

# 107年第一銀行新進行員甄試試題及解答

櫃檯組、外務組

共同科目

功名文教機構

英文

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於答案卷上作答時，不得書寫與題意無關之姓名、編號或其他不應有的文字、標記、符號等，違反者該科成績以零分計。

## 一、字彙【請依照句子前後文意，選出最適當的答案】

- (1)01. Most scientists agree that global warming is a(n) \_\_\_\_\_ to our environment.  
(1)threat (2)surplus (3)alien (4)benefit
- (3)02. The workshop provided \_\_\_\_\_ and effective methods to solve software problems.  
(1)tedious (2)redundant (3)informative (4)chaotic
- (3)03. All employees were \_\_\_\_\_ not to use the front entrance due to the lobby renovation.  
(1)allowed (2)adorned (3)notified (4)inhibited
- (2)04. The company offers \_\_\_\_\_ services to their valued customers.  
(1)inferior (2)customized (3)determined (4)exterior
- (2)05. The first task to \_\_\_\_\_ projects is to assemble the key persons in different departments.  
(1)disorient (2)streamline (3)undermine (4)propagate
- (4)06. The new sales strategies have \_\_\_\_\_ fruitful results so far.  
(1)avoided (2)concentrated (3)responded (4)yielded
- (2)07. The problem of \_\_\_\_\_ cannot be easily solved just by methods of checking authenticity.  
(1>manual (2)counterfeit (3)deduction (4)evaluation
- (3)08. A(n) \_\_\_\_\_ charge was incurred due to payment delay.  
(1)substitute (2)loan (3)overdue (4)investment
- (2)09. The old city hall will be \_\_\_\_\_, and soon be rebuilt as a new shopping mall.  
(1)preserved (2)demolished (3)facilitated (4)furnished
- (1)10. To renew the \_\_\_\_\_ of the magazine, a simple phone call will be enough.  
(1)subscription (2)description (3)participation (4)registration
- (1)11. The waiter was carrying several greasy plates back to the kitchen after a group of \_\_\_\_\_ left the steakhouse.  
(1)diners (2)fibers (3)leathers (4)quarters
- (3)12. With months of practice, the shy boy \_\_\_\_\_ his stage fright and could finally speak confidently in front of the public.  
(1)assisted (2)imported (3)overcame (4)underwent
- (4)13. Many travel agencies attended the International Travel Fair to distribute leaflets to their \_\_\_\_\_ customers.

- (1)lengthy                      (2)muscular                      (3)naked                      (4)potential
- (4)14.To get ready for the upcoming annual baseball \_\_\_\_\_, the organizer called for 150 volunteers for the opening day.  
 (1)commercial                      (2)funeral                      (3)migration                      (4)tournament
- (1)15.Ms. Huang filmed a video showing a \_\_\_\_\_ insect crawling on the sidewalk. No one had ever seen such a strange creature.  
 (1)bizarre                      (2)divorced                      (3)mature                      (4)passive
- (3)16.United Airlines was \_\_\_\_\_ criticized for its rude treatment to a passenger on board who didn' t want to give up his seat.  
 (1)boldly                      (2)casually                      (3)harshly                      (4)patiently
- (3)17.After a stroke, Bob had a \_\_\_\_\_ damage to his frontal lobe and was diagnosed with aphasia. The doctor said the brain injury might never recover.  
 (1)constructive                      (2)diligent                      (3)permanent                      (4)thrilling
- (2)18.The fragrance shop announced that the 90% off discount is available \_\_\_\_\_ for customers on Christmas Day.  
 (1)abundantly                      (2)exclusively                      (3)initially                      (4)unconsciously
- (2)19.The newly founded company couldn' t survive the economic breakdown. Its financial condition has \_\_\_\_\_ since then.  
 (1)confiscated                      (2)deteriorated                      (3)rehabilitated                      (4)vindicated
- (4)20.The War Memorial displays a series of documentaries featuring World War II veterans' \_\_\_\_\_ of the war for visitors to learn more about the history.  
 (1)bureaucracies                      (2)compensations                      (3)territories                      (4)reminiscences

## 二、文法測驗【請在下列各題中選出最適當的答案】

- (4)21.\_\_\_\_\_ the cold weather, shoppers were lining up in front of the store for the big sale.  
 (1)Owing to                      (2)In terms of                      (3)Rather than                      (4)In spite of
- (2)22.\_\_\_\_\_ you have any questions about the contract, you can contact us for further clarifications.  
 (1)Could                      (2)Should                      (3)Would                      (4)Might
- (1)23.\_\_\_\_\_ it started raining, all students ran back to their classrooms.  
 (1)As soon as                      (2)As fast as                      (3)As far as                      (4)As much as
- (3)24.The candidate \_\_\_\_\_ his campaign speech before the protesters arrived.  
 (1)has finished                      (2)was finished                      (3)had finished                      (4)has beenfinished
- (2)25.The more clients we have to serve, \_\_\_\_\_ it is to keep them all satisfied.  
 (1)how challenging                      (2)the more challenging  
 (3)more and more challenging                      (4)the most challenging
- (3)26.\_\_\_\_\_ the current package in exchange for a more expensive one does not make too much sense.  
 (1)Replace                      (2)Replaced                      (3)Replacing                      (4)Replacement
- (4)27.Mr. Jackson will not be able to finish the proposal \_\_\_\_\_ he can gather the data in two days.  
 (1)when                      (2)or                      (3)either                      (4)unless

- (1)28.A negotiation can be seen as an extended communication \_\_\_\_\_ different parties accept the same terms and conditions.  
 (1)inwhich (2)forwhom (3)for what (4)in what
- (3)29.\_\_\_\_\_ highly recognizable, the brand logo stands itself out among all brands.  
 (1)If (2)In order to be (3)Being (4)Despite
- (2)30.As long as you have faith in yourself, it doesn' t matter \_\_\_\_\_ to you.  
 (1)what do others say (2)what others say  
 (3)do others say what (4)others say what
- (1)31.The government strongly recommended that people with cardiovascular diseases \_\_\_\_\_ surgical masks when the air quality index rises.  
 (1)wear (2)wears (3>wore (4>wearing
- (3)32.It is impossible for you to finish a half marathon on your own \_\_\_\_\_ you follow the schedule of training and workout regularly.  
 (1)because (2)supposing (3)unless (4)whenever
- (4)33.Not I but Tony \_\_\_\_\_ going to the concert tomorrow evening. I have an appointment with my dentist at seven p.m.  
 (1)am (2)are (3)be (4)is
- (1)34.Since the government passed a \_\_\_\_\_ bill on job hiring last week, the square has been occupied by protestors supporting gender equality.  
 (1)gender-biased (2)gender-biasing (3)biased-gender (4)biasing-gender
- (4)35.By the time Tim graduates from the university, he \_\_\_\_\_ 128 credits from his required and elective courses.  
 (1)earned (2)has been earning (3)is earned (4)will have earned
- (2)36.Doctors Without Borders dedicated themselves to \_\_\_\_\_ emergency medical services for the developing countries.  
 (1)provide (2)providing (3)provided (4)have provided
- (3)37.The very fact \_\_\_\_\_ you are reading Introduction to English Grammar suggests that you want to improve your English proficiency.  
 (1)for (2)like (3)that (4)which
- (1)38.\_\_\_\_\_ for the timely donation from the public, the people suffering from the aftermath of the tsunami would not have had enough supply to rebuild their community.  
 (1)Had it not been (2)If it had been (3)If it were not (4)Were it
- (2)39.The clients' pointless complaints about trivial matters were \_\_\_\_\_ the operator in the service department would like to hang up the phone without a word.  
 (1)so unimportant as to (2)ofsuch little importance that  
 (3)not so important as that (4)to be such unimportant issues to
- (2)40.\_\_\_\_\_ of the area, the Crystal River begins in the mountain and winds more than 100 miles to the west.  
 (1)True gem (2)A true gem (3)It is true gem (4)It is a true gem

三、克漏字測驗【請依照句子前後文意，選出最適當的答案】

第一篇：

Customer feedback is when customers tell a business how good or bad its products or services are, and how it could improve them. Customer complaints are a 41 form of feedback but in many cases, such feedbacks can also be positive. Feedbacks provide opportunities to find out 42 your clients want and need from you, and why they are satisfied or unsatisfied with your products. This is the beginning for companies to 43 how to improve the level of service or the quality of goods. There are quite a few ways to collect such feedbacks. Companies usually ask their customers and clients to complete or fill in forms of 44 about the experience of the service, for example guests in a hotel. Feedbacks may also be received via emails, letters, phone calls or face-to-face. Nowadays, feedbacks can be 45 on the website by allowing customers to express their feelings. Customer representatives can give prompt replies and efficiently collect those opinions.

- |                    |                |                   |             |
|--------------------|----------------|-------------------|-------------|
| (1)41.(1)negative  | (2)complicated | (3)forged         | (4)festival |
| (2)42.(1)which     | (2)what        | (3)when           | (4)that     |
| (4)43.(1)denounce  | (2)compromise  | (3)debase         | (4)consider |
| (3)44.(1)contracts | (2)proceedings | (3)questionnaires | (4>manuals  |
| (4)45.(1)rejected  | (2)pronounced  | (3)hijacked       | (4)obtained |

第二篇：

Jiufen, on a trail of treasures in the northern Taiwan, has experienced a gold rush and inspired more than one cinematic masterpiece. 46, just another small village nestled in the hills, it was the discovery of gold in the area in the 1890s which stimulated an influx of folk keen to make a quick buck from that universally revered shiny metal. This coincided with the colonization of Taiwan by Japan in 1895, 47 Jiufen' s industry further and resulting in it becoming a prosperous mining town under Japanese influence. This golden age was not to last forever though. The climax of World War Two resulted in Japan being stripped of its colonies, and as a consequence the town' s gold mining industry went into 48. When the mine eventually closed in the 1970s, Jiufen faded into obscurity. The treasure trove was lost. Fortunately, Jiufen' s legacy gets to live on by serving as an inspiration for two cultural masterpieces. The first of 49 was A City of Sadness, a film by Hou Hsiao-hsien which touched on the tumultuous years after the cessation of the Japanese occupation, using Jiufen' s distinctive scenery as its setting. A hit in its homeland, this bolstered domestic tourism for Taiwanese keen to reconnect with their lost history. A decade later, internationally 50 master filmmaker Hayao Miyazaki used downtown Jiufen as inspiration for the awe-inspiringly beautiful and celebrated anime Spirited Away in 2001, encouraging Japanese and international tourists to partake in this newfound cultural gold rush.

- |                        |                      |                |                       |
|------------------------|----------------------|----------------|-----------------------|
| (1)46.(1)For centuries | (2)For ever and ever | (3)For example | (4)For the time being |
| (4)47.(1)and developed | (2)and developing    | (3)developed   | (4)developing         |
| (2)48.(1)replay        | (2)decline           | (3)glory       | (4)position           |
| (3)49.(1)some          | (2)which             | (3)these       | (4)this               |
| (1)50.(1)acclaimed     | (2)replaced          | (3)demanded    | (4)announced          |

四、閱讀測驗【請在下列各題中選出最適當的答案】

第一篇：

The first thing for the companies to embrace diversity is to integrate diversity into all of the processes of their Organization. Diversity becomes a lens for looking at, identifying, developing, and advancing talent. So when they think about recruitment, they do not only have a minority recruiter. They educate all of their recruiters about how to relate to the diversity of the population that they recruit from.

Leaders need to know that they have to build **accountability** into their systems with regard to their managers taking

responsibility for creating a diverse and inclusive work environment. We often see the people at the very top saying all the right things relative to diversity, but their middle management, who really run the organization and create the experience of people who work there, don't understand and don't feel accountable for diversity and inclusion. It is of great importance to ensure that diversity is not only an idea or a concept but a real practice across the entire organization, including all levels of management.

You can cut diversity across a lot of different dimensions—what's important for each organization is to identify the relevant dimensions, measure them, and make that part of how managers are evaluated. It's not a matter of inventing new measures as much as it is using diversity as a lens to look at the measures that we have. And diversity should also be one of the lenses through which we look at customers and community stakeholders. If our customer base is diverse, we need diversity in our workforce so that we can learn from our own diversity to make ourselves more effective at meeting the needs of our clients. But if we're homogeneous inside, then we're likely to make all kinds of mistakes in the way we think about diversity.

(1)51. Which of the following is an appropriate title for the above passage?

- (1) What do business leaders need to know about diversity?
- (2) Why diversity helps increase sales?
- (3) How to create diverse business portfolio?
- (4) Why do businesses need to be homogenous?

(3)52. Which of the following is closest in meaning to the underlined word “ **accountability** ” ?

- (1) continuity
- (2) creativity
- (3) responsibility
- (4) validity

(2)53. According to the passage, which of the following statements is TRUE?

- (1) Diversity is the key political concept that businesses have to practice.
- (2) Diversity provides a new angle to evaluate things by different views.
- (3) Businesses promote diversity because it helps with their images.
- (4) People who work in a diverse environment tend to be more talented.

(1)54. According to the passage, businesses should \_\_\_\_\_.

- (1) have a talent scheme based on diversity
- (2) recruit employees by their talent
- (3) create a homogenous recruitment strategy
- (4) train their middle management for better performance

(2)55. According to the passage, customers can be better served when \_\_\_\_\_.

- (1) their backgrounds are different from one another
- (2) their needs can be understood by the diverse composition of employees
- (3) they are measured by the level of homogeneity
- (4) their profiles can be collected and analyzed to make better sales

第二篇：

The digital age has democratized the workplace. Now employees can wield just as much knowledge and voice as their managers. It's a profound change that is forcing an evolution in leadership. If you look at what technology has done in the last five to six years with the way we live at home and at work, there are two major things. One, ordinary people today are much more empowered than ever before because everybody has a super-computer in their pocket. Everyone can join any debate and say whatever. Ordinary people are really empowered. Leaders, on the other hand, are totally exposed to the extent of being naked.

The second thing is that the 21st century is facing both amazing opportunities as well as daunting challenges related to basic things like food, water, jobs, and environment. When it comes to leadership in the 21st century in the open-source era, just showing up to work and telling people what to do is not enough. Just creating shareholder return is not enough. Leadership today has to be about a burning desire to create a better future and to not give up in the resistance that you're going to face when you decide to do something different.

If you look at any literature on leadership, chances are you will find that when it talks about leadership style, most books idealize the democratic, all-inclusive style of leadership. On the other hand, you have people like Steve Jobs, Jeff Bezos, Elon Musk, and if you go east, the former prime minister of Singapore. These people were all **autocrats**, and they're the ones who rocked the history of the planet in recent years. So the question is, which one of them is true? In a study involving over 16,000 people in 28 countries, without exception, all 28 countries in the global study overwhelmingly agreed that to create breakthrough innovation and success in today's high-speed world, you need autocratic leadership. That was the most surprising part of the research. But there was absolutely no difference by country across the world in terms of people's agreement on which of the two was needed.

(2)56. Which of the following is an appropriate title for the above passage?

- (1) Democratic Leadership Style in the Workplace
- (2) Recasting Leadership for the Digital Era
- (3) Business Innovation in the Open-Source Era
- (4) Transformation of Leadership for Global Expansion

(3)57. The underlined word “ **autocrats** ” in the context refers to those who \_\_\_\_\_.

- (1) will declare wars to fight for their rights
- (2) disregard employees' welfare
- (3) dictate business agenda and what needs to be done
- (4) make decisions based on management consensus

(4)58. According to the study mentioned in the passage, what type of business leadership is likely to be preferred by employees globally?

- (1) Leaders who are willing to adopt their employees' opinions and views.
- (2) Leaders who are elected by their employees.
- (3) Leaders who are reluctant to make drastic changes.
- (4) Leaders who are decisive enough to innovate to cope with fast changes.

(1)59. According to the passage, which of the following is **NOT** a characteristic of digital age?

- (1) People are intimidated to say what they want to.
- (2) People's opinions are expressed freely in a digital form.
- (3) Employees can handle as much knowledge as their supervisors.
- (4) Digital era ushers in a change of business leadership.

(3)60. According to the passage, which of the following is the quality that today's business leaders must have?

- (1) To provide basic needs, such as food, water and jobs.
- (2) To create shareholder values and benefits.
- (3) To make a better future by visions without being swayed.
- (4) To expand business scope as quickly as possible