

臺北自來水事業處及所屬工程總隊 110 年新進職員(工)甄試試題

甄試類科／職別【代碼】：土木工程／四級工程師【S2901】、
土木工程／一級工程員【S2902】、
企業管理／一級業務員【S2903】

共同科目：1.國文：公文寫作 2.英文 3.自來水法規：包含民法、消費者保護法、
自來水法及其施行細則、臺北自來水事業處營業章程及消費性用水服務契約

*入場通知書編號：_____

注意：①作答前先檢查答案卡（卷），測驗入場通知書編號、座位標籤、應試科目是否相符，如有不同應立即請監試人員處理。使用非本人答案卡（卷）作答者，該節不予計分。
②本試卷為一張雙面，測驗題型分為【國文：公文寫作 1 題，占 40 分】與【英文：四選一單選選擇題 15 題，每題 2 分，合計 30 分】及【自來水法規：四選一單選選擇題 15 題，每題 2 分，合計 30 分】，總計 100 分。
③四選一單選選擇題限以 2B 鉛筆於答案卡上作答，請選出一個正確或最適當答案，答錯不倒扣；以複選作答或未作答者，該題不予計分。
④非選擇題限以藍、黑色鋼筆或原子筆於答案卷上採橫式作答，並請依標題指示之題號於各題指定作答區內作答。
⑤請勿於答案卡（卷）上書寫應考人姓名、入場通知書編號或與答案無關之任何文字或符號。
⑥本項測驗僅得使用簡易型電子計算器（不具任何財務函數、工程函數、儲存程式、文數字編輯、內建程式、外接插卡、攝（錄）影音、資料傳輸、通訊或類似功能），且不得發出聲響。應考人如有下列情事扣該節成績 10 分，如再犯者該節不予計分。1.電子計算器發出聲響，經制止仍執意續犯者。2.將不符規定之電子計算器置於桌面或使用，經制止仍執意續犯者。
⑦答案卡（卷）務必繳回，未繳回者該節以零分計算。

◎請勿於答案卡（卷）上書寫應考人姓名、入場通知書編號或與答案無關之任何文字或符號。

壹、國文【公文寫作，共 40 分】

第一題：

因近期連續發生多起施工單位未能嚴格遵行施工安全標準措施，導致施工人員意外事故頻傳，臺北自來水事業處業已分別於 110 年 4 月 15 日召開「110 年第 1 次處務會議」及 5 月 5 日的「110 年第 2 次工程會議」重新檢討相關施工安全條例細則並制定安全施作標準通報流程以及加強施工作業安全防護網絡須知計畫，勞安室分別以「臨時動議」與「工作會報」方式，重新審議制定「施工作業安全防護網絡須知及施作 SOP 條例」，以具體落實勞動部職安署「事業單位應加強職業安全相關措施，以確保施工人員生命安全」之相關要求。

請代業務承辦人李吉雨，撰擬臺北市自來水事業處致所屬各營業分處函：因應公共事業施工安全落實相關措施加強計畫，請轉知同仁，務必嚴格執行同仁施工期間人身安全防護措施以及施作 SOP 條例，並請各分處單位加強督導徹底執行。【40 分】

貳、英文【四選一單選選擇題 15 題，每題 2 分，合計 30 分】

一、字彙【請依照句子前後文意，選出最適當的答案】

【3】1. Bookkeeping is ____ in business, big or small, to take care of a company's money matters.

- ① toxic
- ② opposing
- ③ essential
- ④ minimal

【1】2. The social media today provide plenty of information for consumers to compare a ____ of products.

- ① variety
- ② hypocrite
- ③ warehouse
- ④ dialogue

【2】3. Effective ____ allows people to understand each other, build relationships and accomplish mutual goals.

- ① construction
- ② communication
- ③ concession
- ④ commission

【4】4. The sales team will have to be ____ for increasing the sales volume for this new line of products.

- ① joyful
- ② delightful
- ③ portable
- ④ responsible

【2】5. In the meeting, project managers ____ over the market strategies, in particular its segmentation.

- ① devised
- ② debated
- ③ inaugurated
- ④ spired

二、文法測驗【請在下列各題中選出最適當的答案】

【1】6. Our supplier just informed us of the late shipment, so we had no choice but ____ the production on hold.

- ① to put
- ② put
- ③ putting
- ④ had put

【4】7. ____ the circumstances, the ongoing projects will have to be modified to meet the new standards.

- ① Though
- ② Unless
- ③ To give
- ④ Given

【3】8. Either you or your supervisor ____ held accountable for the system glitch.

- ① have to be
- ② have been
- ③ has to be
- ④ has to

【2】9. The committee demanded that we ____ the new product in the next two weeks.

- ① will launch
- ② launch
- ③ launching
- ④ would launch

【3】10. ____ the rainstorm, the construction crew were asked to complete the repair of the road.

- ① Despite that
- ② Instead
- ③ Despite
- ④ In spite

【請接續背面】

三、閱讀測驗【請依照段落上下文意，選出最適當的答案】

Launching a new product helps attract consumers as well as corporate buyers, and also informs the public about your product and business. Your product launch needs to be exciting and informative. First, you need to decide what type of people will be most interested in your product and will benefit the most from what you are offering. These people are your target audience, and should receive the most attention when you plan your marketing. Consumers of this age, gender, and social and economic background will be most interested in the product and will be the people most likely to buy it.

Market research helps a company determine if consumers like the product, or if the product needs to be modified before introducing it. Many small companies use focus groups to test their product concept or idea. This may involve, for example, observing customer responses about the product through a one-way mirror. During focus groups, customers are often asked what they like or dislike about the product, including such things as product features, flavor, size, ease of use, and even price. Marketers can then use this information to make any necessary **alterations** to the product. The next step is to conduct a Beta test. During a Beta test, a company starts selling the product in several test markets in different areas. The markets should be similar in size to avoid getting results that are not accurate. Marketers run the Beta test just as they would a normal marketing campaign, with print, radio and television advertising, sales promotions and full distribution. The company may even run the Beta test for several months or longer to evaluate sales and profits. If the Beta tests prove favorable, the company may then start selling the product on a more widespread basis.

More work needs to be further considered for marketing purposes. Advertising campaigns, sales promotions, and even using social media to gain product visibility will all have to be integrated for product success.

【4】11. Which of the following is the best title for the passage above?

- ① Risk Assessment in Product Launch
- ② Appealing Product Design
- ③ Effective Beta Test: Strategies and Know-hows
- ④ Strategies for Product Launch

【1】12. Based on the passage, which of the following is **NOT** true about market research?

- ① It is an extraneous matter to new products.
- ② It allows the companies to know their consumers better.
- ③ It needs careful monitoring and observation.
- ④ It is informative for testing product concepts.

【1】13. Based on the passage, what is a focus group?

- ① It is a session in which customers are invited to give their feedbacks about products.
- ② It is a conference in which product designers brainstorm about new concepts and ideas.
- ③ It is a meeting for companies to provide their performance reports, including new product launch.
- ④ It is a press conference to invite the press and customers to try new products.

【3】14. Which of the following is the closest to the underlined word “**alterations**” in the second paragraph?

- ① options
- ② approvals
- ③ changes
- ④ commissions

【2】15. Based on the passage, which of the following is the primary purpose of a Beta test?

- ① Product development and improvement
- ② Sales performance appraisal
- ③ Branding and relationship building
- ④ Profit and loss statement

參、自來水法規【四選一單選選擇題 15 題，每題 2 分，合計 30 分】

【4】16.依民法規定，下列何者非屬法定之債？

- ①無因管理
- ②不當得利
- ③侵權行為
- ④懸賞廣告

【3】17.依民法規定，下列何者非屬要物行為？

- ①使用借貸
- ②寄託契約
- ③贈與契約
- ④消費借貸

【2】18.下列何種債權之消滅時效期間，依民法規定為 2 年期間？

- ①請求履行房屋買賣契約
- ②侵權行為損害賠償請求權
- ③房屋租金債權
- ④對物無權使用之不當得利請求權

【2】19.依民法規定，下列何種行為係無法經由承認而發生效力？

- ①無權代理
- ②無行為能力人締結之契約
- ③無權處分
- ④雙方代理

【3】20.依消費者保護法規定，企業經營者與消費者所締結之分期付款買賣契約，若未記載利率者，其利率應按現金交易價格週年利率百分之幾計算？

- ①百分之一
- ②百分之三
- ③百分之五
- ④百分之七

【1】21.依消費者保護法規定，對於消費爭議調解委員會所定之調解方案，當事人提出異議，但無正當理由未於另定之調解期日到場者，其效力為何？

- ①視為同意調解方案
- ②視為拒絕同意，調解不成立
- ③視為提起訴訟
- ④調解未依法定程序，無效

【4】22.依消費者保護法規定，消費者保護團體以自己之名義提起團體訴訟，其標的價額最低超過新臺幣多少元者，就超過部分免繳裁判費？

- ①新臺幣 30 萬元
- ②新臺幣 40 萬元
- ③新臺幣 50 萬元
- ④新臺幣 60 萬元

【4】23.依消費者保護法規定，有關懲罰性損害賠償之敘述，下列何者錯誤？

- ①企業經營者之故意所致之損害，消費者得請求損害額五倍以下之懲罰性賠償金
- ②因重大過失所致之損害，消費者得請求三倍以下之懲罰性賠償金
- ③因抽象輕過失所致之損害，消費者得請求損害額一倍以下之懲罰性賠償金
- ④因具體輕過失所致之損害，消費者不得請求懲罰性賠償金

【4】24.依自來水法規定，自來水事業對自來水用戶應經常供水，其有特殊情形必須連續停水達幾小時上或定時供水者，應先申請所在地主管機關核准，並公告周知？

- ①三小時以上
- ②六小時以上
- ③十小時以上
- ④十二小時以上

【1】25.依自來水法規定，自來水事業專營權有效期間屆滿，公營自來水事業，應於有效期間屆滿之幾年前，為繼續經營之申請；民營自來水事業，主管機關得予收歸公營。但應於有效期間屆滿之幾年前通知之？

- ①一年前；二年前
- ②二年前；二年前
- ③一年前；一年前
- ④二年前；一年前

【1】26.依自來水法規定，自來水事業為因應尚未埋設幹管地區個別自來水用戶供水需要，須增加或新裝配水幹管時，得按其成本向個別用戶收取多少以下之補助費？

- ①二分之一
- ②三分之一
- ③四分之一
- ④五分之一

【2】27.依自來水法規定，用戶加壓受水設備所使用之土地非屬用戶所有，但自自來水事業供水日起，使用年限已達幾年以上者，其用戶就該等土地視為有地上權存在，得於直轄市、縣（市）主管機關同意，並保證工程完畢後恢復原狀下，在取得土地所有權前為必要之維護與更新？

- ①五年以上
- ②十年以上
- ③十五年以上
- ④二十年以上

【3】28.依臺北自來水事業處營業章程規定，用戶應繳水費，經本處通知後，應於通知之收費日起幾日內之繳費期限繳付？

- ①七日
- ②十四日
- ③二十一日
- ④二十八日

【3】29.依臺北自來水事業處消費性用水服務契約規定，對於竊水用戶，臺北自來水事業處（乙方）除得依其所裝之用水設備、供水時間及當地供水狀況，追償多久期間之水費及請求損害賠償外，並得停止供水，送請法辦？

- ①一個月以上半年以下
- ②二個月以上半年以下
- ③三個月以上一年以下
- ④半年以上二年以下

【4】30.依臺北自來水事業處營業章程規定，用戶有下列情形之一，本處「不」得予停止供水？

- ①有竊水行為，證據確實者
- ②拒絕裝設或換裝水表者
- ③擅自拆遷、移動或更換本處水表者
- ④用水設備維護不當，或其裝置方式經檢驗不合規定，未經限期通知改善，再檢查仍未改善者