

112年公務人員特種考試外交領事人員及外交行政人員、
國際經濟商務人員、民航人員及原住民族考試試題

考試別：原住民族考試

等 別：三等考試

類科組別：觀光行政（選試觀光英語）

科 目：觀光英語

考試時間：2 小時

座號：_____

※注意：(一)禁止使用電子計算器。

(二)不必抄題，作答時請將試題題號及答案依照順序寫在試卷上，於本試題上作答者，不予計分。

(三)請以藍、黑色鋼筆或原子筆在申論試卷上作答。

一、問答題：請用英文回答下列問題。（每小題 5 分，共 20 分）

- (一) Please name five different types of accommodation for tourists.
- (二) Please name five different kinds of transport that tourists can use.
- (三) Please name five tangible products that can be sold in the tourist industry.
- (四) Please name five different forms of tourism in the tourist market.

二、名詞解釋：請以英文解釋下列專有名詞。（每小題 5 分，共 20 分）

- (一) Customized Vacations
- (二) Extreme Sports
- (三) The Grey Market
- (四) Eco-Resort

三、翻譯：請將下列中文翻譯成英文，英文翻譯成中文。（每小題 10 分，共 20 分）

- (一) 隨著全球疫情解封及邊境開放，旅遊業又蓬勃發展起來，儘管因疫情造成旅遊業的重挫，相關的人力與資源仍無法應付目前龐大的旅遊人潮，然而人們在經歷過近幾年跨國旅遊受阻的情況之下，紛紛渴望出國旅遊的動力卻是難以阻擋的，這也是為何目前全球旅遊業呈現一種爆滿且難以招架的局面。
- (二) People nowadays rely more on using social media rather than emails. Two-thirds of the world population that use the Internet visit social networks. Social networks are viral. Often, a video or a tweet that has been posted in a social network can be viewed by millions within hours. It is, therefore, worthwhile to invest in social networks for tourism advertising because it does not demand a large sum of money for investment. Instead, the customers will do the advertising work for you. The positive words given by them in social networks are more viable than traditional advertising.

四、作文：請依下列指示以英文寫出兩篇短文，每題約 200-300 字。

（每小題 20 分，共 40 分）

- (一) Imagine that you were a clerk working at the front desk in a hotel. A group of guests arrived at your hotel with their proof of reservation for tonight. However, you checked the computer in your desk and there was no record of their reservation. And all the hotel rooms were occupied during that night. How would you deal with this problem? And what would you do when this group of guests showed their anger about this mistake made by your hotel?
- (二) Imagine that you were a clerk working in a check-in counter at the airport. A guest came to you for checking in. However, you discovered to your astonishment that the guest's ticket had been overbooked. How would you solve this problem? What do you think you could do to make the customer satisfied?