

高中英語聽力測驗模擬試題

英語聽力測驗參考答案暨詳解

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31. 關於短文內的實驗，以下何者為真？  
(A)影片裡的演員們量自己的體溫。  
(B)每位志願者可能看了兩個影片。  
(C)志願者的手部溫度從未改變。  
(D)溫水比起冷水更能影響志願者。
32. 從這篇短文，我們可以推測出什麼？  
(A)人類需要去感受他人感覺的能力。  
(B)人們有時候會在不熱的時候覺得熱。  
(C)人類在冷水中無法待上很久。  
(D)人們將自己的生命看得比別的事情重要。

#### 五、長篇聽解

#### 第33.至36.題為題組

Questions 33 to 36 are based on the following conversation.

W: Hi Mark. Welcome to join us in customer service. Here is a flow chart as to what you should do when a customer calls.

M: Ok, let me see. So, when I first pick up the phone, I need to ask them what they need, right?

W: Basically, but you have to tell them your name and staff number first. That's the policy.

M: Ok. Then I ask them about the problem.

W: After that, you should take their information. Make sure you have their full names, phone number, and customer number if they have one.

M: The next step is to transfer them to various departments ... production, finance, marketing, human resource, and purchasing.

W: Right. It is important to know which one to go to. Afterward, these departments will transfer the call back to you.

M: And I check if the problem is solved. If so, I take a short survey on our service.

W: And if not, transfer them to another department, or to me, the general manager.

33. What may be the relationship between the man and the woman?

34. What is the man required to do during his task?

35. Which of the following department is NOT mentioned in the conversation?

36. What should the man do if a problem is not solved?

女：嗨，馬克，歡迎加入我們客服，這裡是一張顧客打來時，你該做什麼的流程圖。

男：好的，我看看。所以當我一接起電話，我就問他們需要什麼，對不對？

女：基本上是，但是你還要先告訴他們你的名字和員工編號，這是公司政策。

男：好，然後我問他們問題是什麼。

女：之後，你應該要記下他們的資訊。記得你要記全名、電話號碼，如果有的話也要客戶號碼。

男：下一步是把他們轉到不同部門：生產、財務、行銷、人資和採購。

女：沒錯，知道轉去哪很重要。之後，這些部門會把電話轉回給你。

男：我就確認問題是否解決。如果有，我就對我們的服務做調查。

女：如果沒有，電話轉去別的部門，或轉給我，也就是總經理。

33. 男人和女人可能的關係是什麼？

- (A)教授和學生。 (B)銷售員和顧客。  
(C)主管和雇員。 (D)設計師和客戶。

34. 男人的任務中要求他做什麼？

- (A)和另一人報告他的名字。  
(B)提醒別人記下重要資訊。  
(C)直接跟老闆對話。  
(D)記下別人的名字和地址。

35. 以下哪個部門在對話中沒有被提到？

- (A)採購部門。 (B)研究部門。  
(C)行銷部門。 (D)財務部門。

36. 如果問題沒解決，男人應該做什麼？

- (A)直接忽略問題。  
(B)問另外一個人一些問題。  
(C)去一家適合的百貨公司。  
(D)想其他辦法或尋求幫助。

#### 第37.至40.題為題組

Questions 37 to 40 are based on the following talk.

Crocodiles and alligators, these are the two dangerous creatures that are indistinguishable to normal people, but they can't be more different in the eye of an expert. Here are some tips to help you tell them apart. First, they prefer different habitats. While crocodiles are found mainly in salty water, alligators are less tolerant to salt and live in freshwater like the river or the lake. Their snouts, the characteristic feature of both creatures, are also shaped differently. A crocodile has a more pointed, V-shaped snout, while the alligator's is wider and U-shaped. In fact, the difference gives the alligator a stronger biting force than the crocodiles. It is notable that when the snouts are shut, all of the crocodiles' teeth are shown, while the alligators' teeth are partially hidden. There are other physical differences. A crocodile can grow up to 6.5 meters and 1,000 kilograms, while it's 4.5 meters and 450 kilograms for an alligator. As for their characters, keep in mind that crocodiles are more aggressive and dangerous; on the other hand, alligators are less likely to chase you down. Even so, you must keep off both of the creatures. They are fast swimmers, but they are also fast runners on land.

37. Where can we most likely hear this talk?

38. Based on the talk, what is a "snout"?

39. What is NOT true as a difference between the two species?

40. What is true if we come face to face with crocodiles and alligators?

鱷魚和短吻鱷是兩種危險的生物，對普通人來說很難分辨，但是在專家眼裡非常不同。這裡有一些祕訣幫你分辨牠們。首先，牠們喜歡不同的棲息地。鱷魚大多在鹹水環境中，但是短吻鱷比較無法忍受鹽分所以住在淡水，像是河裡和湖裡。牠們的口鼻部，也就是兩種生物的特色，形狀也不同。鱷魚有比較尖、V型的口鼻，但是短吻鱷的口鼻較寬且為U型。事實上，這樣的差別讓短吻鱷的咬合力道比鱷魚更大。值得注意的是，當口鼻閉上時，鱷魚的全部牙齒都是露出來的，而短吻鱷的牙齒有部分是藏起來的。牠們還有其他身體上的差異。鱷魚可以長到6.5公尺長，1,000公斤重，而短吻鱷是4.5公尺長、450公斤重。至於個性，要記得鱷魚比較有侵略性且危險，另一方面，短吻鱷比較不會追著你跑。即便如此，你應該兩種生物都要避開。牠們游得很快，但是在路上也跑得很快。

37. 我們最可能在什麼地方聽到這段話？

- (A)流浪動物中心。  
(B)動物園導覽。  
(C)獸醫辦公室。  
(D)幼兒園課程。

38. 根據這段話，「口鼻」是什麼？

- (A)動物很少用的武器。  
(B)動物身體最重要的器官。  
(C)從動物嘴巴伸出去的器官。  
(D)喉嚨的另一種名稱。

39. 以下哪一項並不是這兩個物種的差別？

- (A)鱷魚更能適應鹹水環境。  
(B)在尺寸上，鱷魚可能比短吻鱷更大。  
(C)鱷魚的口鼻部形狀更像一個尖銳的三角形。  
(D)短吻鱷口鼻閉上時，我們能輕易看到牠的全部牙齒。

40. 我們遇到鱷魚和短吻鱷時，以下何者為真？

- (A)牠們在陸上很慢，我們可以輕易跑贏牠們。  
(B)和短吻鱷比起來，鱷魚咬下會造成較大傷害。  
(C)我們可以放心接近短吻鱷，但不要接近鱷魚。  
(D)鱷魚比較可能追著你跑，也比較危險。