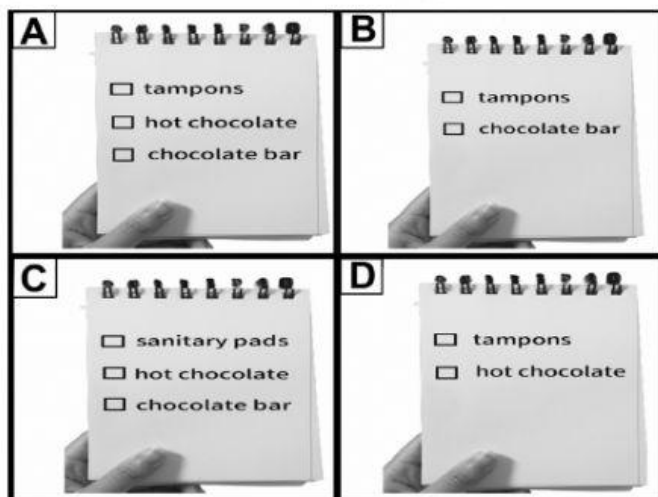
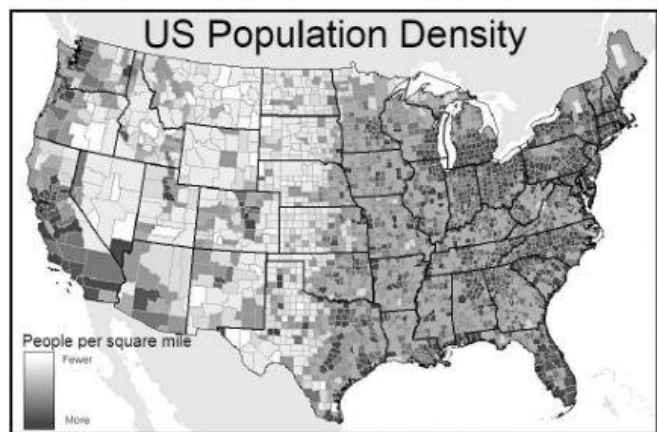


Part A 18%

For Question 1, please look at the four pictures. You will hear one conversation or one passage about the pictures. Choose the picture that best matches the question.



For Question 2, please look at the picture and answer the following question.



1. ____ 2. ____ & ____

Part B 32%

In Part B, you will hear several questions or statements. Choose the best response or reply.

3. (A) Yes, he took a long time to get everything right.
(B) Yes, I wish he'd done it a little more carefully.
(C) Yeah, why did he draw things all over the paper?
(D) Yeah, he planned well and finished quickly.
4. (A) They receive a high salary and benefits.
(B) There are places for them to eat and exercise.
(C) They can be promoted after three years.
(D) We hold meetings with all of them once a month.
5. (A) Yes, we can't do our jobs well without it.
(B) You're right. We should get rid of it.
(C) True, it's starting to get old and slow.
(D) Correct, it is convenient, but not that necessary.
6. (A) You mean her appointment was canceled?
(B) Good! I'm glad it won't delay our plans.
(C) It does make it harder for us to plan things.
(D) True, she has plenty of time to get there.

Part C 12% (3% for each)

In Part C, you will hear one or more conversations between a man and a woman, and then one or more questions following each conversation. Choose the best answer to the question.

7. (A) Because the bosses are friendly and casual.
(B) Because bosses are open about what's happening.
(C) Because it has nice benefits for employees.
(D) Because he can work anywhere he likes.
8. (A) Help him with something else.
(B) Tell him about what she learned.
(C) Listen to him speak another language.
(D) Learn a new language in a new way.

Questions 9-10

9. (A) He makes his classmates angry often.
(B) He is learning to control his anger.
(C) He gets angry quite easily.
(D) He feels angry when others are, too.
10. (A) Learn to predict when he might feel anger.
(B) Use his anger to motivate himself.
(C) Stop making himself and others feel angry.
(D) Not be embarrassed about feeling angry.

Part E 8% (4% for each)

For Part E, read the form and the options below. You will then hear one conversation or one passage, and then two questions following it. Use the form to take notes and choose the best answer to the questions.

AMC Toilet Inc. Repair Work Order

- Client Name: Amy Chen
 - Work Description:
The toilet in bathroom is _____.
 - Order Date: _____
 - Expected Work Start Date: _____
 - Work Location:
 - ☐ Taipei
 - ☐ Taichung
 - ☐ Kaohsiung
 - Payment:
 - ☐ Bank transfer
 - ☐ Cash
 - Is this your first time using our service?
 - ☐ Yes
 - ☐ No
- * _____ % discount for repeat client

11. (A) Making an appointment to repair something.
(B) Choosing a new toilet for her to install.
(C) Inspecting a problem with her toilet.
(D) Finishing an installation in her house.
12. (A) The work started the day it was ordered.
(B) The woman prefers to pay the man in cash.
(C) The man will give her 30% off next time.
(D) The woman is a first-time client.