

## I

〔全学部受験者用〕 次の英文を読んで下の問いに答えなさい。

One fast-food company is well known in Japan for <sup>(a)</sup> its extensive worker manual and the sales talk it covers. From the book, workers know how to greet a customer, exactly how to bow, how to take an order, pack a bag and give correct change. Customers find the same nice service in all the franchised outlets, which contributes to both customer satisfaction and corporate profits.

One day, a mother came into one of these restaurants, and while she was ordering at the counter, her baby grabbed an employee's hat and began to play with it. He was surprised and embarrassed. He could not concentrate on what the customer was saying and had to ask her to repeat her order twice. He knew he was losing his dignity as a company representative by having an infant tearing up part of his uniform, and he wanted to take it back, but at the same time he didn't know what to say or do. <sup>(b)</sup> He stood there helpless until the mother retrieved the hat and gave it back to him. He put it on again, resumed his normal calm attitude, and took her order efficiently as if nothing had happened. But everyone in the restaurant could see that a one-year-old child had the power to bring the operation to a halt and must have wondered about it.

What was the problem here? <sup>(c)</sup> Simply put, the manual, detailed though it may be, fails to cover what to do in a situation where a young child steals part of your uniform. And without the manual to guide his behavior, the employee was lost. This is a trivial example of a very serious problem in Japan: the inability to take personal initiative.

Training employees is important, especially employees who come into contact with customers on a regular basis. But in the end it is a worker's own creativity and initiative that constitute true salesmanship. A company must not only allow but actively encourage its employees to use their heads (even when their hats are missing) in order to deal with real-life situations. Corporate training is nothing more than a guide. <sup>(d)</sup> When it comes to doing real business

with real customers, it is up to each individual employee to think on his or her feet and do what is best.

〔注〕 corporate 企業の retrieve とり戻す

1. (a)の“manual”に書かれている具体的内容を60字以内で述べなさい。
2. (b)のような状況になった理由を60字以内で説明しなさい。
3. (c)を和訳しなさい。
4. (d)を和訳しなさい。

**II**

〔全学部受験者用〕 次の英文を読んで下の問いに答えなさい。

A community is a group of people who share the same interests and concerns. People usually think of their neighborhood or town when they are asked to identify their community. Most people, however, belong to several different communities. Your family, your school, and your town are communities. For some purposes, your state is a community, and so is the nation. You are even citizens of a global community.

Each of the communities you belong to provides you with certain things. For example, your family and school teach you values, traditions, behavior, and cooperation. The government of your town or city provides laws, police and fire protection, schools, garbage collection, and other services. These things are often called public services. Public means pertaining to the people in a community or for the use of all.

The services provided by a community vary according to the community's  
<sup>(a)</sup>size and complexity. While a city provides police to protect its citizens from criminals, the federal government provides armed forces to protect the nation from attack by other nations. Similarly, while your town highway department plows the snow off the streets in your neighborhood, state workers plow the main roads and highways.

As citizens, we have responsibilities to our communities. For a community to be successful, its members must take an active role in it. One of the responsibilities of citizens is to help make their community a good place to work and live. Good citizens are concerned about the welfare—the health, prosperity, and happiness—of all members of the community. They are concerned about people who are poor as well as those who are rich.

Responsible citizens are also concerned about the welfare of the community  
<sup>(b)</sup>as a whole. They may be concerned about the environment, or surroundings, of the community or about the quality of life. Safeguarding these things may

require any number of government actions. It could mean cleaning up a dangerous waste dump that is polluting the water supply, adding more police officers to combat drug dealings, or building more parks and playgrounds.

Concern for our communities is not enough, however. Our concern must be supported by action. No community or government has the money or resources <sup>(c)</sup> to provide for the welfare of all its people or to solve all its problems. It counts on volunteers, who are unpaid workers, to help by doing some of the things that the government cannot afford to pay people to do.

People usually volunteer to do things they like. They may work in a hospital, fight fires, coach a little league baseball team, lead a scout troop, or help out in a classroom. In the summer of 1993, after floods in the Midwest, thousands of people from all over the nation volunteered to help with the cleanup.

Some volunteers raise money to help a good cause, such as buying uniforms for the high school band or providing food and shelter for the homeless. People of all ages and backgrounds perform volunteer work in the community. It is a <sup>(d)</sup> very satisfying way of giving something back to the community for the help the community has given to them and to their families.

〔注〕 the Midwest アメリカ中西部

1. (a)の具体例を二つあげなさい。
2. (b)の具体的内容を三つあげなさい。
3. (c)を和訳しなさい。
4. (d)を和訳しなさい。その際、“It”の内容を明確にすること。

**III**

〔全学部受験者用〕 次の文章の(a), (b), (c)を英訳しなさい。

名刺は日本では特に仕事の上で重要な役割をはたします。 普通、初対面で名刺  
(a) を交換します。 日本人は話す相手によって態度や言葉を変える傾向がありますの  
(b) で、相手の社会的地位を知る必要があるのです。 名刺はこの点で便利です。名刺  
には、氏名、住所の他に、職業、会社名、肩書などが記されています。名刺の裏  
(c) に一言書き添えれば、簡単な紹介状としても活用できます。

## IV

〔教育人間科学部および医学部保健学科受験者用〕

夏休みの宿題について Bill があなたに電話をしてきました。(a)~(d)に適切な表現を入れて対話文を完成させなさい。

Bill : Let's talk about our summer assignment sometime next week.

You : That's a good idea. <sup>(a)</sup> \_\_\_\_\_ ?

Bill : Sorry. I've got to go to the dentist. What about Tuesday afternoon?

You : No, I'm not free then. <sup>(b)</sup> \_\_\_\_\_. Are you free on Wednesday afternoon?

Bill : Yes, I am. But I'm also planning to go shopping on Tuesday.

<sup>(c)</sup> \_\_\_\_\_ ? We may be able to talk while shopping.

You : Sure, of course. It's always more fun to visit shops with friends. Probably we can visit the city library after that. I'm thinking of the department store downtown. <sup>(d)</sup> \_\_\_\_\_ ?

Bill : No, I would rather drive my car. I'll pick you up at three thirty.

You : That's fine. See you then.

## V

## 〔人文学部受験者用〕 リスニングテスト

## 注意事項

- ・リスニングテスト中は、質問をすることはできません。
- ・机、椅子などを動かしたり、物音を立てたりしないようにしてください。
- ・風邪をひいている人は、咳をするのをなるべく我慢してください。
- ・問題は、AとBの2題あります。
- ・問題文と質問文がそれぞれ2回読まれます。2回とも問題文の後に英語の質問文が続きます。
- ・1回目と2回目の間に20秒程度の空白があります。
- ・問題Aと問題Bの間に、同じく20秒程度の空白があります。
- ・テープを聴きながら、問題冊子の空欄にメモをとってもかまいません。
- ・問題Aの質問には**英語**で答えてください。
- ・問題Bの質問には**日本語**で答えてください。

## Listening Test A

Listen to the following conversation between a woman and a man and answer the three questions in English:

Mary: Hi, Ken! How are you doing?

Ken: Pretty good, and you, Mary?

Mary: I'm fine. How was the concert last night?

Ken: Oh, it was great. Hiromi and I enjoyed it a lot. It was the first time for me to go to a classical music concert.

Mary: I wish I could have gone there, too. The orchestra is really famous. What did they perform last night?

Ken: They played two works, a piano concerto and a symphony. In the piano concerto a young guy played the piano. He won the first prize in a very famous international competition. The symphony was conducted by Seiji Ozawa. I myself preferred the symphony.

Mary: What was Hiromi's impression of the concert?

Ken: She said she really enjoyed the piano concerto.

Mary: I heard she's planning to study music at college. What does she play?

Ken: She plays the piano very well.

Mary: Oh, I see. She must be the best guide to the music world for you.

Ken: You bet.

Question 1. Who went to the concert with Ken?

Question 2. Which work did Ken enjoy most at the concert?

Question 3. What plan does Hiromi have in mind?

## Listening Test B

Listen to the following passage and answer the three questions in Japanese.

Everybody shops. We all purchase products we need and products we want, but few of us understand how important it is to shop "environmentally".

The idea of recycling has become popular among many people. Certainly, recycling helps, but it is not the whole solution; it is only one part of the waste reduction puzzle. The best way of reducing waste begins when you yourself enter the supermarket. We call this method "pre-cycling".

Pre-cycling means making careful decisions about what you buy, to reduce the amount of household waste before it enters the home. For example, you can reduce the amount of waste by buying the product with the least packaging.

Of all waste management methods, pre-cycling is considered to be the most effective. When materials are recycled, they have to be sent back to the factory to be made into new materials. This wastes energy. If pre-cycling is used, the amount of energy used is reduced, which is better for the environment.

Question 1. What does the author say about recycling?

Question 2. What example of pre-cycling does the author give?

Question 3. Why is pre-cycling considered to be the most effective?