國立臺中科技大學 110 年度第 1 學期 期末 考試
附設空中進修學院（學院部）

☑僅在本試題作答

科目：商務英文　班級：　學號：　姓名：

一、單字選擇題（每題 3 分，共 36 分）

1. (　　) guarantee　(A) 公告　(B) 保證　(C) 場合
2. (　　) transaction　(A) 交易　(B) 會話　(C) 交接
3. (　　) alternative　(A) 機會　(B) 折扣　(C) 替代選項
4. (　　) liability　(A) 責任承擔　(B) 損害賠償　(C) 寬容的
5. (　　) notification　(A) 通知　(B) 描述形容　(C) 承諾協議
6. (　　) attendance　(A) 缺席　(B) 座位　(C) 出席
7. (　　) concession　(A) 會議　(B) 場合　(C) 讓步減價
8. (　　) defective　(A) 立即的　(B) 有缺陷的　(C) 合法的
9. (　　) exaggerate　(A) 使生氣　(B) 使興奮　(C) 誇大
10. (　　) gratitude　(A) 感謝　(B) 感動　(C) 態度
11. (　　) tolerant　(A) 生氣的　(B) 美麗的　(C) 寬容的
12. (　　) embarrassment　(A) 承諾　(B) 公告　(C) 尷尬

二、商業書信技巧單選題（每題 3 分，共 36 分）

1. (　　) What may happen if one delays the response to an inquiry letter?
   (A) The potential buyer may find other suppliers.
   (B) The potential buyer will be happy with the delay.
   (C) The potential buyer may place an order at once.
2. (　　) What is the meaning of "counter offer"?
   (A) the first price quote from the supplier
   (B) the first sample sent by the supplier
   (C) the buyer's revision of the price quote
3. (　　) What is the purpose of sending an order letter?
   (A) to order people
   (B) to introduce goods or services
   (C) to purchase merchandise
4. (　　) Why do people regard "negotiation" as art?
   (A) It has standard practice.
   (B) It doesn't have a typical result.
   (C) It has a fixed outcome.
5. (　　) What is the first step to do when responding to a complaint?
   (A) criticizing the person who makes the mistake
   (B) apologizing right away with compensation
   (C) showing empathy
6. (　　) When responding to an order letter, what should NOT be done?
   (A) Reply quickly.
   (B) Reply as late as possible.
   (C) Reply carefully.

（背面有試題請繼續作答）