

(試験時間 60分)

2020年度 一般入学試験

英 語

受験番号	
氏 名	

注 意 事 項

1. 試験開始の合図があるまで、この問題冊子を開かないでください。
2. 問題冊子は14ページ、解答用紙は1枚です。
3. 用紙の落丁や印刷ミス等に気付いた場合は、手をあげて監督者に知らせてください。
4. 解答は、すべて解答用紙の所定の箇所に記入してください。なお、解答は必ず鉛筆又はシャープペンシルで記入してください。
5. 下敷の使用は認めません。
6. 試験開始後は退場できません。
7. 解答用紙は書き損じても再交付はしません。
8. 解答の下書き等は、問題冊子の余白を利用してください。
9. 気分が悪くなった時、質問がある場合は、手をあげて監督者に知らせてください。
10. 受験票は机の番号札の隣に置いてください。
11. スマートフォン、携帯電話及びウェアラブル端末等の電子機器は、電源を切り、カバンの中にしまってください。
12. 問題冊子は解答用紙とともに回収します。

英 語

1 次の英文(1)～(10)の空欄を補うのに最も適当な語または語句を、(a)～(d)から1つ選び、記号で答えなさい。

- (1) Will you promise to wait here () I return, please?
(a) before (b) if (c) until (d) while
- (2) His car bumper was badly () when he backed into a telephone pole.
(a) injured (b) scarred (c) bent (d) hurt
- (3) As soon as you () your room cleaned, you can play a video game.
(a) do (b) finish (c) get (d) make
- (4) The guard didn't () me to enter the theatre.
(a) accept (b) forgive (c) let (d) permit
- (5) () have the ability to transform a person's confidence.
(a) Cloths (b) Clothes (c) Clothe (d) Wear
- (6) Never () to come here by five.
(a) fail (b) pass (c) stop (d) sure
- (7) I am astonished () him for not having been kind to her.
(a) at (b) by (c) in (d) to
- (8) She is no () pretty than her sister.
(a) less (b) longer (c) matter (d) more
- (9) The difficulties of the Japanese language prevent all but a handful of foreigners () approaching the literature.
(a) at (b) by (c) for (d) from
- (10) A book which now seems difficult will () easy to grasp and fascinating to read when you are more mature intellectually.
(a) find (b) make (c) prove (d) show

2 次の(1)～(5)の空欄に当てはまる最も適切な文を下の(ア)～(オ)から1つ選び、記号で答えなさい。

Guest: I'm planning to stay at your hotel next week. How can I get there from the airport?

Concierge: Thank you for calling, ma'am. Which airport are you arriving at?

Guest: Well, (1)

Concierge: Certainly, ma'am. Could you tell me the flight number and scheduled arrival time?

Guest: (2)

Concierge: Certainly, ma'am. (3)

Guest: How long does it take from the airport to Shinjuku?

Concierge: (4) But by an airport shuttle bus, it takes about two hours. By train, it takes about one hour and 30 minutes. If you choose to come by train, please take the Keisei Skyliner. This is the most convenient and direct route. If you are bringing a large amount of baggage, it might be better to take an airport shuttle bus.

Guest: OK, then going by train is faster and more convenient, isn't it?
(5)

Concierge: Yes, it is.

Guest: OK. Thank you for the information.

Concierge: Have a safe trip. We are looking forward to your arrival.

(ア) People say Japanese trains are very punctual.

(イ) I'm taking flight AZ357 and due to arrive around 3:00 p.m.

(ウ) I'm flying with Alitalia from Rome to Narita.

(エ) I would recommend taking an airport shuttle bus or a train from Narita airport to our hotel here in Shinjuku.

(オ) It depends on the traffic.

3 次の(ア)～(オ)の単語において、最も強く発音する音節を選び数字で答えなさい。

(ア) reg-u-la-tion

1 2 3 4

(イ) ad-mi-ra-ble

1 2 3 4

(ウ) dis-trib-ute

1 2 3

(エ) in-ev-i-ta-ble

1 2 3 4 5

(オ) char-ac-ter-is-tics

1 2 3 4 5

4 次の(ア)～(オ)の日本語を英単語で答えなさい。

(ア) 宗教的な

(イ) 建築

(ウ) 影響

(エ) 説得する

(オ) 比較

5 (1)～(5)の日本語と英文とが同じ意味になるように、それぞれの空欄の中に英単語を1つ書き入れ、英文を完成させなさい。

(1) すきっ腹では仕事ができない。

You cannot work on an () stomach.

(2) 彼はこんなに幸せであったことはない。

He has never been ().

(3) 言うことと行うことは別のことだ。

Saying is one thing and doing is ().

(4) 面白ければどんな本でもよい。

Any book will do so () as it is interesting.

(5) 私はアルバイトをしなくてははいけないかもしれません。その場合にはお知らせします。

I may have to work part time, in () case I will tell you.

6 下記の長文を読み、問 1～5 に答えなさい。

When United Airlines baggage handlers in Chicago damaged Dave Carroll’s \$3,500 guitar last year, he tried to get his *restitution from the airline the old-fashioned way. But after months and months of phone calls and faxes with various customer-service representatives, the airline refused to accept his claim. So Mr. Carroll, a professional country music singer from Canada, channeled his (①) into a song and a video, which he posted on YouTube.

Since it first appeared, “United Breaks Guitars” has been viewed more than 4.4 million times. United has scrambled to respond, also in nontraditional ways. Its first comments came not in a press release, but via Twitter.

As the global recession and the consequent drop in air traffic force carriers to cut back on services and consider charging extra for everything from checked bags to onboard meals, the Internet, and social media Web sites in particular, is giving once-faceless travelers a global—and *instantaneous—platform from which to air their grievances.

Airlines, like other consumer-oriented businesses, are racing to find their own ways to use social media channels like Twitter, Facebook and YouTube to forge deeper relationships with passengers—before things go (②).

(A)“Thanks to social computing, travelers’ tales are no longer *confined to what they tell to their coworkers and neighbors.” said Henry H. Harteveltdt, a vice president and airline and travel industry analyst at Forrester Research, adding that roughly 60 percent of travelers in Europe and North America engage in some form of social networking online. “They are out there in public for the whole world to see.”

Airlines in the United States have been the quickest to embrace social media as a low-cost public relations and marketing tool, in particular to spread the word about fare sales or to make announcements about new routes or services. Carriers like Southwest Airlines, JetBlue and Alaska Airlines are among the most active users, each with online “followings.” Even some airports, like Hartsfield-Jackson International in Atlanta and Logan International in Boston, are using dedicated

channels on Facebook and YouTube to (③) travelers with information like how to use the airport train system or to give updates on construction projects or changes to rental-car facilities.

Southwest Airlines, which has more than 380,000 Twitter followers and another 70,000 on Facebook, *leveraged these online audiences after a football-sized hole appeared in the *fuselage of one of its planes during a flight from Nashville to Baltimore. (B)Within an hour of the plane's emergency landing, passengers from the flight were tweeting about it and posting images of the hole. "We closely monitored the conversations that were (④)," said Christi Day, a member of Southwest's emerging media staff. "As soon as we felt we were ready, we got out as much *factual information as we could." That included an official statement that Southwest's entire *fleet would be inspected immediately and that passengers onboard the affected flight would get refunds.

Oliver Beale, a passenger traveling on Virgin Atlantic from Mumbai to London, was so put off by his in-flight meal that he wrote a blistering letter of (⑤) to the airline's owner, Richard Branson, complete with photos of the food. Copies of the *missive, in which Mr. Beale described his "**culinary journey from hell," spread rapidly via e-mail and the story was quickly picked up by bloggers and traditional media from Sydney to Southampton.

The airline's public-relations team quickly got out the message on Facebook that Mr. Branson had personally phoned Mr. Beale and invited him to help select food and wine for future flights. "Our response was so fast, some people even accused us of setting the whole thing up as a *publicity stunt," said Paul Charles, a Virgin Atlantic spokesman. "We took that as a compliment."

Others have had less positive experiences with social media. Someone set up a Twitter profile purporting to be an official Ryanair channel. Several tweets made *abusive remarks about the airline's customers. Ryanair complained to Twitter and had the *rogue feed shut down. But the airline also discontinued several official feeds set up by its marketing department.

For low-cost carriers like Ryanair, analysts recognized there might be

*disincentives. Still, David Beckerman, a vice president at OAG, an *aviation market research firm said, “it’s weird that airlines aren’t using social media more,” particularly in Asia, where large numbers of travelers are equipped with Web-enabled cellphones. Only a handful of Asian carriers, among them Malaysia Airlines and the low-cost Air Asia, use social media actively.

In the case of Mr. Carroll and his guitar, United’s (⑥) has failed to attract a fraction of the attention than did the singer’s original protest. “United’s experience is the latest and best example of how social computing is affecting the business reputations of travel companies,” said Mr. Harteveltdt of Forrester. “Every mistake as well as every success is going to be Facebooked and Twittered.”

Excerpted from “Social Media and Airlines” *Global Trends in Business*.
KINSEIDO 2015. 55-59.

*restitution 弁償 *instantaneous 即座の *confined 制限された
*leverage 利用する *fuselage 機体 *factual 事実に基づく *fleet 保有機
*missive 手紙 *culinary 食事の *publicity stunt 宣伝行為
*abusive (ことは・態度が) 悪い *rogue feed 悪質な配信情報
*disincentive (意欲を) 妨げるもの(こと) *aviation 航空産業

問1 第4段落の下線 forge の意味として最も適当なものを(a)~(d)から1つ選び、記号で答えなさい。

- (a) To make someone feel strong emotions
- (b) To remark that you are not satisfied or unhappy about something
- (c) To believe that situation is caused by something
- (d) To put a lot of effort into making something successful so that it will last

問 2 (①)～(⑥)の空欄を補うのに最も適当な語を、(a)～(d)から 1 つずつ選び、
記号で答えなさい。

- (①) (a) gratification (b) comment (c) frustration (d) expectation
(②) (a) wrong (b) better (c) right (d) trouble
(③) (a) get (b) have (c) provide (d) give
(④) (a) tweeting (b) getting (c) blooming (d) developing
(⑤) (a) praise (b) compliment (c) complaint (d) justification
(⑥) (a) refund (b) complaint (c) excuse (d) apology

問 3 本文の内容について正しいものには T を、間違っているものには F を書きなさい。

- (a) When Dave Carroll complained about his damaged guitar to United Airlines, the airline company quickly responded via Twitter.
(b) On-board services such as checked luggage and in-flight meals have been charged for due to the profit decrease in airline industry.
(c) Customer-oriented businesses, including airlines, are now using social media channels to establish further relationships with customers.
(d) Social media are commonly being used as public relations and marketing tool in Asia, but not so much in the U.S.
(e) Social media have a significant effect on the reputations of airline companies.

問 4 下線(A)を日本語に訳しなさい。

問 5 下線(B)を日本語に訳しなさい。

7 下記の e メールを読んで、問 1~7 に答えなさい。

To: Rosa Moss <rmos@kingerfinance.com>
From: Hal Palmetto <hpalmetto@palmetocatering.com>
Subject: Your *luncheon
Date: September 25
Attachment: new_menu

Dear Ms. Moss,

Thank you for choosing Palmetto catering for your recent luncheon. We hope that you find the food and service satisfactory. Please take a few moments to fill (1) our online survey at www.palmettocatering.com/survey. We are offering a 10 percent discount on a future catering bill to companies who complete the survey.

I have attached a copy of our menu, which will be available on October 1. Please (2) it on file for your next order.

Sincerely,

Hal Palmetto

Palmetto Catering Company

*luncheon 昼食会

問1 What is the main purpose of this email?

- (a) To announce a change of management
- (b) To explain the cause of a delay
- (c) To request feedback on a service
- (d) To clarify a hiring policy

問2 In the email, what is stated about the menu?

- (a) It has vegetarian options.
- (b) It features locally produced ingredients.
- (c) It is available on their Web site.
- (d) It has been updated.

問3 What would the customer receive after completing the survey?

- (a) A free meal coupon
- (b) A 10 percent discount on the next purchase
- (c) An instruction on how to create a website
- (d) A future discount on a birthday party

問4 Based on the email, what does the company do?

- (a) import food (b) provide food
- (c) produce food (d) export food

問5 According to the text, who is Rosa Moss?

- (a) a customer (b) a manager (c) a cook (d) a secretary

問6 Choose the most appropriate word for the blank (①).

- (a) with (b) down (c) out (d) on

問7 Choose the most appropriate word for the blank (②).

- (a) keep (b) take (c) bring (d) assign