

英

## リスニング

(1 部英米文化学科受験者のみ)

放送の指示を注意深く聴いて解答せよ。

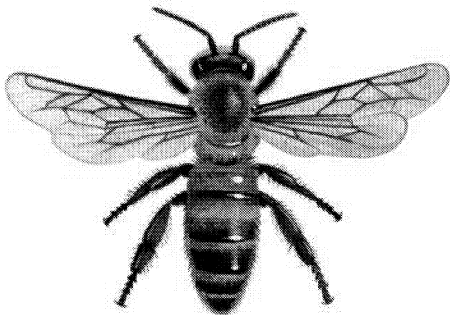
### Part One

## *The Hokkaido Honeypot*





*Beekeeping in Hokkaido since 1965*



### Types of Honeybees

 <p>Honeybees</p> <ul style="list-style-type: none"> <li>• Produce honey</li> <li>• Carry pollen from plant to plant</li> <li>• Support human life</li> </ul>	<p>Queen Bee</p> <ul style="list-style-type: none"> <li>• Only one in each beehive</li> <li>• Lays eggs</li> <li>• Guides other bees</li> <li>• Lives up to five years</li> </ul>
	<p>Drones</p> <ul style="list-style-type: none"> <li>• Males</li> <li>• Mate with young queens</li> <li>• No stingers</li> <li>• Stay in beehive for a short time</li> </ul>
	<p>Worker bees</p> <ul style="list-style-type: none"> <li>• Females</li> <li>• Search for food</li> <li>• Protect and clean beehive</li> <li>• Live 5 to 6 weeks</li> <li>• Produce 0.4 ml of honey</li> </ul>

### Our honey from Spring/Summer of 2021

 <p><i>Clover Honey</i></p>	 <p><i>Acacia Honey</i></p>	 <p><i>Cherry blossom Honey</i></p>	 <p><i>Buckwheat flower Honey</i></p>
<p>300g ¥1,300 500g ¥2,000</p>	<p>300g ¥1,500 500g ¥2,400</p>	<p>300g ¥1,300 500g ¥2,000</p>	<p>150g ¥600 500g ¥1,500</p>

- L-1. ア. About 900 years ago.  
イ. About 1,000 years ago.  
ウ. About 2,500 years ago.  
エ. About 9,000 years ago.
- L-2. ア. Hiding in a hole.  
イ. Guiding the next generation.  
ウ. Producing many eggs in summer.  
エ. Dividing the members of the colony.
- L-3. ア. Making honey.  
イ. Keeping out the ice in winter.  
ウ. Mating with young queen bees.  
エ. Using their stingers to protect the beehive.
- L-4. ア. They are only male bees.  
イ. They are not as busy as the other bees.  
ウ. They bring food back to the other bees.  
エ. They beat their wings to protect the beehive.
- L-5. ア. About half a milliliter (ml).  
イ. About 1 teaspoon.  
ウ. About 6 ml.  
エ. About 12 ml.
- L-6. ア. About half of what they need.  
イ. At least twice as much as needed.  
ウ. Just enough to get through winter.  
エ. Just enough to survive until winter.
- L-7. ア. They transfer seeds to other areas.  
イ. They help plants spread their seeds.  
ウ. They pollinate many kinds of crops.  
エ. They protect many plants from pests.

Part Two

- L-8. ア. Molly's Diner.  
 イ. The aunt's house.  
 ウ. The man's car.  
 エ. The woman's car.

- L-9. ア. The man.  
 イ. The woman.  
 ウ. Molly.  
 エ. The man's aunt.

< < < *The conversation continues.* > > >

- L-10. ア. He didn't like his co-workers.  
 イ. His manager was difficult to deal with.  
 ウ. He didn't like the schedule.  
 エ. It was too far from his home.

- L-11. ア. Developing new products.  
 イ. Answering customers' questions online.  
 ウ. Doing in-person customer service.  
 エ. Meeting customers face-to-face.

- L-12. ア. Stay at her friend's house.  
 イ. Work at a resort.  
 ウ. Start a new part-time job.  
 エ. Go snowboarding with friends.

< < < *The conversation continues.* > > >

- L-13. ア. At a rental cabin.  
 イ. At her cousin's cabin.  
 ウ. At her friend's cabin.  
 エ. At a hotel.

- L-14. ア. Three.  
 イ. Four.  
 ウ. Five.  
 エ. Six.

## Part Three

- L-15. ア. The same thing as today.  
イ. Spend time outdoors.  
ウ. Go shopping.  
エ. Go to work.
- L-16. ア. She won the lottery.  
イ. She found something she had lost.  
ウ. She answered all the questions.  
エ. She passed the exam.
- L-17. ア. Visit Japan.  
イ. Visit Korea.  
ウ. Study in Canada.  
エ. Study in the U.S.A.
- L-18. ア. The man took the math class.  
イ. The woman took the math class.  
ウ. The man couldn't take the math class.  
エ. The woman couldn't take the math class.
- L-19. ア. He has seasonal allergies.  
イ. He is sick.  
ウ. He doesn't enjoy the outdoors.  
エ. He doesn't like flowers.
- L-20. ア. On a weekday.  
イ. On the weekend.  
ウ. After he sends her an email.  
エ. After he buys his first glove.
- L-21. ア. She started job hunting.  
イ. She had a job interview.  
ウ. She got a job in IT.  
エ. She started her own website.

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- L-22. ア. The man's house.  
イ. A birthday party.  
ウ. A restaurant.  
エ. A clothing store.

- L-23. ア. Nothing special.  
イ. Go for a walk.  
ウ. Go running.  
エ. Take a trip.

1

次の英文を読み、設問に答えよ。

At a McDonald's drive-through in a Chicago suburb, customers may notice something different about the voice that takes their orders for Big Macs and fries. "Welcome to McDonald's, what can I get for you?" it asks in a welcoming, unmistakably feminine tone. While the voice sounds helpful, it's also stilted and monotonous enough for the average customer to figure out they're being served by a computer, not a human. It's a lot like Alexa or Siri, but for a drive-through: a system driven by artificial intelligence (AI) that McDonald's is testing out to speed up its service.

During the pandemic, chains have relied more heavily on sales through their drive-throughs while dining rooms remain closed in many places. Even restaurants like Chipotle, with its rollout of "Chipotlanes," and Shake Shack, which is opening its first drive-through this summer, are recognizing their importance. For chains that already had drive-throughs, slow service, long lines, and inaccurate orders are seen as potentially damaging after a year in which sales took a hit at nearly every major chain. McDonald's, Burger King, and White Castle had already been quietly investing in technology like artificial intelligence before 2020, but COVID-19 made those upgrades even more critical.

Over the last few years, McDonald's also deployed new technology in an aim to modernize its operations and encourage customers to order more food. In some locations, it tested artificial intelligence devices that scan license plates (with customers' permission) to predict orders, and it enabled mobile orders that customers can pick up at the drive-through window. "Humans sometimes forget to greet people; they forget, they make mistakes, they don't hear as well," Lucy Brady, McDonald's chief digital customer engagement officer, explained to CNN Business. "A machine can actually have a consistent greeting and remain calm under pressure."

White Castle vice president Jamie Richardson emphasizes the importance of making sure the AI experience is friendly. "They remember me. They know who I am," he said. This is literally true at the drive-through at Fair Oaks Burger, a family-owned restaurant in Altadena, California, which is using a facial-recognition system that lets customers pay without using cash or a credit card. It may also speed up service, allowing the company to sell more meals. Users have to sign up in advance via smartphone with a selfie and a credit card. Then, after they order, they can say they want to use PopPay; a camera will take a photo so their identity can be confirmed and money deducted from their account. Facial-recognition technology is controversial, due to well-known issues regarding privacy, accuracy, and bias, so it's unclear how quickly it will become

common. But Cali Group CEO John Miller said younger customers are interested in using it. “Young people that have grown up taking pictures of themselves all the time and posting them on the internet have no problem with facial recognition,” he said.

In 2021, AI voices have improved, but are not yet perfect. The AI order-taker at White Castle, for example, is good at greeting people in a friendly way, White Castle’s Richardson said, but is still learning how people order. To avoid frustration, the drive-through menu board includes a prompt telling customers they can ask to talk to a human employee. “It’s very much like when you hire somebody new,” he said diplomatically when asked how well it currently works. And like a new employee, it will take time for these technologies to grow into their roles, and of course for customers to get used to interacting with them.

Several online reviews of one McDonald’s restaurant that’s testing AI order-taking make clear how tricky customer interaction with AI technology can be. For example, Mark Smith from Wisconsin tweeted, “Robot drive through. Avoid.” On the other hand, Sarah Jones from Miami posted a TikTok video that appeared to show the McDonald’s system flawlessly executing an order for two Oreo McFlurries, and said, “🤖🤖 This is the most frightening thing I have ever seen in the 35 years of my life.”

For automated ordering systems, there are particular challenges related to hearing and understanding what customers need. For instance, noise—from kids in the car or wind howling outside—can make it harder for an AI system to decipher what customers are saying. However, the trickiest issue is figuring out what they want. People order food in many different ways; this may not be a big challenge for a human, but can confuse a machine, as McDonald’s and White Castle are learning. “Whereas ‘cheeseburger’ or ‘cheese slider’ might not be so difficult to distinguish, what if customers say, ‘Gimme some Castles with cheese on them?’” Richardson asked. He quickly answered his own question: adjust the AI system gradually.

Many of these changes at the drive-through are automating the tasks that are normally handled by humans, which could make employees worry about losing their jobs to computers—an even more pressing concern given high unemployment due to the pandemic. Daron Acemoglu, an economist and professor at MIT, pointed out that as automation proceeds over time, it reduces the need for low-skilled and moderately-skilled workers, who typically do not have college degrees. Ideally, he said, companies will use these workers for other tasks. “What we’ve seen over the years is when we bring technology in, it doesn’t replace jobs; it really helps you raise the bar on your hospitality and customer focus,” Richardson said. “Our expectation is that there wouldn’t be a decrease in employment, but it would change some of the work and make it easier to some

degree.”

In some ways, these technological changes may become vital: though the pandemic led to busier-than-ever drive-throughs, McDonald’s Lucy Brady doesn’t expect traffic to decrease even after it ends. She foresees a day when you can order food in advance and a conveyor belt brings it right to your car window. “It’s like an old science fiction TV program. But maybe AI technology will make service even faster and easier by eliminating bottlenecks,” she said. “We’re going to continue to innovate on that front.”

問1 Choose the best answer based on the reading.

1. At the McDonald’s drive-through in a Chicago suburb, why do customers realize that a computer is taking their orders?
  - A. The voice is friendly and feminine.
  - B. The voice is different from that of a human employee.
  - C. The computer speaks more slowly than a human employee.
  - D. The service is quick and efficient.
2. What has the COVID-19 pandemic resulted in?
  - A. An increase in chains’ dependence on drive-through sales.
  - B. Chains’ recognition that human service is more effective than AI service.
  - C. Major chains’ first attempt to make use of AI in their drive-throughs.
  - D. The improvement of AI’s capability of critical thinking.
3. One of the benefits of AI at drive-throughs is that it...
  - A. attracts customers who have never used drive-throughs.
  - B. orders drinks and food by mobile for the customers.
  - C. never fails to take correct orders from customers.
  - D. always greets customers in a similar way.
4. Facial-recognition technology used at drive-throughs...
  - A. is highly reliable because it guarantees privacy and accuracy.
  - B. enables customers to pay in advance by showing their credit card.
  - C. is acceptable among young customers used to posting their selfies on the internet.
  - D. requires customers to use their credit card after they order.



5. What does White Castle's Richardson say about their AI order-taker?
  - A. It has gotten used to interacting with customers.
  - B. It is currently at the stage of learning the ways customers order.
  - C. It is always given a warm greeting by the customers.
  - D. It has completely mastered the basics of order-taking.
6. What does Mark Smith think about McDonald's AI order-taking?
  - A. There is nothing wrong with it.
  - B. It asks customers tricky questions.
  - C. It is flawless.
  - D. It is not a good system right now.
7. What is the biggest challenge for automated ordering systems?
  - A. Canceling background noise.
  - B. Calculating the price of each order.
  - C. Comprehending customers' unique ways of ordering.
  - D. Understanding customers' quick speech.
8. According to Richardson, the introduction of new technology has brought about ...
  - A. a more hospitable and customer-centered service.
  - B. the employment of more staff with college degrees.
  - C. the acquisition of computer skills by human staff.
  - D. the reduction of overall human staff.
9. What future does McDonald's Brady predict about drive-throughs?
  - A. The number of drive-through customers will decrease.
  - B. Service will be more fully automated.
  - C. They will dispose of bottles that customers leave behind.
  - D. The front of every drive-through will be renovated.
10. What would be a good title for this passage?
  - A. McDonald's and Its Customer Service
  - B. Facial-Recognition Technology at Drive-Throughs
  - C. AI Reducing Employment at Restaurant Chains
  - D. New Technology at Chains' Drive-Throughs

問2 Complete the following table.

Topics	Details
Disadvantages of human-operated drive-throughs	( 11 )
	( 12 )
Advantage of AI drive-throughs	( 13 )
Limitation of AI drive-throughs	( 14 )

11. A. Feminine tones are sometimes hard to hear.  
B. Service can take time and orders can be wrong.  
C. They can spread COVID-19.  
D. Humans sometimes damage valuable equipment.
12. A. Workers can get tired more easily.  
B. Workers need more space to move around.  
C. Workers might not greet people well.  
D. Workers can only accept cash.
13. A. Service might be faster.  
B. AI systems use less energy.  
C. Customers don't need to provide personal information.  
D. Unlike humans, machines never make mistakes.
14. A. AI drive-throughs will be more expensive than human-operated ones.  
B. Those restaurants will experience massive job losses.  
C. Facial recognition will be too expensive to implement.  
D. Computers will need time to learn their tasks.

問3 Mark A for TRUE and B for FALSE for each of the following statements.

15. McDonald's tested an AI system to read license plates to predict customers' orders.
16. White Castle allows customers at an AI drive-through to speak with a real person.
17. Surrounding sounds do not interfere with AI systems.
18. More low-skilled workers will be needed as drive-throughs move towards AI.

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2

次の 19 ～ 26 の空所に入れる語句として最も適切なものを A ～ D の中から選べ。

19. X: How was your camping trip to Niseko?  
Y: We couldn't enjoy it much. The weather was (       ) for the whole weekend.  
A. awful                      B. awesome                      C. disabled                      D. distinctive
20. X: So you were sick in bed while you were in Bali?  
Y: Yeah, but (       ) my cold got better on the day I left.  
A. possibly                      B. honestly                      C. ironically                      D. reasonably
21. X: What does the symbol on the price tag stand for?  
Y: Oh, that means *won*. It's the local (       ) in South Korea.  
A. emergency                      B. bankruptcy                      C. currency                      D. diplomacy
22. X: You didn't say hello. Didn't you see me?  
Y: Sorry, I didn't mean to (       ) you or anything.  
A. amend                      B. defend                      C. offend                      D. suspend
23. X: Where's the cat? We can't leave until it's in the cage.  
Y: I've checked upstairs. It seems to have (       ).  
A. cultivated                      B. vanished                      C. invaded                      D. varied
24. X: I don't know if I can find a job in Vancouver for my working holiday visa.  
Y: With your English skills, I think you should be able to find a (       ) one.  
A. decent                      B. fluent                      C. frequent                      D. recent
25. X: Guess what! I'm going to teach math at a junior high school from next month.  
Y: You what? I didn't know you had a teaching (       ). What a surprise!  
A. advocate                      B. survey                      C. certificate                      D. certainty
26. X: You said your neighbors were partying all weekend long?  
Y: Yeah, I couldn't sleep for three days. I'm not (       ).  
A. entertaining                      B. exaggerating                      C. justifying                      D. overwhelming

27. X: Good morning. What would you like to order?

A. two coffee                      B. cup of coffee  
C. two cups of coffees          D. two coffees

Y: It costs a lot to check it in, so ( ).

A. less luggage is the better                      B. the less luggage, the better

C. less luggage, the better                          D. the less luggage is the better

A. what does she want                      B. what she wants  
C. what did she want                      D. what to want

A. him promise                      B. him to promise  
C. he promises                     D. he should promise

A. is expected                      B. expects  
C. was expected                  D. will be expected

A. with                      B. on                      C. at                      D. of

A. aren't you      B. are you      C. don't you      D. will you

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34. X: Hi, Leslie. How's everything?

Y: I have great news! I just got a job (        ) I really wanted.

A. who                      B. that                      C. what                      D. where

35. There are so many schedule changes that I can't keep (        ) of everything.

A. eyes                      B. hands                      C. trace                      D. track

36. Buying a house may turn out to be cheaper than renting one in the long (        ).

A. stretch                      B. time                      C. run                      D. way

4

それぞれの会話の空所に入れる最も適切な選択肢を A ～ Dの中から選べ。ただし、同じ選択肢が2箇所に入ることはない。

*Woman:* Hello. City University? I would like to attend your university's Open Campus.  
Could you tell me when it will be held?

*Man:* ( 37 )

*Woman:* Oh, no! Do you have any other options?

*Man:* Why don't you attend one of our Virtual Open Days?

*Woman:* Virtual what? Virtual reality?

*Man:* ( 38 ) It includes online seminars, video virtual tours, and live chats with students and teachers.

*Woman:* Sounds great. How can I join?

*Man:* ( 39 ) Then, choose the most convenient date and complete the online registration.

- A. Visit our university website and find our event page.
- B. Virtual Open Days means you'll be able to visit us online.
- C. I'm sorry, we aren't holding in-person events due to the pandemic.
- D. Virtual reality can be experienced at the Engineering Department.

*Man:* This necklace was made by a local artist in Edmonton.

*Woman:* It's very nice. But I wasn't planning on spending \$100.

*Man:* You won't find anything so beautiful and eye-catching anywhere else in Canada. ( 40 )

*Woman:* Hmm...but I saw a similar one at another stall over there. And it was much cheaper.

*Man:* I'm sure the quality isn't as good as this one. But I'd be happy to cut the price a little bit. ( 41 )

*Woman:* Perhaps you can do a little better than that. ( 42 )

*Man:* OK. Ma'am, you've got a deal.

- A. Thirty-five dollars off?
- B. Not for this price.
- C. What's the total with tax?
- D. How does twenty dollars off sound?

次の文章の空所に入れる文として最も適切なものを A ～ D の中から選べ。ただし、同じ文が2箇所に入ることはない。

We've got categories to describe our perceptions of taste, colors, and sounds. Our 100,000 taste buds perceive five different sensations. ( 43 ) When talking about vision, we are able to distinguish between wavelengths. We can then refer to them by color, such as red, green, and yellow. And when it comes to sound, we can speak of timbre, notes, and frequency. ( 44 ) We have some ways of describing smells, such as smoky or sweet. But what we have not done is create a list that organizes odors into their basic categories. To overcome this surprising limitation, a research team analyzed 144 different odors to see if they could identify consistent odor profiles. ( 45 ) The first four are: fragrant (e.g., flowers), fruity (e.g., strawberries), citrus (e.g., lemon), and woody (e.g., pine). The next three dimensions are associated with food: sweet, minty, and nutty. Finally, there are unpleasant smells: chemical (e.g., bleach), pungent (e.g., blue cheese), and decayed (e.g., rotting meat). All other aromas are mixtures of two or more of these ten elements.

- A. Nevertheless, odors can be rich and complex.
- B. Their analysis showed that smell has ten dimensions.
- C. These are sweet, bitter, sour, salty, and *umami*, a Japanese word for a pleasant savory taste.
- D. However, things aren't as clear-cut when it comes to our sense of smell.

6

*Read the following information and answer the questions.*

(1部および工学部受験者のみ)

### **What will Fall 2021 look like for you?**

Welcome back to campus! Your fall classes will start on September 8th. Before then, please read the following information and learn more about the Fall semester. Providing our students with a safe, supportive, and high-quality learning experience is of utmost importance. Therefore, the university has made some important changes after the recent spread of the COVID-19 virus. Most fall courses will take place face-to-face. However, the university will continue to follow guidance from public health experts.

#### **Face-to-face Lecture Courses**

Face-to-face lectures will take place on campus, and will be both live-streamed and recorded to allow students who become ill or who need to self-isolate to keep up with the classes. Face-to-face courses are listed as F2F in the course schedule.

#### **Online Lecture Courses**

Courses with enrollments of approximately 100 students or more will have online lectures. Online courses are listed as WB, or web-based, in the course schedule.

#### **Hybrid Courses**

Some courses include some material that can only be acquired through in-person attendance. These courses are hybrid with both in-person and remote learning elements. The frequency of in-person attendance will vary by course. Students who cannot come on campus cannot take these courses. In the course schedule, hybrid courses are listed as HY.

#### **Library and Related Services**

The University Library will open on September 1st and will remain open during the Fall 2021 semester. By the first week of classes, services such as group study rooms and computer labs will be available, and staff will be available in-person and virtually to assist students, faculty, and researchers.

#### **Professors' Office Hours**

During the pandemic, online office hours to meet with professors were found to be of great benefit to students by facilitating teacher-student communication. Faculty members who interact directly with students may choose to hold office hours on campus while following campus safety guidelines. If faculty members or students are unable to come on campus, office hours should be held via Zoom.



46. What is this information about?
- A. Class grading.
  - B. Library open hours.
  - C. Campus renovation.
  - D. Changes on campus.
47. If you are sick and miss a face-to-face lecture class, what should you do?
- A. Watch the lecture videos.
  - B. Study with textbooks.
  - C. Withdraw from the course.
  - D. Attend a make-up class.
48. Which of the following courses will be offered online?
- A. A course with 50 students.
  - B. A course with 65 students.
  - C. A course with 80 students.
  - D. A course with 110 students.
49. What does WB refer to?
- A. A library service.
  - B. An online course.
  - C. A hybrid course.
  - D. A face-to-face course.
50. How many times will students in a hybrid course need to come to campus?
- A. At least half of the class sessions.
  - B. When remote learning is no longer possible.
  - C. When there is guidance from public health experts.
  - D. It depends on what the course requires.
51. When classes start, the library will allow students to ...
- A. study without wearing a mask.
  - B. use group study rooms.
  - C. assist researchers.
  - D. borrow books using computers.

52. How can professors set up their office hours?
- A. Only face-to-face.
  - B. Only online.
  - C. Both face-to-face and online.
  - D. Both online and by phone.