) Then turn right at the next street.

【MP3】24

- _____ 4. (A) Yes. It's about a 5-minute walk.
(C) Thank you very much.

【MP3】25

- _____ 5. (A) You'll see the department store.
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- (B) No, you should take a left.
(D) Yes, there's one down the street.
(B) You will come to a bank.
(D) Yes, the hotel's restaurant is good.
(B) There is a bank close by.
(D) There's a market on Main Street.

閱讀測驗分為「單字片語」、「簡短對話」、「閱讀理解」三大題

題目由專業外師編寫，情境符合當課主題，加強學生對於當課**重點單字、片語、文法與用語**的運用，並藉由閱讀強化掌握主旨、留意細節、進行推論的能力。

Part I 單字片語

挑選當課重點單字或片語編寫為題，題目貼近當課主題且情境完整，提供充分作答線索。

Reading

Part I. Vocabulary/Phrases (30%)

avenue

modern

corner

exit

block

6. I'd like to go to the _____ art museum on Maple Street, please.
7. **Guest:** I need to find a drugstore. Can you tell me where one is?
Receptionist: Yes. Just _____ the hotel and take a right.
8. If you're hungry, you'll find many places to eat along this _____.
9. **Janet:** Hi! Can you tell me how to get to a supermarket?
Clerk: Sure. There's one about two _____ from here.
Janet: Great. I can just walk there.
10. The newly-opened hair salon is located on the _____ of Pine Street and Oak Street.

Part II 簡短對話

針對對話情境，選出符合句意的單字、文法或符合上下文的語句。

Part II. Short Conversation (15%)

- Receptionist:** Good evening, sir. May I help you with anything?
- Guest:** Yes. I'd like to find the __11__ night market, please. I'll be going there on foot.
- Receptionist:** OK. That's easy to find. __12__ You'll see the night market on the right side.
- Guest:** Great. I also want to buy some books. Is there a bookshop anywhere?
- Receptionist:** No, there aren't any in the area. The only one I know would take an hour to walk there.
- Guest:** That's too far for this evening. Maybe I'll go tomorrow instead.
- Receptionist:** OK. Do you want me to give you directions __13__ the bookshop now?
- Guest:** No, I'll just get them from you in the morning. Thank you.

- _____ 11. (A) nearest (B) straight (C) following (D) opposite
- _____ 12. (A) You can get some dinner. (B) You'll come to a bank.
(C) Just walk down Elm Street. (D) Are you walking?
- _____ 13. (A) through (B) to (C) in (D) from

Part III 閱讀理解

文本多元，包含對話、短文、圖片等形式，提供最適宜當課主題的題型。

題型一：對話 / 題型二：短文

針對內容回答主旨以及細節。

Part III. Reading Comprehension (30%)

Mr. Harris is staying at the Star Hotel in the suburbs. He wants to go into the city, but he does not know how to get there. He goes to the hotel's front desk and asks the receptionist for directions. She asks him if there are any tourist sites he wants to see, and he tells her that he wants to visit city hall. Later in the day, he wants to go to one of the famous night markets in the city. The receptionist tells him that the best way to get to the city is either by bus or by subway. He can take a taxi, but it would be more expensive. He decides on taking the subway, and the receptionist tells him to take the local train and change to the express train. He will know he is in downtown, because it is called Downtown Station on the express train.

- ____ 14. Where is Mr. Harris staying?
(A) Downtown. (B) The Star Hotel. (C) The front desk. (D) City hall.
- ____ 15. Who is Mr. Harris speaking to?
(A) A taxi driver. (B) Another hotel guest. (C) A night market. (D) A train station.
- ____ 16. Where does Mr. Harris want to visit first?
(A) The suburbs. (B) City hall. (C) By subway. (D) By his own car.
- ____ 17. How will Mr. Harris get to the city?
(A) By bus. (B) By taxi. (C) By subway. (D) By his own car.
- ____ 18. Which of the following statements is NOT true according to the passage?
(A) Mr. Harris will visit a night market. (B) It is more expensive to take a taxi to the city than a bus. (C) Mr. Harris is at the hotel's front desk. (D) The local train goes to Downtown Station.

Part III. Reading Comprehension (30%)

Receptionist: Good morning, Mr. Clark. Are you enjoying your stay?

Guest: Yes, I am, thanks. I just need a few things from you, though.

Receptionist: Sure! What can I help you with?

Guest: Well, my wife would like a hairdryer sent to our room. The one in there isn't working.

Receptionist: I'll have one sent up right away. What room are you in?

Guest: We're in Room 817. Also, I'd like to get another key card made. I seem to have lost mine, so I borrowed my wife's.

Receptionist: Not a problem. I can take care of that for you right now.

Guest: Thanks.

Receptionist: Is there anything else I can help you with this morning?

Guest: No, I think that will be it. Thank you so much for your help.

- ____ 14. Who is Mr. Clark staying with at the hotel?
(A) No one. (B) His son. (C) His wife. (D) His mother.
- ____ 15. What has Mr. Clark lost?
(A) A form. (B) A key card. (C) A wallet. (D) A city map.
- ____ 16. What will be sent to Mr. Clark's room?
(A) A hairdryer. (B) Some food. (C) His luggage. (D) His drink.
- ____ 17. What time of day is it?
(A) Morning. (B) Afternoon. (C) Evening. (D) Night.

According to the conversation?
g.

題型三：圖片

針對圖片提供線索進行推論、作答。

Part III. Reading Comprehension (30%)



- ____ 14. The drugstore is _____ from the hotel.
(A) across (B) between (C) through (D) behind
- ____ 15. If a guest at the hotel is going to the shopping mall, which street will he or she walk on first?
(A) West Road. (B) Broad Street. (C) Mill Road. (D) Main Street.
- ____ 16. If a man at the Italian restaurant wants to walk to the convenience store, what streets will he take?
(A) He will walk down West Road and take a right on Second Street.
(B) He will walk down First Street and take a left on Main Street.
(C) He will walk down West Road and take a left on Second Street.
(D) He will walk down First Street and take a right on Main Street.
- ____ 17. What business is NOT located on West Road?
(A) The bank. (B) The shopping mall. (C) The bookshop. (D) The Chinese restaurant.
- ____ 18. Which business is located on a corner?
(A) The hotel. (B) The drugstore. (C) The bank. (D) The Italian restaurant.