

**Questions 1-6**

- Choose the best word to fill each space from the words below.
- For each question 1-6, mark one letter A, B, C or D on your Answer Sheet.

**MOVING OVERSEAS**

Have you been offered a job in another country? Are you planning to move your (1) \_\_\_\_\_ home overseas?

Global Movers can move your household contents door to door anywhere in Asia, Europe or North America by sea or air freight. We offer the best prices and the best service. If you are considering moving, we can (2) \_\_\_\_\_ an 'in-home appraisal' where we will visit you and discuss your moving (3) \_\_\_\_\_. Otherwise, you can contact our nearest office to speak to one of our experienced staff.

You can also request a moving quote online. By simply selecting what (4) \_\_\_\_\_ you want to ship, we can provide a quote for any (5) \_\_\_\_\_ in Asia, Europe or North America. We offer several choices for flexible international shipping your goods to your new location, depending on your (6) \_\_\_\_\_ and time frame.

We are ready to move your furniture or belongings whenever you require it. Get a moving overseas quote from us today!

- |   |                |             |            |             |
|---|----------------|-------------|------------|-------------|
| 1 | A full         | B all       | C whole    | D total     |
| 2 | A decide       | B assist    | C arrange  | D help      |
| 3 | A requirements | B interests | C demands  | D results   |
| 4 | A parts        | B members   | C sections | D items     |
| 5 | A destination  | B position  | C scene    | D direction |
| 6 | A money        | B budget    | C account  | D wealth    |

## Questions 7-11

- Choose the best word to fill each space from the words below.
- For each question 7-11, mark one letter **A**, **B**, **C** or **D** on your Answer Sheet.

### MEMO: CUSTOMER RELATIONSHIPS

The key to our success is our (7) \_\_\_\_\_ to keep our customers happy. To give excellent customer service, remember two important things:

#### 1. Be clear

Customers don't like surprises with their orders. (8) \_\_\_\_\_, make sure you are very clear and you confirm everything with the customer before the transaction is final.

#### 2. Keep calm and be polite

Some customers are friendly, some are impatient, some are angry and some won't stop talking. No matter what kind of customer you are (9) \_\_\_\_\_ with, remember to stay calm and be polite. We know it can be very difficult, but remember to be positive at all times. This is very important since any negative experiences can be (10) \_\_\_\_\_ on social media, and that can cause us to lose business.

We know that our company's success is because of your hard work, and we are very thankful for everything you do. (11) \_\_\_\_\_ up the good work!

- |    |                      |                 |                    |                  |
|----|----------------------|-----------------|--------------------|------------------|
| 7  | <b>A</b> possibility | B qualification | C ability          | D management     |
| 8  | <b>A</b> In addition | B As a result   | <b>C</b> Therefore | D Besides        |
| 9  | <b>A</b> handling    | B managing      | C discussing       | <b>D</b> dealing |
| 10 | <b>A</b> sent        | B participated  | <b>C</b> shared    | D delivered      |
| 11 | <b>A</b> keep        | B make          | C put              | D show           |

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