

I.
掲載いたしません。

Ⅱ. 次のメールを読み、設問（１～２）に答えなさい。

Dear Fashion World Customer Service,
I recently ordered some clothes from your website and am writing to say I am disappointed in my order. There are several mistakes with it and I would like to have my money refunded^{*1}. I ordered three medium sized shirts, but I was sent four small shirts. I ordered two black sweaters, but was sent one large blue sweater. I paid extra money for faster delivery, but my order took two months to arrive! This is unacceptable. I have had problems with your website before, so maybe I should not be surprised. Please refund my money as soon as you can.

J.J. Binks

Dear Mr. Binks,
I am sorry that you have had trouble with our website again. I remember your email to us last year. I am not sure how such a big problem with your order could have happened. We have recently hired many new workers in our factory and it appears one of them simply made a mistake when shipping^{*2} your order. I apologize for the inconvenience. We want to keep you as a customer, so we will refund 100% of your money and send you what you originally ordered. You can keep the clothes that we sent also. We hope that you continue to shop with us in the future.

Sincerely,
Ben Solo—Customer Service, Fashion World Online

(注) refund (ed)^{*1}: 払い戻す ship (ping)^{*2}: 発送する

設問 1 次の各問い (A) ～ (E) の答えとして最も適切なものを、それぞれ下の選択肢 (1 ～ 4) のうちから一つ選び、番号で答えなさい。

- (A) How long did it take the customer to get his order in the mail?
1. Four weeks 2. Two months
3. Three months 4. Two weeks
- (B) How many black sweaters did the customer order?
1. None 2. Four
3. One 4. Two
- (C) What did the customer pay extra money for?
1. Three shirts 2. A special wrapping
3. Faster delivery 4. A surprise
- (D) What does Ben Solo say that he remembers?
1. J.J. Binks' email from a year ago
2. The size of the blue sweater
3. The newly hired workers
4. Shipping the order
- (E) What will the customer service worker do for the customer?
1. Give the customer a discount
2. Hire new workers
3. Apologize Ben Solo for the inconvenience
4. Refund the customer's money

設問2 メールの内容と合っているものに○、合っていないものに×を書きなさい。

- 1. The customer was happy with his order.
- 2. The customer ordered three medium shirts.
- 3. This is the first time the customer has ordered from the Fashion World website.
- 4. The company recently fired many employees at their factory.
- 5. The company will refund 10% of the money to the customer.
- 6. The customer can keep the clothes that were already sent to him.

Ⅲ. 次の会話文の空欄 (a)~(e) に入れるのに最も適切なものを、下の選択肢（1～10）のうちから一つ選び、番号で答えなさい。ただし、同じ文を二度使用してはいけません。

A : Interviewer at school B : Student

- A : What kind of part-time job do you have?
B : I work in a bakery.
A : Oh, really? (a)
B : Oh, no. My job is to carry the bread through into the store and put it on the shelves. It's not difficult. But sometimes when the store is full of customers, people push, and (b)
A : What else do you do?
B : (c)
A : How many days do you work in the bakery?
B : (d)
A : Do you like working in the bakery?
B : Yes, I do. (e)

- 1. Do you make bread?
- 2. I hate to take turns at the different jobs.
- 3. I'm there all day Saturday and Monday.
- 4. I love to smell all the freshly baked bread.
- 5. I have to be careful not to drop anything on the floor.
- 6. I'm not good at baking bread and cakes.
- 7. Why did you start working in the bakery?
- 8. I'm also the cashier sometimes.
- 9. I wanted to earn a lot of money to study abroad.
- 10. I'm allergic to wheat.

IV. 次の日本語の意味を英語で表すのに適切な語を、空欄にそれぞれ一語入れなさい。

1. 現金を今お持ちですか？

Do you have any cash () you now?

2. 東京暮らしのどこがいいんですか？

()do you like about living in Tokyo?

3. 私の父は、九州滞在中、旧友の一人と会う予定です。

My father is planning to meet one of his old friends () he is in Kyushu.

4. 旅ほど楽しいものはない。

()is more pleasant than traveling.

5. ウェブサイトには入場料がいくら書いてありません。

The website doesn't () how much the admission fee is.