

## PART 7

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C) or (D) on your answer sheet.

Questions 147–148 refer to the following letter. (thư).

April 3

Larry Martin  
Kansas Neat & Tidy  
5448 Lakeside Drive  
Arlington, Kansas 67514

Dear Mr. Martin, (nhân). ↗ 147C

We are interested in using your company's cleaning services for this year's Halley Valley Rock Festival. The festival will begin on Friday, June 14, and last the entire (kết thúc) weekend, ending on the night of Sunday, June 16. However, unlike previous years, (kể trong năm trước) this year we would like your company to clean the festival grounds intermittently (tại liên tục, thời trang) throughout the festival. Therefore, we will be providing your company with a (tạm trú) temporary office trailer where your workers can take breaks from the heat.

We look forward to working with your company again this year.

Sincerely,

Karen Johnson

Karen Johnson  
Festival Coordinator, Halley Valley Foundation

(quí)

148 B

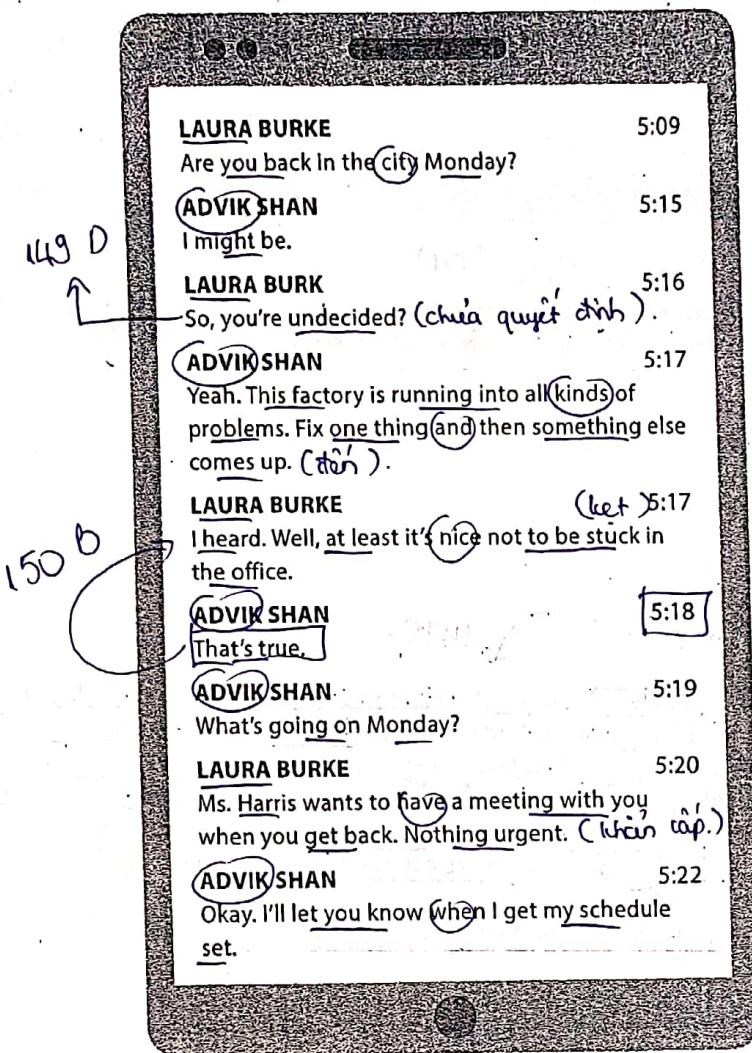
147. Who most likely is Mr. Martin?

- (A) A musical performer
- (B) A truck driver
- (C) A cleaning company's representative
- (D) A festival coordinator (người điều phối).

148. According to the letter, what will be provided?

- (A) Food and water
- (B) A sheltered area (nơi trú mưa ...)
- (C) Musical equipment
- (D) Cleaning supplies

Questions 149–150 refer to the following text message chain. (chuỗi tin nhắn)



149. What is suggested about Mr. Shan?

- (A) He has missed a meeting.  
(B) He is considering a transfer. (tập quán)  
(C) He has recently taken over the (đam mê) operations of a manufacturing facility.  
(D) He doesn't know when he will be returning to his office.

150. At 5:18 what does Mr. Shan mean when he writes, "That's true"?

- (A) He is worried about the conditions of the factory.  
(B) He agrees that being out of the office is enjoyable. (thoải mái, dễ chịu).  
(C) He has discovered an error.  
(D) He is positive he will be back on Monday.

GO ON TO THE NEXT PAGE

Questions 151–152 refer to the following e-mail. (thư điện tử).

To: Pat Blackburn <pblackburn@fastweb.com> (nhân).  
From: Go Natural Health Products <ccs@gonatural.com> (gửi).  
Date: February 4, 3:34 P.M.  
Subject: Product Order (tất hàng).

151 D

(cần lịch) đáp ứng quy định của chi phí  
We appreciate that you have chosen Go Natural Health Products for your vitamin and mineral supplements. All of our products are carefully inspected (kiểm tra) for quality and meet all government regulations. Additionally, during the month of February, customers making purchases over \$100.00 do not have to pay any shipping fees. (mua) ngoài ra.

Order number: 4330XM21

Order date: February 4, 3:31 P.M.

Shipping address: Pat Blackburn, 2709 Michigan Ave., Clinton WI

Details: 6 bottles of Green Source multivitamin pills.

Total: \$180.00, paid with credit card (XXXX XXXX XXXX 8766)

152 C

All our products come with a 100% customer satisfaction guarantee. If you are dissatisfied, please call our customer service center at 987-555-3427 for a full refund within a week of the order. (hoàn tiền)

Go Natural Health Products

151. What is indicated about Ms. Blackburn's order? (bảo hiểm thất lạc)

- (A) It has been insured against loss.
- (B) It is out of stock. (kết hàng).
- (C) It has been placed by her husband.
- (D) It will be delivered free of charge. (giá hàng miễn phí).

152. Why might Ms. Blackburn call the customer service center by February 11? (thay đổi đơn hàng)

- (A) To revise her order
- (B) To change payment options
- (C) To get a payment back = refund.
- (D) To apply for a membership

Questions 153-154 refer to the following article. (bài báo).

153B

(nhân vật  
khen ngợi)

*Midnight Moon*, the new jazz album by guitarist Nick Stanton, will start being sold in stores this Thursday. *Midnight Moon* is Mr. Stanton's first album in five years and has received praise from numerous music critics. Mr. Stanton will be signing copies of his new album at Emerson Department Store, located at 4532 Main Street, this Saturday, March 12. An autograph is free with the purchase of the new album.

(ky tưng)

phê bình âm  
nhạc).

154C

153. Who is Nick Stanton?

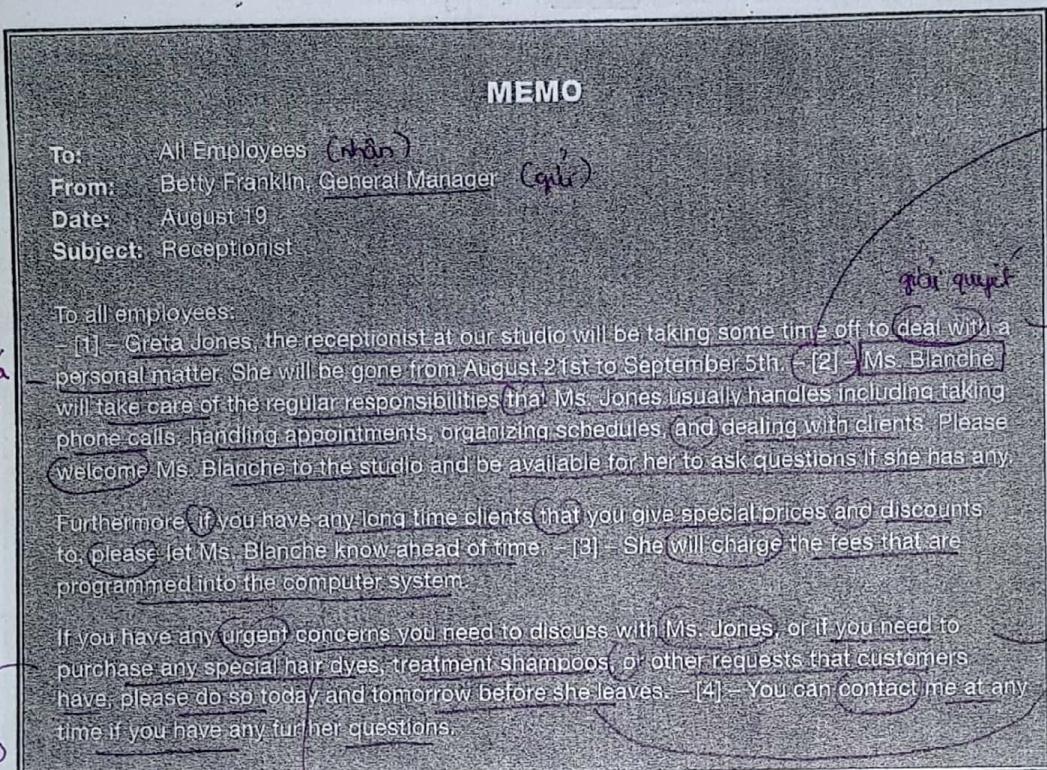
- (A) A department store employee
- (B) A recording artist (người hát)
- (C) A music critic (nhà phê bình âm nhạc)
- (D) A real estate agent (n. viên BDS)

154. According to the article, what will happen on March 12?

- (A) A concert will be held.
- (B) A book will be released. (phát hành)
- (C) An autograph session will take place. (ky tưng)
- (D) Some tickets will go on sale. (bán)

GO ON TO THE NEXT PAGE

Questions 155–158 refer to the following memo.



155. Where do the recipients of the memo most likely work?

- (A) At a department store
- (B) At a hair salon
- (C) At a movie studio
- (D) At a photography studio

156. What is indicated about Greta Jones?

- (A) She is retiring.
- (B) She is going on vacation.
- (C) She will take some time off work.
- (D) She will work only temporarily. (tạm thời).

157. By when should employees contact Ms. Jones with urgent business?

- (A) Before she leaves
- (B) After she leaves
- (C) Anytime
- (D) When she gets back

158. In which of the positions marked [1], [2], [3] and [4] does the following sentence belong?

"During this time, we have hired a temporary replacement, Judith Blanche."

- (A) [1] (ngày trước)
- (B) [2] (ngày trong thời)
- (C) [3]
- (D) [4]

Questions 159-161 refer to the following web page. (trang web).

161C

159C

160B  
(xác định)

160D

160C

We see that you are currently registered as a basic member at our website. (mạng lưới)  
Click here to upgrade to our premium membership. (hành vien bao chất).

Once you become a premium member, you will enjoy the following benefits:  
(A) Expedited shipping for \$3 (\$5 for a basic member)  
(B) Exchanges on all items within 60 days of purchase at no extra charge (30 days for a basic member)  
(C) Returns on all items within 30 days of purchase at no extra charge (7 days for a basic member)

Upgrading your service from basic to premium takes just one click. To welcome customers to our new online store, this month we are offering the upgrade to annual premium membership at a discounted rate of just \$50.

(mục đích)

159. What is the purpose of the web page?

- (A) To advertise a new line of shoes
- (B) To confirm an order
- (C) To recommend a service upgrade
- (D) To solicit donations (thu hút quyền góp)

160. What is NOT mentioned as a benefit of premium membership?

- (A) Discounts on new items
- (B) Faster shipping at a reduced price
- (C) A longer period of free returns
- (D) A longer period of free exchanges

ngu ý

161. What is indicated about Shoe Shine?

- (A) It has been in business for decades. (hiện nay).
- (B) It was founded by a local entrepreneur.
- (C) Its merchandise is available through the Internet.
- (D) It has three membership types.

GO ON TO THE NEXT PAGE

Questions 162–165 refer to the following online chat discussion. (chuyện tin nhắn).

163 B.

Lisa Hancock 9:39  
I'm stopping by a coffee shop on my way to work. What does everyone want? It's on me.

Nick Morton 9:39  
Wow thanks! I'll have just black coffee.

Lilly Smith 9:40  
Thanks. I'd like a latte. Can you also bring some sugar?

Lisa Hancock 9:41  
Sure, I'll bring a couple of the sugar packets.

Richard Park 9:42  
I can never turn down coffee. I'll also have a latte with some sugar.

Emily Jordan 9:42  
I'd like a herbal tea if they have any. I don't drink anything caffeinated so any tea without caffeine would be great. Thanks.

Lisa Hancock 9:43  
Alright then. I'll be there in about 20 minutes with your drinks. See you soon. Oh and before I forget, please make sure that our orders from Cindy's Boutique get set up in our showroom for our clients.

Richard Park 9:44  
The boxes arrived this morning and our interns are working on unpacking them now. However, the order from Chantelle seems to have gone missing.

Lisa Hancock 9:45  
What do you mean?

Nick Morton 9:45  
We're trying to locate the package. We contacted Chantelle and they sent it to the wrong address.

Lisa Hancock 9:46  
That's a disaster. Please try to find out where those dresses went.

Richard Park 9:47  
Good news. I just got a message from the shipping company and they found the Chantelle order. They're redirecting the shipment to us.

Lisa Hancock 9:48 (n)

162A

I almost had a panic attack. When will it get here?

Richard Park 9:48  
This afternoon.

164 C

- (hang phuc)*
162. What type of business do the participants probably work at?
- (A) A fashion company
  - (B) A clothing shop
  - (C) A costume company
  - (D) A coffee shop

163. At 9:39, what does Lisa Hancock mean when she says, "It's on me"?
- (A) She'll bring the coffee.
  - (B) She'll buy the drinks.
  - (C) She'll remember everyone's orders.
  - (D) It's her turn to get drinks.

- nếu*
164. What is indicated about one of their shipments?
- (A) It was overcharged. (tính phí quá cao)
  - (B) It was returned to the boutique. (cửa hàng)
  - (C) It will arrive later in the day.
  - (D) It hasn't been located yet.

165. What kind of business is Chantelle?
- (A) A fabric company
  - (B) A magazine company
  - (C) A shipping company
  - (D) A boutique

GO ON TO THE NEXT PAGE 

Questions 166–168 refer to the following e-mail. (thư điện tử)

To All <csall@cherishedgoods.com>  
From Eric Nixon <enix@cherishedgoods.com>  
Date January 5, 10:00 A.M.  
Subject Shipping Error

Hello everyone, (nhân) 166 C

(dù hiểu lầm) Lilia Kent, the head of the shipping department, has informed me that yesterday our customer database experienced a system error and, as a result, many orders were sent to the wrong addresses. This morning, our department has already received multiple calls from customers complaining that they received the wrong package. Ms. Kent's department has been working hard to locate the cause of the mistake. Therefore, any customer that calls with a wrong delivery should be asked to return the package. Additionally, please inform the customers that they will be given a 10 percent discount on their next purchase.

(ngồi ra) Eric Nixon (gửi) 167 D 167 B

The email content is annotated with handwritten notes in purple ink:

- "Hello everyone, (nhân)" is followed by "166 C".
- "Lilia Kent, the head of the shipping department, has informed me that yesterday our customer database experienced a system error and, as a result, many orders were sent to the wrong addresses. This morning, our department has already received multiple calls from customers complaining that they received the wrong package. Ms. Kent's department has been working hard to locate the cause of the mistake. Therefore, any customer that calls with a wrong delivery should be asked to return the package. Additionally, please inform the customers that they will be given a 10 percent discount on their next purchase." is followed by "167 B".
- "Eric Nixon (gửi)" is followed by "167 D".

166. Who most likely received the e-mail?

- (lỗi hao lòng) (A) Employees in the shipping department  
(B) Dissatisfied customers  
(C) Customer service representatives  
(D) Internet technology specialists (n. viễn).

167. According to the e-mail, what is Ms. Kent's staff trying to do?

- (A) Create a customer database  
(B) Fix a system malfunction  
(C) Locate a lost package  
(D) Take calls from customers

168. What are recipients of the e-mail advised to do? (A) ng nhân

- (A) Update their personal information  
(B) Deliver a package in person  
(C) Enter data into a customer database  
(D) Offer a price reduction to some customers

Questions 169-171 refer to the following e-mail. (thư điện tử)

To: carlhurst@nicknet.com  
From: m\_winters@tatecc.com  
Date: June 1, 1:34 P.M.  
Subject: Community Events

Dear Mr. Hurst, (chân) (thông tin công khai) 169C

As a loyal customer with a family membership at the Tate Community Center, you have sponsored us with your continued donations. We really appreciate your support.

The following table provides information on upcoming family events this month. We welcome your participation.

Crafts Day, June 7	Paul Simpson, June 15	Summer Picnic, June 22
A variety of craft supplies will be available for kids to make their own unique creations.	Come and listen to the beautiful music of local singer and songwriter Paul Simpson.	Everyone needs to bring a tasty dish to share with others. Free beverages will be provided.

For members, no purchase of tickets is necessary for participation in these events. We encourage you to attend these events and spend quality time with your family.

We look forward to seeing you.

Minnie Winters  
Program Coordinator (điều phối c. tinh) (cô) 170A  
Tate Community Center

169. What is suggested about Mr. Hurst?

- (A) He is a local musician.
- (B) He donates to an orphanage. (trại mồ côi)
- (C) He supports a public organization.
- (D) He works at a community center.

170. Why was the e-mail sent?

- (A) To announce a community board meeting
- (B) To apply for a family membership
- (C) To publicize upcoming events (quảng bá sự kiện sắp tới).
- (D) To give information about a local election (bầu cử).

171. What is indicated about Tate Community Center? (công khai)

- (A) Its members gain free admission to the events.
- (B) It offers regular music classes.
- (C) It takes reservations by phone.
- (D) It will serve beverages at all events.

GO ON TO THE NEXT PAGE

Questions 172–175 refer to the following letter. (thứ).

check-up: kiểm tra sức khỏe.

J&P Industries  
1462 Swinton Street  
Cameron, GL 10288

March 29.  
Mr. Grant Lee  
287 Silver Plains Road  
Cameron, GL 18729

Dear Mr. Lee. (nhân)

We thank you for your continued work and your dedication to your job at J&P Industries.  
– [1] – We are sending all employees information about the new changes that have been made to your health insurance benefits at our company. You will continue to be covered by the same insurance company, but because of the new state regulations that have been put forth, all employees must now undergo a basic medical check-up at a local clinic or hospital. This check-up will be covered by your health insurance, so you do not need to pay any extra fees and this by no means will affect the monthly insurance deductions.  
– [2] – Included in the envelope is the detailed information about the new medical program for employees.

The medical check-ups will include a blood test, urine test, eye test, height and weight measurements, hearing test, and chest X-rays. – [3] – Please make an appointment with a local clinic. You should have your results given to Karen Leigh at Human Resources by December 30th at the latest. If you fail to get a medical exam, then you may be subject to a fine up to \$2000. – [4] – We thank you for your cooperation and hope you abide by the new changes.

If you have any further questions or concerns, please contact Karen at leighk@jpindustries.com.

Sincerely,

John Black  
Executive Manager  
J&P Industries

(part 1st)

(part 2nd)

(part 3rd)

(part 4th)

172A

173D.

174B.

(from this)

175C

mục đích

172. What is the purpose of the letter?

- (bắt buộc) (A) To inform an employee about a mandatory exam.  
(hiến máu) (B) To encourage employees to donate blood to the hospital.  
(bảo hiểm) (C) To discuss the changes made to the health insurance coverage.  
(hiết kế) (D) To advertise the services of a new clinic.

173. What did Mr. Black send with the letter?

- (A) An application form.  
(B) An insurance document.  
(C) A contract.  
(D) Extra information about the changes.

174. The term "subject to" at the end of the second paragraph is closest in meaning to:

- (A) Dependent on : phu thuộc.  
(B) Responsible for : chịu trách nhiệm.  
(C) Withdrawn from : rút.  
(D) Added to : thêm.

175. In which of the positions marked [1], [2], [3] and [4] does the following sentence best belong?

"The appointments should take no longer than 30 minutes."

- (A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

GO ON TO THE NEXT PAGE 

quảng cáo

Questions 176–180 refer to the following advertisement and e-mail. (thúi điểm tu)

## Blooming Flower Yoga Studio

176C

### Summer Yoga Classes:

This summer we will be offering a variety of summer yoga classes for all age groups and skill levels.

### Summer Class Schedule and Prices (registration fee):

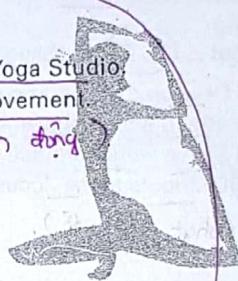
- Beginner class, twice a week for two months (\$150)
- Intermediate and advanced class, twice a week for two months (\$200)
- Yoga for senior citizens, once a week for two months (\$100)
- Hot power yoga, three times a week for two months (\$250)

177B

All necessary supplies will be provided by the Blooming Flower Yoga Studio. Members should wear comfortable clothes that allow for free movement.

(vận động)

45 Clark Street  
Indianapolis, IN 46202  
715-555-5832  
[www.bloomingfloweryoga.com](http://www.bloomingfloweryoga.com)



To: Tammy Glenn <[tammyglenn@mxmail.com](mailto:tammyglenn@mxmail.com)>  
From: Dwayne Moore <[dwaynemoore@bloomingfloweryoga.com](mailto:dwaynemoore@bloomingfloweryoga.com)>  
Date: May 23  
Subject: New Student  
Attachment: New member form

Dear Ms. Glenn, (hàn)

I'm writing to let you know that you have one more student who has signed up for your class. Your new student is Jane Meyers and she will bring the \$100 registration fee with her to the first class on Monday.

Also, on Monday, please give Ms. Meyers and any other new members the form they will need to fill out. I have attached the necessary paperwork to this e-mail. All you have to do is to print out copies and hand them out.

Your class now has nine members that will attend and is, therefore, almost at full capacity (đã). In fact, all of the classes this summer have proven very popular, and I anticipate they will all fill up by the end of the month. Thank you so much for your many years of hard work as a teacher here at Blooming Flower Yoga Studio. If you have any questions, let me know.

Dwayne Moore (cph)

179A

180B

- nếu
176. What is stated about the summer classes?  
(A) They started last week.  
(B) They will be held outdoors.  
 (C) They are available to both children and adults.  
(D) They are being offered at a discounted price.

- nếu
177. What is suggested about Ms. Meyers?  
(A) She has never learned yoga before.  
 (B) She is an elderly person. (cô già)  
(C) She wants to become a yoga instructor.  
(D) She is a long-time member.

178. What is Ms. Glenn asked to do?  
(A) Develop a new curriculum (lập ch. trình)  
(B) Attend a training seminar  
(C) Sign a work contract  
 (D) Distribute some documents  
(phát giấy tờ).

sic chick  
179. In the e-mail, the word "capacity" in paragraph 3, line 1, is closest in meaning to

- (A) volume : luồng.  
(B) ability : khả năng.  
(C) vacancy : cho trống.  
(D) role : vai trò.

- nguy
180. What is indicated about Ms. Glenn?  
(A) She works well with children.  
 (B) She is a long-term employee.  
(C) She will be retiring soon.  
(D) She will be receiving a pay raise.

GO ON TO THE NEXT PAGE 

Questions 181–185 refer to the following website posts. (bài đăng trên web)

**Mega Hobby Models Community Forum**

(vấn đề)  
Issue with the Blackbeard's Pirate Ship Model (mẫu tàu).

Post by John Taylor      au the' lā (lập rap)      August 3, 10:55 A.M.  
with kind can thiệp (lộ tin)

I recently purchased a model kit from the Mega Hobby online store. I bought the Blackbeard's Pirate Ship model to put together with my son, and I am having a problem. After carefully reading the instruction manual, I noticed that a few essential parts have been left out of the box. Specifically, some parts that make up the mast and sail seem to be absent from the kit. I have bought many models from Mega Hobby for years and have always been happy with the products I received. (cười thi lập rap) east.

Has anyone else had the same problem with this kit? My son and I were planning to submit our finished model to a local model building contest at the end of the month, and we are very disappointed with this setback. If anyone else has any experience with this problem and solved it, I would greatly appreciate your advice.

181 A  
182 D

**Mega Hobby Models Community Forum**

RE: Issue with the Blackbeard's Pirate Ship Model

Post by Catherine Maxwell      nhâm lân.  
August 3, 4:24 P.M.

Hi John,

I also recently purchased the Blackbeard's Pirate Ship model from the Mega Hobby online store for my son and had the same problem that you did. At first, I thought I must have been mistaken, but after checking the list of all parts in the instruction manual, I determined that several parts must have been missing from the kit at the time of sale. I took the kit back to my local Mega Hobby store and a staff member confirmed my suspicion. The Mega Hobby employee was nice enough to exchange (tùi) my model kit for one that had all of the parts. With the new kit, my son and I were able to put together the model exactly like the picture on the box. I suggest that you go to the Mega Hobby store closest to your home and ask them to exchange your defective product. Be sure to make a note of the order number when you go there.

(xác nhận bùn  
ngòi vui)      (kiem tra trên  
sách hướng dẫn)  
183 C  
184 C  
185 A

(bài story 1)

181. What is the subject of the first post?

- (A) A defect with a purchased product
- (B) Mistakes in the instruction manual
- (C) A discrepancy with an advertised price
- (D) Registration for a competition

(giả định)

182. What is suggested about Mr. Taylor?

- (A) He knows Ms. Maxwell personally.
- (B) He is a product designer at Mega Hobby.
- (C) He owns a sailboat.
- (D) He will enter a competition with his son.  
*(từ giả định)*

183. How did both Mr. Taylor and Ms. Maxwell realize there was a problem?

- (A) By talking with a customer service agent
- (B) By watching an instructional video
- (C) Be consulting a user manual
- (D) By looking at a photograph

nguyễn

184. What is indicated about Ms. Maxwell?

- (A) She is a regular customer of Mega Hobby.
- (B) She works with Mr. Taylor at Mega Hobby.
- (C) She successfully completed the model kit.
- (D) She received a full refund.

185. What does Ms. Maxwell recommend?

- (A) Visiting a nearby store
- (B) Canceling a membership
- (C) Downloading a new instruction manual
- (D) Purchasing replacement parts

*(mua bộ phẩn thay thế).*

GO ON TO THE NEXT PAGE

quảng cáo phiếu

Thông báo b' cuộc họp

(NEW) Questions 186-190 refer to the following advertisement, form and announcement in meeting.

## Dreamspace Bed Emporium

### Beds, Bedding, and Furniture

3600 Wilshire Road, Springfield, IL 62751

[www.dreamspacebeds.com](http://www.dreamspacebeds.com)

tâm trắc

Don't let yourself suffer tossing and turning, not getting a good night's sleep.  
Come down to Dreamspace Bed Emporium and treat yourself to a comfortable bed catered to your exact needs. Customers are welcome to lie on any bed in the store.

186C

186B

First Floor: Beds (single, double, queen, king, etc.) — 186A.

Second Floor: Bedding (sheets, pillows, blankets, cushions, etc.)

Third Floor: Furniture (chairs, sofas, tables, etc.)

187D

In response to customer suggestions, our store now stays open two hours later to accommodate those who may work irregular shifts.

Do you need express delivery for a bed? Simply ask one of our staff members at the checkout and it can be easily arranged.

If you have any comments or suggestions for our store, a comment box can be found inside the main entrance.

(phản hồi)  
(giáo huấn)

### Comment and Suggestion Form

Dreamspace Bed Emporium

Customer name: Willy M. King

Date: August 9

Contact number: 456-555-6123

188B

Comment: Last week, I came into your store to shop for a new pillow, sheet, and blanket set for my bed at home. However, when I went to that section, I couldn't find any available staff members to assist me. I waited for about half an hour, but no one came to me. I needed help determining what sheet and blanket set would fit the dimensions of my bed but ended up just leaving the store frustrated. I hope you can provide better service to customers so something like this doesn't happen again in the future. I have been a loyal customer of yours for years. If you don't explain why no one helped me, I may have to start shopping at one of your competitors' stores.

189A (hiệu)

phát lô, thô ô, bô bê.

mùa hè

(đàn trâu nhán rieu)

Hello everybody, I have called this meeting to talk about some of the problems that our new store policy of staying open later has caused. At first, this seemed like a great idea to help customers who worked all day. I know it can be hard to find time to do chores and you shopping when you work from 9 to 5. Unfortunately, this means that we have had to spread our staff too thin until we have hired and trained enough people. As a result, we have been neglecting some of our customers lately. The photocopied Comment and Suggestion Form I have passed out to you all from Willy King sums up our shortcomings better than I ever could. Please give it a read and think about ways we can be made aware of a customer in need, even in a store as large as ours. I understand that with our thin staff, we have to cover more space than we used to, so this meeting isn't about punishment or blame, it's just about solutions. Please do some brainstorming on this and drop in on me in my office if you think you have an idea. I have to go call Willy King.

phát hay đỗ (n)

giúp

(chú ý)  
khách hàng

190 C

186. What is NOT mentioned about beds at Dreamsplace Bed Emporium?

- (A) They come in a variety of sizes.
- (B) They can be tested by customers.
- (C) They are displayed on the first floor.
- (D) They come with a lifetime warranty.  
(hảo hánh trọn đời).

187. According to the advertisement, what is true about Dreamsplace Bed Emporium?

- (A) It is located in a department store.
- (B) It sells home appliances.
- (C) It is hiring additional staff.
- (D) It extended its operation hours.

188. Where did Mr. King most likely search for the products he wanted?

- (A) On the first floor
- (B) On the second floor
- (C) On the third floor
- (D) Near the main entrance

189. Who do you believe is speaking at the meeting?

- (A) The Dreamsplace Bed Emporium manager
- (B) Willy King
- (C) A district manager from another city
- (D) A check out clerk

190. What is most likely true based upon the information from the meeting?

- (A) Dreamsplace Bed Emporium will change their hours back to what they used to be.
- (B) Dreamsplace Bed Emporium will extend their hours to serve more customers like Willy King.  
(kéo dài).
- (C) Dreamsplace Bed Emporium will hire more employees so there are enough people to cover the size of their store.
- (D) Dreamsplace Bed Emporium will hold a raffle event and invite Willy King.  
(xổ số)

GO ON TO THE NEXT PAGE

(hang web)

Questions 191–195 refer to the following web page, e-mail and schedule. (lịch).

191 C

http://www.acetraining.com

Home Contact Us Location About Ace

tin tức

khóa học

đặt được mục tiêu.

Ace Training is a company that offers developmental courses for the employees of your store or business. You can rely on our team of successful professionals to improve the quality of your staff and help your company achieve its goals. We provide effective and results-oriented programs. Below are the training courses available:

**Leadership** (lãnh đạo) này vao

This program helps staff members develop strategic planning and management skills. It also enhances the supervisory skills of the employees in leadership positions.

**Sales** (bán hàng)

We teach innovative strategies to increase sales and market share. This class is suitable for both salespeople in a store and employees who work over the phone.

**Customer Service** (dịch vụ khách hàng)

Never undervalue the importance of your customers' satisfaction. Your employees need the skills to become helpful and efficient when working directly with customers.

**Technologies** (kỹ thuật)

In rapidly changing work environments, staff members should keep up with (bắt kịp) new trends and developments in the technological field. Your staff members will learn how to research and master new technologies quickly and accurately.

To enroll staff members for a program, contact Joshua York at josh@acestafftraining.com.

192 D

From: Tiffany Tran <tifftran@zellengifts.com>  
To: Joshua York <josh@acestafftraining.com>  
Subject: Staff Training for Our Employees  
Date: October 9

Dear Mr. York, (nhân).

I'm contacting you about running a training program for some of our employees here at Zellen Gifts. We are planning on expanding our telemarketing department next month but we don't have enough properly trained employees to fill these new positions. Therefore, we will be transferring some employees from the customer service department to the telemarketing department to solve this problem. As our products are mainly targeted towards children, we are hoping to increase our profits as much as possible for this Christmas season. Please let me know the maximum number of students that you can accommodate at one time.

chuyên n.v (tối thiểu)

Thank you, (cung cấp).

Tiffany Tran  
Zellen Gifts

(ghi)

giúp quyết vấn đề.

193 B

(đã đề xuất)

## PROPOSED ACE TRAINING SCHEDULE FOR ZELLEN GIFTS

194 B November 1-5

Group Code and Student Numbers	Monday Sales Strategies	Tuesday Successful Negotiation	Wednesday Customers First!	Thursday Closing The Deal	Friday Start Polite, Stay Polite
Red Team 10 people	9:00 - 11:00	9:00 - 11:30	8:00 - 10:30	8:00 - 11:00	9:00 - 11:00
Blue Team 10 people	1:00 - 3:00	1:00 - 3:00	1:00 - 3:00	1:00 - 3:00	1:00 - 3:00
Green Team 10 people	3:00 - 5:00	3:00 - 5:00	3:00 - 5:00	3:00 - 5:00	3:00 - 5:00
White Team 10 people	5:00 - 7:00	5:00 - 7:00	5:00 - 7:00	5:00 - 7:00	5:00 - 7:00

chuyen

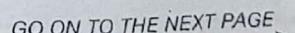
Here is our proposed schedule for transitioning your customer service staff into successful telemarketers. You can see that we have an ambitious amount of material to cover, but I am confident it will be a success. We have tried to balance ( cân =) your need for a swift transition with your need to continue running Zellen Gifts while the training is in session. Therefore, we divided your staff into groups and staggered them throughout the day. This will result in better student-to-trainer numbers for your staff, and it should cause minimal disruptions (in) your business. We look forward to a great week of training! (anh hưởng rất nhỏ).

(tại đây)

(bộ phận  
tè)

195 B.

Joshua York  
Ace Training Coordinator

GO ON TO THE NEXT PAGE 

191. Where does Mr. York work?

- (A) At an accounting firm
- (B) At a sports management agency
- (C) At a skill development institution
- (D) At an advertising agency

192. What is stated about the program on technologies?

- (A) It is open to the public.
- (B) It introduces recent web programming skills.
- (C) It teaches environmental protection.
- (D) It keeps employees up-to-date.

193. In what program is Ms. Tran most likely interested?

- (A) Leadership
- (B) Sales
- (C) Customer Service
- (D) Technologies

194. What is indicated by the proposed training schedule and accompanying memo?

- (A) It is an easy course to complete.
- (B) There are 5 key topics that will be covered.
- (C) 50 employees will take part.
- (D) Joshua York will be one of the trainers.

195. Based upon the proposed training schedule and accompanying memo, what can be inferred about Zellen Gifts?

- (A) They are trying to become better at customer relations.
- (B) They are trying to conduct business as normal during their training period.
- (C) They have a small customer service staff.
- (D) They want to finish their training before the end of October.

(hang web)

Questions 196–200 refer to the following web page, e-mail and schedule. (lich).

**Midcity Performing Arts Hall**

(Hỗ trợ)

Support the Midcity Performing Arts Hall in downtown Brenton by becoming a member. You can choose from the following membership plans:

200C

General – For only \$100, you can get a full-year membership to attend any two performing arts shows that have available seats in the D area of the theater.

196D

Silver – For a fee of \$200, you can attend any two performing arts shows that have available seats in the B area of the theater.

Gold – For a fee of \$500, you will receive early alerts of popular programs with a ticket to any two performing arts shows with seats in the B area, and a guaranteed seat for any show of your choice within a one-year period in the front row section.

Diamond – For a fee of \$1000, you will have exclusive access to signed autographs with performing arts stars, invitations to two exclusive pre-showings of popular programs, and a guaranteed seat for any show of your choice within a one-year period in the VIP section.

\*Some restrictions may apply. (có giới hạn)

\*Admissions to orchestral performances excluded

198A

(Kèm bao gồm vé vào cửa các buổi diễn hòa nhạc)

To: bates@midcityarthall.com (nắn)

From: Alicia Norton (gửi).

Date: January 16

Subject: Membership

ng thích đi xem hát.

198B

Thank you for the e-mail about the Midcity Performing Arts Hall membership. I have attached a fee of \$1000. I was a general member last year and I enjoyed a couple of the musicals that were performed. I have become a theater enthusiast since the experience and I look forward to the benefits of the new membership plan.

(nhận từ) By the way, the Art Hall has done a phenomenal job on the renovations to the building. I'm excited to come back this year. (đãy ấn tượng, kí lạ)

GO ON TO THE NEXT PAGE

199 D

(click để xem)

Below is the tentative schedule for shows at the Midcity Performing Arts Hall in the coming months. Please have a look and call anytime if you wish to get seats.

(say mi)

Brenton Philharmonic Orchestra

January 28 to January 30

Dancing Princess

February 3 to February 23

Jazz that Dance

March 1 to March 26

Opera Ghost

April 3 to April 29

(nguyễn)

196. Which membership did Alicia Norton most likely purchase?

- (A) General
- (B) Silver
- (C) Gold
- (D) Diamond

197. What is suggested about the Midcity Performing Arts Hall?

- (A) It hosts various sports programs.
- (B) It had some changes made to the building.
- (C) It is a place popular among celebrities.
- (D) It is an old museum.

(nguyễn)

198. When is a performance not free to members?

- (A) January
- (B) February
- (C) March
- (D) April

199. What is implied about the schedule?

- (A) The shows have sold out.
- (B) More shows may be available.
- (C) It is fixed.
- (D) It may change.

200. What is meant by the expression "some restrictions may apply"?

- (A) Only certain people will be considered for membership.
- (B) The membership plans may change without notice. ((<sup>o</sup>còn thông báo))
- (C) Not all performances are available to members.
- (D) Admissions will not be allowed non-members.