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★ 大学英语四级考试

新标准阅读

30天

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Passage (101年1月考题)

题材:环境建议阅读时间:3' 10"难度:B字数:304

fn 1993, New York State ordered stores to charge a deposit on beverage (饮料) containers. Within a year, consumers had returned millions of aluminum cans and glass and plastic bottles.

1. Plentyof companies were eager to accept the aluminum and glass as raw materials for new products, but because few could figure out what to do with the plastic, much of it wound up buried in landfills (垃圾填埋场). The problem was not lim-



ited to New York. Unfortunately, there were too few uses for second hand plastic.

Today, one out of five plastic soda bottles is recycled (回收利用) in the United States. The reason for the change is that now there are dozens of companies across the country buying discarded plastic soda bottles and turning them into fence posts, paint brushes, etc.

As the New York experience shows, recycling involves more than simply separating valuable materials from the rest of the rubbish. A discard remains a discard until somebody figures out how to give it a second life—and until economic arrangements exist to give that second life value. Without adequate markets to absorb materials collected for recycling, throwaways actually depress prices for used materials.

①Shrinking landfill space, and rising costs for burying and burning rubbish are forcing local governments to look more closely at recycling. In many areas, the East Coast especially, recycling is already the least expensive waste management option. For every ton of waste recycled, a city avoids paying for its disposal, which, in parts of New York, amounts to savings of more than \$ 100 per ton. 2. Recycling also stimulates the local economy by creating jobs and trims the pollution control and energy costs of industries that make recycled products by giving them a more refined raw material.

- 1. What regulation was issued by New York State concerning beverage containers?
 - [A] Beverage companies should be responsible for collecting and reusing discarded plastic soda bottles.
 - [B] Throwaways should be collected by the state for recycling.
 - [C] A fee should be charged on used containers for recycling.
 - [D] Consumers had to pay for beverage containers and could get their money back on returning them.
- 2. The returned plastic bottles in New York used to . .
 - [A] end up somewhere underground
 - [C] have a second | life value
- 3. The key problem in dealing with returned plastic beverage containers is
- [A] to sell them at a profitable price
 - [C] how to reduce their recycling costs [D] to lower the prices for used materials
- 4 Recycling has become the first choice for the disposal of rubbish because
- 4. Recycling has become the first choice for the disposal of rubbish because
 - [A] local governments find it easy to manage
 - [B] recycling has great appeal for the jobless.
 - [C] recycling causes little pollution
- [D] other methods are more expensive

[B] how to turn them into useful things

[B] be turned into raw materials
[D] be separated from other rubbish

- 5. It can be concluded from the passage that
 - [A] rubbish is a potential remedy for the shortage of raw materials
 - B local governments in the U.S. can expect big profits from recycling
 - [6] recycling is to be recommended both economically and environmentally
 - [D] landfills will still be widely used for waste disposal

词汇突破

deposit /dr'pozit/n. 堆积物, 沉淀物, 存款, 押金, 保证金 v. 存放, 堆积; 沉淀【同族】dopositor n. 存款人 container /kən'teɪnə(r)/n. 容器, 集装

【同族】contain vt. 包含, 容纳, 容忍 aluminum /ə'lju:mɪnəm,-'lu:-/ n. [化]铝 plastic /plæstik/n 塑胶, 塑料制品 a. 塑胶的, 有可塑性的 fortunately /'fɔ:tʃənətlı/ad. 幸运地

fortunately /ˈfɔːtʃənətli/ad. 幸运地 【链接】(反)unfortunately ad. 不幸地 soda /ˈsəʊdə/n. 苏打, 碳酸水 discard /dɪsˈkɑːd/vt. 丟弃, 抛弃 【考点】into the discard 成为无用之物;被遗忘
throw sth. into the discard 放弃某事

arrangement /ə'reɪndʒmənt/n. 排列, 安排 【同族】arrange v. 安排,排列,协商

【同族】arrange v. 安排, 排列, 协商 trim /trim/a. 整齐的, 整洁的 vt. 整理, 修整, 装饰

【考点】make trim 使整齐 refine /rɪ'faɪn/vt. 精炼, 精制 【考点】refine on/upon 琢磨,改进;推敲,润 色



- 1. Plenty of companies were eager to accept the aluminum and glass as raw materials for new products, but because few could figure out what to do with the plastic, much of it wound up buried in landfills.
- 【译文】很多公司期望把铝和玻璃作为新产品的原材料,但是由于很少有公司能想出如何来处理塑料,因此大多都掩埋了。
- 【点津】这是一个并列复合句。整句话的主干是 plenty of companies were eager to...,but... much of it wound up...。转折连词 but 连接前后两个分句。后一分句中 because 引导一个原因状语从句,是第一层从句。what 引导一个宾语从句,是第二层从句。
 - 2. Recycling also stimulates the local economy by creating jobs and trims the pollution control and energy costs of industries that make recycled products by giving them a more refined raw material.
- 【译文】回收再生通过创造工作机会而刺激了当地经济,而且通过为再生产品提供更好的原材料,而改善了工业行业的污染控制,节约了能源成本。
- 【点津】这是一个并列复合句。句子的主干是 recycling stimulates and trims。by creating..., by giving 作句子的方式状语。That 引导的是定语从句修饰 industries。

与課记 Onderful sentences

- Shrinking landfill space, and rising costs for burying and burning rubbish are forcing local governments to look more closely at recycling.
- 【译文】可用来掩埋垃圾的空间日益减少。而掩埋和焚烧垃圾的成本却日益增加,这 就迫使当地政府更加关注垃圾的回收。

Writing

本文是一篇科技说明文。通过描述纽约州的具体做法,说明了如何解决废物回 收再生利用的问题。从经济和环保的角度对废物再生的做法阐明了支持的观点。

In 1993,	. Within a	year,	Plenty of	
were eager to	, but	. The p	roblem was no	

•	Today	. The r	eason for the change is that now there
are		As the New Yo	rk experience shows .
		are forcing	to look more closely at . In
many	areas	. For	also stimulates .



- 1. 选 D。细节题。题干:关于饮料包装盒纽约州制定了什么规定?选项 A:饮料公司对收集和重新利用被丢弃的塑料苏打盒子要负责任;选项 B:各州对丢弃的宣传单收集回收利用;选项 C:对用过的包装盒免费回收;选项 D:顾客必须支付现金购买饮料盒子,当返还时则取回这部分钱。在文章第一段中 In 1993, New York State ordered stores to charge a deposit on beverage (饮料) containers.可以看出,买饮料的顾客应该交付定金,返还商店空瓶子时再领回。所以选项 D是正确的。
- 2. 选 A。细节题。题干:在纽约州回收的塑料瓶子通常。选项 A:埋在地下; 选项 B:被变成原材料;选项 C:具有二次利用的价值;选项 D:和其他垃圾分开。 第一段中...but because few could figure out what to do with the plastic, much of it wound up buried in landfills (垃圾填埋场),可推出选项 A 是正确答案。
- 3. 选 B。推理题。题干:在处理回收的塑料饮料瓶中最关键的问题是什么?选项 A:将它们出售有利可图;选项 B:怎么样将它们变成有用的东西;选项 C:怎么减少它们的回收成本;选项 D:减低使用过的材料的代价。文章第三段中 A discard remains a discard until somebody figures out how to give it a second life—and until economic arrangements exist to give that second life value. 说明问题是怎么给废弃的包装盒第二次再利用。选项 B是正确的。
- 4. 选 D。细节题。题干:回收再生已经成为废弃的垃圾的首要选择,是因为 选项 A:当地政府发现这样做很容易操作;选项 B:回收对失业者有很大的吸引力; 选项 C:回收导致了轻微污染;选项 D:其他的措施花费更昂贵。文中第四段中 Shrinking landfill space,...Recycling also stimulates...refined raw material. 这里对 价格做了比较,显然选项 D是正确的。选项 B是干扰项,虽然这些措施的实施增加了就业,但是文章并没有说回收能吸引失业者。
- 5. 选 C。主旨题。选项 A:来补充原材料的缺乏垃圾是潜在的资源;选项 B:美国当地政府可以从回收利用中获得大量的利益;选项 C:回收利用被推荐为既经济又环保的措施;选项 D:垃圾掩埋的方法将被广泛用于处理废弃垃圾。通常文章的主题句在文章的首段或尾段,本文最后一段表明了作者的意图。选项 C 是解。

Passage 2

题材:体育与经济建议阅读时间:3'30"难度:B字数:321

1 By the time the Olympics begin in Atlanta this summer, the business world will have spent more than \$ 1 billion to link their names and products to the Olympic Games. There are 10 Worldwide Sponsors(赞助商), 10 Centennial Olympic Partners, about 20 regular sponsors and more than a hundred licensees. The Atlanta Games will boast an "official" scouring pad and timepiece, two official game shows, and three official vehicles: a family car, an import minivan and a luxury sedan.

But what exactly do these companies reap for their huge investment? At the very least, they



command tickets to the most popular events, invitations to the best parties and prime hotel rooms. ① But most of all, according to US Postal Service, it is purchasing the right to spend money.

And the right to spend money is expensive. The biggest backers, Olympic sponsors like Anheuser-Busch, Coca-Cola, Mcdonald's and Xerox, commit up to \$ 40 million. But, getting the rights to the Olympic rings is only half the battle. The other half is the challenge to sort of wrap their product brands around that image. Often that means TV time. And at roughly \$ 400 000 per 30-second spot, some of the biggest sponsors have already locked up every commercial slot in their product categories that NBC has to sell.

Not everyone is convinced that the Games are worth the price of business admission. The biggest and most conspicuous naysayer is Nike. Its spokesman says: "2.If I see a Reebok official who may not be in the best shape firing the starting pistol(手枪) and Carl Lewis wearing Nike shoes, I'm going to go with Carl because that's the authentic(可信的) link." ② Nike's strategy is hard to argue with—instead of sponsoring the Olympics, it sponsors Olympians.

Yet even Nike wants a piece of the Atlantic action. 3 Along with some other non-sponsors, Nike is trying to dot downtown Atlanta with billboards. Advertisement, it's another Olympic event.



6. By "official vehicles", the author means

新标准阅读·30 天成功计划

- [A] automobiles for Olympic officials [B] automobiles used in official occasion
- [C] automobiles that the Olympic participants must drive
- [D] automobiles that allowed to bear the Olympic symbol
- 7. Which of the following is not an Olympic sponsor?

 [D] Mcdonald's.
- [A] US Postal Service. [B] Nike. [C] Coca-Cola. [D] Ivicaonala s
- 8. The last sentence of this passage indicates
 - [A] businesses trying to get publicity is a part of the Olympic Games
 - [B] what the Olympic non-sponsors do is of no interest to the Olympic organizers
 - [C] that businesses must try very hard to earn money from the Olympic Games as if they were themselves competing in the Games
 - [D] that those who fail to sponsor the Olympics this time will try very hard the next time
 - 9. Which of the following is NOT implied in the passage?
 - [A] Companies use their Olympic sponsorship to promote sales of their products.
 - [B] To provide sportswear for Carl Lewis is a more effective advertisement than to provide suits for Olympic officials.
 - [C] NBC makes great profits from selling advertising time to companies eager to impress potential customers during the Olympic Games.
 - [D] Nike looks down upon the Olympic Games.
 - 10. Which of the following can best sum up the passage?
 - [A] Businesses want to profit from the Olympics.
 - [B] The 1996 Atlanta Olympic Games.
 - [C] The Olympic sponsorship.

[D] Importance of the Olympic Games.

词汇突破 VOGABULARY

link /lmk/ v. n. 连结物, 链接 u. 连结, 联合 【考点】link up(与 with 连用)会合; 联接; 结合 【词义辨析】link, join, conbine, connect 都含 "联合"、"结合"、"接合"的意思。

link 指普通的"衔接","纽带,连接的元素;联系或情结";join 指"任何事物的直接连接,连接的程度可紧可松,还能分开"之意;combine 着重指"两个或两个以上的人或事物为了共同目的而结合在一起,结合后原来部分可能仍不改变或失去其本性";connect 语意较 combine 和 unite 弱,指"通过某种媒介物把事物连接起来,原物的特征还保持"。

boast /bəost/ n. 自夸, 值得夸耀的事 v. 自夸, 以有…而自豪

【考点】make a boast of sth. 夸耀某事

boast oneself of 自负,自夸
prime /praim/ a. 主要的;首要的
【考点】in the prime of life 正在壮年,正在年富力强时期

wrap /ræp/ vt. 包装, 裏, 遮蔽, 隐藏 vi. 缠绕, 包起来

【考点】wrapped up in 全神贯注于,完全沉浸于,专注于

wrap up 总结,概括;用话掩盖;掩饰;完成 under wraps 受限制, 受约束;不泄露 commercial /kə¹mə:∫əl / a. 商业的, 贸易的

【同族】commercialist n. 商业家, 商业主义者 category / 'kætɪgərɪ/ n. 种类, 类目;类别



- 1. By the time the Olympics begin in Atlanta this summer, the business world will have spent more than \$ 1 billion to link their names and products to the Olympic Games.
- 【译文】截至奥运会在亚特兰大召开的这个夏天,商业界将花费 10 亿多美元把他们的名字,产品与奥林匹克运动会联系在一起。
- 【点津】这是一个复合句。句子的主干是 the business world will have spent more than \$ 1 billion。By the time 相当于 by the time when,引导一个时间状语从句。 to link their names and products to the Olympic Games 作补语,补充说明花钱是用来干什么的。
 - 2. If I see a Reebok official who may not be in the best shape firing the starting pistol and Carl Lewis wearing Nike shoes, I'm going to go with Carl because that's the authentic link.
- 【译文】如果我看到外形并不是很好的官员穿着锐步的服饰发射起跑枪,和穿着耐克鞋的卡尔·刘易斯,我更愿意跟随卡尔,因为(他与产品之间的)联系更令人信服。
- 【点津】这是一个复合句。句子主干为 I'm going to go。If 引导一个条件状语从句是第一层从句。who 引导一个定语从句,是第二层从句。firing the starting pistol 作 official 的定语,表正在进行的动作; wearing Nike shoes 的先行词是 Carl Lewis,表状态;在后面的主句中,because 引导一个原因状语从句,也是第一层从句。

以向數记 Wonderful sentences

- ① But **most of all, according to** US Postal Service, it is purchasing the right to spend money. 【译文】但是绝大多数公司,通过美国的邮政服务,购买一种花钱的权利。
- Nike's strategy is hard to argue with—instead of sponsoring the Olympics, it sponsors Olympians.
- 【译文】耐克的策略无可非议,他们不是赞助整个运动会,而是赞助奥运会运动员。
- 3 Along with some other nonsponsors, Nike is trying to dot downtown Atlanta with billboards. Advertisement, it's another Olympic event.
- 【译文】随同一些其他的非赞助商一起,耐克在亚特兰大的小城镇放置了广告牌。广告,是另一场奥运会。



这篇文章主要记叙了商家期望如何从奥运会中获得利润这一事实。文章的结构是总一分一总形式。

写作模板:		
By the time	. There are	_, the business
world will have spent		
But what exactly	. At the very lea	st, But
most of all ,according	ng to . And	. But .
The other half is	. Often that mean	ns . Not
everyone is convinced that	. Yet even	

过题精析 Explain

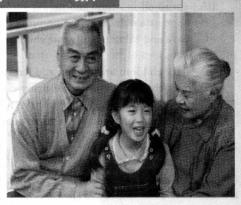
- 6. 选 D 。推理题。题干为:"官方车"指的是_____。A:奥运会官员的机动车;B:官方机构使用的机动车;C:奥运会参加者必须驾驶的机动车;D:允许使用奥运会标志的机动车。第一段主要说的是奥运会与赞助商,而 A、B、C 三项均与赞助商无关,所以这里的官方车是指允许使用奥运会标志的机动车。所以答案为 D。
- 7. 选 B 。细节题。题干为:下面哪一个不是奥运会的赞助商? A:美国邮政服务;B:耐克;C:可口可乐;D:麦当劳。文章第四段最后一句说,Nike 赞助的是奥运会运动员而不是奥运会。所以答案应该是 B。
- 8. 选 C。推理题。题干为:文章最后一句话指的是 。A:商家赢得公众注意力是奥林匹克运动会的一部分;B:奥运会的组织者对于奥运会的非赞助者不感兴趣;C:商家们非常努力地从奥运会中获利,就好像在运动会中相互竞争一样;D:那些没有得到赞助的商家将要努力计划下一次。文章中最后一句说,广告是另一场.奥运会。说明商家在奥运会期间彼此竞争,期望得到更多利润,所以应选 C。选项A、B文中并未提及,选项 D并不是最后一句的主旨。
- 9. 选 D。推理题。题干为:下面哪一项不能从文章中得出? A:公司利用奥运会的赞助权去促销他们的商品;B:为 Carl Lewis 提供运动服比给奥运会官员提供服装的广告效应要好得多;C:NBC 通过向商家们出售广告时间而获取了巨大的利润,这些商家们都争先恐后地想给奥运会期间潜在的顾客留下自己的印象;D;耐克看不起奥运会。纵观全文,A,B,C 项均可以在文中找到,而 D 项说 Nike 看不起奥运会是不正确的。所以答案为 D。
- 10. 选 A。主旨题。题干为:下面哪句话能概括全文? A:商家期望从奥运会中获得利润;B:亚特兰大1996年奥运会;C:奥林匹克赞助权;D:奥运会的重要性。全文主要是说商家期望从奥运会中获得利润,所以选 A。其他三项都是文中提到的片断而不是主旨。

Passage 3

题材:独生子女建议阅读时间:3'30"难度:B字数:313

To be sure, only children experience some things differently from those with siblings(兄弟姐妹). Many feel more pressure to succeed. ① In the absence of brothers and sisters, only children also tend to look more exclusively to their parents as role models.

In India, 19-year-old Saviraj Sankpal founded a support group for the tiny minority of only children. Among other things, the group does volunteer work to



counter the myth that they're irresponsible. "People think we're pampered(娇养) and spoiled," says Sankpal, a computer-engineering student. "But I'd like to remind them how lonely it can get."

②Most only children, however, say they wish for siblings only when it comes to caring for aging, unhealthy parents, Britain's David Emerson, coauthor of the book The Only Child, says that such a person bears terrible burden in having to make all the decisions alone. Emerson knows from experience; 1. After his father died, he chose to move his elderly mother from their family home, where she was vulnerable(易受攻击的) to house breakers, to a new one with more security. "The move was quite hard on her, and she might feel that I pushed her into it," he says. "Ultimately, I am left with that responsibility"

In the future, more and more only children will likely face similar choices. 2. With working mothers increasingly the norm, many families are finding they simply don't have the time, money or energy to have more than one child. As only children become common, perhaps the world will realize that the accusation made against them is unjust.

标准 春题 Vestions

11.	It can be inferred from the passage that the author's attitude towards only children				
	is .		4 4 4		
	[A] critical,	[B] objective	[C] hostile	[D] unjust	
12	It can be inferred	from the passage that	only children's naren	ts should	

12. It can be inferred from the passage that only children's parents shot

[A] found a support group for their only children

[B] do volunteer work to help their only children

[C] let their only children make all the decisions alone

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- [D] set good examples for their only children

 13. Emerson decided to move his elderly mother to a new house because he

 [A] is the only who cares about her

 [B] doesn't want to leave her alone

 [C] wants to share the responsibility with her [D] is worried about her safety

 14. It is quite usual now for a working mother to

 [A] spend all her time and money on her only child

 [B] be responsible for bringing up her only child

 [C] have and bring up only one child

 [D] concentrate all her energies on her job

 15. The main idea of the passage is that

 [A] only children are spoiled and irresponsible
 - [B] only children have to face many challenges
 - [C] most only children want to have brothers and sisters
 - [D] most only children share their responsibilities with their parents

词汇突破 VOCABULARY

absence / websəns/n.不在, 缺席, 缺乏, 没有 【考点】in the absence of 缺乏…时;当…不在时 leave of absence 请假, 准假 absence of mind 心不在焉;擅离职守;开小差 minority /mal'noroti, mr-/n. 少数, 少数民族 【考点】be in a minority of one 得不到任何人 的支持;be in the minority 占少数 【链接】(反)majority a. 大多数人同意的 volunteer /ˌvɔlən'tɪə(r)/ n. 志愿者, 志愿兵 v. 自愿

elderly /'eldəlı/ a. 年长的
increasingly /ɪn'kriːsɪŋlı/ ad. 越来越
(多)地,日益地

【同族】increase v./n. 增加, 增长

雅句突破)

- 1. After his father died, he chose to move his elderly mother from their family home, where she was vulnerable(易受攻击的) to house breakers, to a new one with more security.
- 【译文】在他(David Emerson)父亲死后,他选择让年迈的母亲搬进一个更安全的新家,在原来的家里她很容易遭受人室抢劫者的攻击。
- 【点津】这是一个复合句。句子的主干是 He chose to move his elderly mother。After 引导一个时间状语从句,where 引导一个非限定性定语从句,修饰 their family home。
 - 2. With working mothers increasingly the norm, many families are finding they simply don't have the time, money or energy to have more than one child.

- 【译文】随着母亲上班逐渐或为正常现象,很多家庭发现,他们没有足够的时间、精力和金钱来抚养一个以上的孩子。
- 【点津】这是一个复合句。句子主干为: many families are finding...。With 引导动词的现在分词做伴随状语, finding 后有一个省去关联词的宾语从句, 作主干的宾语部分, 是"发现"的结果。

型句數iZ Opderful sentences

- ① In the absence of brothers and sisters, only children also tend to look more exclusively to their parents as role models.
- 【译文】没有兄弟姐妹,独生子女会更多地倾向于以他们的父母亲作为模仿的对象。
- ② Most only children, however, say they wish for siblings (兄弟,姊妹) only when it comes to caring for aging, unhealthy parents.
- 【译文】然而,很多独生子女认为,他们只有在照顾年迈且健康状况不好的双亲时才 希望有兄弟姐妹。

Whiting

这是一篇描述现代社会独生子女现象以及由此引发读者思考的记叙文。全文首先肯定独生子女与其他人的不同,然后进行具体的事例记叙,引发读者对独生子女现象的思考,同时又指出在现代社会这种现象越来越正常和普遍。旨在告诉读者独生子女必须面临很多挑战。

To be sure,	Many feel more	•	•
In India	. Among other things,	says	
Most only children,	however, say	says	that
In the future	. more and more o	nly children	will like

过設精析 Explain

- 11. 选 B。态度题。题干为:从文章中可以推出作者对只生一个孩子的态度是___。 选项 A:批判的;选项 B:客观的;选项 C:敌对的;选项 D:不公平的。作者在文章 中既说明了独生子女不利的一方面,又客观分析了其有利、合理的一方面,足以 说明作者的态度非常客观。
- 12. 选 D。推理题。题干为:从文章中可以推出独生子女的父母应该____。选项A:为他们惟一的孩子寻找支持群体;选项B:自愿做一些工作来帮助他们惟一的

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孩子;选项 C:让他们惟一的孩子自己做决定;选项 D:为他们惟一的孩子树立一个良好的榜样。文章中...only children also tend to look more exclusively to their parents as role models...可以得出答案为 D。

- 13. 选D。细节题。题干为:Emerson 决定把他年老的母亲搬进新房是因为他___。选项 A:是惟一关心她的人;选项 B:不想让她感到孤独;选项 C:想与她分担责任;选项 D:担心她的安全。文章中...where she was vulnerable(易受攻击的) to house breakers, to a new one with more security 可以得出正确答案是 D。
- 15. 选B。主旨题。题干问文章的中心意思是什么。选项 A:独生子女被娇惯且不负责任;选项 B:独生子女必须面临很多挑战;选项 C:绝大多数独生子女想有兄弟姐妹;选项 D:绝大多数独生子女与其父母分担责任。作者在文章中对独生子女的态度可参考第 11 题解析,而此题选项中 A、D 都太绝对,C 并不是文章主旨,只有 B 全面合理而客观,是解。

Passage 1

题材: 航空服务

建议阅读时间:

3' 30"

难度:

Α

字数:

343

o you remember last summer, when furious (狂怒的) travelers were pounding on Congress to do something about airline customer service? 1. Airlines promised to improve, and they adopted new standards just before Christmas, but as another summer nears, plenty of experienced travelers don't see much improvement in customer service overall.

This month, the Department of Transportation's (DOT) inspector general's



office will issue its first critical article on whether airlines are honoring their promises. One survey suggests problems: The number of complaints to the DOT about the top 10 airlines in the first quarter soared 89 % from a year ago.

2. Hit last summer by passenger complaints and the threat of consumer-protection laws by Congress, 14 carriers voluntarily agreed to adopt a set of basic customer-serv-

ice standards called Customers First. From immediate refunds to truthful reservation agents to toilets that flush during onboard delays, the "12 commitments" to passengers were introduced as a major effort to improve service. Since then, airlines have been redesigning websites, retraining employees and upgrading technology.

Recently, DOT inspector general Kenneth Mead, at McCain's request, sent 20 examiners to airports to document whether each airline is doing what it promised, Mead cautions travelers shouldn't expect too much. Most of the promises are aimed at better communication with customers, not problems free flights.

"We think passengers, both business and leisure, perceive travel as more of a quarrel these days, "spokeswoman Shelly Sasson says. "Some of this is perception, but a lot is reality." "And when improvements are made, it takes a long time for them to be noticed", she says.

Now, the efforts may be working. During the first quarter, Delta had the second—lowest rate of complaints among the top 10carriers. Still, its rate, along with other carriers', is up from last year. ①McCain and other lawmakers say new consumer protection laws aren't out of the question if the industry's voluntary program doesn't work.

桐進嘉縣

16. The passage tells us that

- [A] passenger complaints increase though airlines have taken steps to improve air service
- [B] passenger complaints decrease for airlines have taken steps to improve air service
- [C] air service has been improved greatly though it is hard to notice by passengers
- [D] air service needs improving badly as the results of passenger complaints

17. Which of the following is NOT mentioned in the passage?

- [A] Government has sent officials to check any improvement the air service airlines have made.
- [B] Some people suggest passengers show more understanding to airlines about their efforts to better air service.
- [C] To improve air service doesn't mean that there will no longer be any deficiencies in air traveling.
- [D] It is thought that passengers should be patient when they are waiting for any improvement made by airlines.

18. Which of the following statements is closest in meaning to the sentence "Some of this is perception, but a lot is reality" in Para. 5?

- [A] Some people's complaints about air service are rather subjective, but most people's are fairly objective.
- [B] When people travel by air, they usually quarrel, which is a fact passengers all see.