

## UNIT 12: CÂU HỎI TỔNG QUAN (OVERVIEW QUESTION)

**Passage 01** (Question 181, Test 01, ETS 1200)

Date:	Thursday, 23 July 11:45:29
Subject:	Sid Zablonki
From:	"Lewis Cucuk" <lcuck@komptex.com>
To:	jarvisw@komptex.com; sloanet@komptex.com; joanmac@komptex.com; giles@komptex.com

First of all, thank you all for a very productive meeting this morning. This message confirms our agreement on the main points of the media report Komptex will release to the press at 4 P.M. this afternoon.

The report will be brief and to the point. It will announce Sid Zablonki's resignation and the appointment of his replacement. There will be no references to Mr. Zablonki's reasons for resigning his position. Sid has asked us to respect his privacy, and we intend to do that. The media will be asked to contact the vice president of human resources with any follow-up questions.

Thank you for your cooperation and support.  
Lewis Cucuk  
President  
Komptex, Inc.

**181.** What is the main purpose of Lewis Cucuk's e-mail?

- (A) To plan new collaborations with film studios
- (B) To confirm details of an announcement
- (C) To request employee feedback on a report
- (D) To announce new positions at the company

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 02** (Question 181, Test 02, ETS 1200)

Date:	January 25
From:	Tori Ray <tray@alvertonfinancecorp.com>
To:	Paul Han <phan@nj.universaltechsoftware.com>
Subject:	Update on the workshop on Friday, February 3

Hi Paul,

Thank you for agreeing to conduct a workshop for us at Alverton Finance Corporation. We are excited to hear about your new software program, which may be a beneficial tool for our business.

In my previous e-mail, I said the workshop would be held in room 135, but it has been changed to room 455. Please stop at the security desk when you get here, and give the security guard that room number. The guard will issue you a guest pass and escort you to the room.

If you have any handouts that you want us to copy before the workshop, my assistant, Hilary Rigby, can make them. If you send her your handouts electronically by Wednesday, February 1, she will have the copies ready for you. Her e-mail address is hrigby@alvertonfinancecorp.com.

If you have any questions, please let me know. I look forward to seeing you at the workshop.

Tori Ray

**181.** What is the purpose of Ms. Ray's e-mail?

- (A) To confirm the details of a presentation
- (B) To place an order for computer software
- (C) To explain the changes in a security policy
- (D) To change the date of a workshop

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 03** (Question 153, Test 04, ETS 1200)

From:	mburnes@worldstore.com
To:	wpitts@pma.net
Subject:	Your order #3456
Date:	January 13, 10:25 AM

  

Dear Mr. Pitts:

Severe weather conditions have caused substantial disruptions to air traffic in and out of many airports in the Midwest, where the World Store™ sorting facilities are located. As a result, many deliveries will be delayed by approximately 24 to 48 hours.

World Store™ is committed to providing the highest level of service possible. For the latest package status information, please go to “My Account” on Worldstore.com, where you will be able to track your package.

Thank you for your patience and understanding as we work through this situation.

Yours,  
Michael Burnes  
President  
Worldstore.com

**153.** What is the purpose of the e-mail?

- (A) To postpone travel plans
- (B) To introduce a company Web site
- (C) To request the latest flight schedule
- (D) To give information about shipping delays

## LE QUOC BAO – TOEIC Reading Comprehension

### Passage 04 (Question 174, Test 04, ETS 1200)

To: All Randolph branch employees  
From: Roger Smithwick, Randolph branch manager  
Re: Sylvia Langley  
July 16

Dear All:

I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch.

I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.

Thank you,  
Roger

**174.** What is the purpose of the e-mail?

- (A) To discuss an upcoming visit
- (B) To review the employee dress code
- (C) To notify employees of a customer service award
- (D) To announce the retirement of the bank's president

### Passage 05 (Question 178, Test 04, ETS 1200)

Dear Mr. Meyer:

I am very pleased to confirm your one-year international assignment in Hong Kong with the Kater Company. While in Hong Kong, you will work on the property underwriting team, pricing and managing property insurance contracts in the East Asian region. You will report to Ms. Helen Duann.

Your international assignment allows you certain benefits from the Kater Company. While you will retain your current position as senior underwriter, you will receive an extra monthly living allowance of 5,000 Hong Kong dollars. In addition, you are eligible to live in corporate housing provided by the Kater Company.

Sincerely,

**178.** What is the purpose of this letter?

- (A) To ask for a salary increase
- (B) To announce a promotion
- (C) To discuss a temporary assignment
- (D) To request a transfer to Hong Kong

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 06** (Question 188, Test 04, ETS 1200)

E-mail Message	
From: rsilva@nysmail.com To: info@zenopublications.com Subject: your travel guides	Sent: September 16
<p>I am writing to compliment Zeno Publications on its excellent service and commitment to quality. I recently ordered the guides to London, Madrid, and Paris in preparation for a trip to Europe. I paid the charge required for regular shipping and was pleasantly surprised when my order arrived in just four days. When I opened the box, I was even more delighted. The books are outstanding! I was impressed with the beautiful layout and breathtaking photographs even before I left for my vacation. When I arrived at my destination, I quickly discovered how wonderful they truly are. Every detail is accurate, and the guides cover not only the famous, must-see sights, but also many little-known places that turned out to be well worth a visit. Had I not ordered books from Zeno, I'm sure I would have missed some very worthwhile sightseeing opportunities.</p> <p>Please count me as a new loyal customer. I have already recommended your books to friends who are planning trips abroad and will continue to do so.</p> <p>Sincerely, Raquel Silva</p>	

**188.** What is the purpose of Raquel Silva's e-mail?

- (A) To request some travel guides
- (B) To praise Zeno Publications
- (C) To express concern about an order
- (D) To recommend Zeno Publications to a friend

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 07** (Question 173, Test 05, ETS 1200)

From:	Bill Withers (president@HQRenterps.org)
To:	All department heads
Sent:	8.15 A.M., Monday, March 4
Subject:	Conference program

  

Hello everyone,

This is a quick update on the program for Friday's conference at the Houghton Landmark Hotel. Registration will begin at 8:45 in Conference Room A. You can pick up your name tag there. I will make some opening remarks and introduce the main speaker at 9:00 in the Grand Ballroom. We are pleased to announce that Sanjay Varma has confirmed that he will be able to attend. He will deliver the keynote address following my remarks.

For the remainder of the day, participants will disperse and attend separate sessions in designated rooms. The executive officers will meet in room 85 starting at 10:30. The management team will divide into two groups: department heads and group leaders. They will attend workshops in room 124 and 101, respectively. Closing remarks will be given in the ballroom at 4:00.

I look forward to seeing you all there.

Bill Withers  
President

**173.** What is the purpose of the e-mail?

- (A) To confirm a hotel reservation
- (B) To provide a schedule of events
- (C) To inform employees of an updated policy
- (D) To invite managers to a conference next month

## LE QUOC BAO – TOEIC Reading Comprehension

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### Passage 08 (Question 172, Test 01, ETS 5 Tests)

4 April  
Charles Tang  
350 Lady Jane Way  
Melbourne VIC 3004  
Australia

Dear Mr. Tang:

Thank you for stopping by our booth at the International Fibre Optics Trade Conference in Sydney last month. I enjoyed speaking to you about your career interests.

As I mentioned when we spoke, our company is currently in the process of launching operations in South America through our soon-to-open Buenos Aires bureau. We are thus very interested in individuals with Spanish-language skills such as yours. If we were to offer you employment, we would first invite you to our headquarters in New Delhi for a three-week training course to familiarize you with our company's products and business model.

If you would like to pursue this opportunity, please send me your resume at your earliest convenience. I will then send it on to one of the division managers to arrange an interview. If you have any questions, please do not hesitate to contact me.

Sincerely,  
*Nandita Rajawat*  
Nandita Rajawat  
Human Resources  
Telefibro Systems Ltd.

**172.** What is the purpose of the letter?

- (A) To revise the terms of a contract
- (B) To request information about a company
- (C) To recruit a new employee
- (D) To announce an upcoming talk

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 09** (Question 196, Test 01, ETS 5 Tests)

From:	Hitomi Suzuki <hsuzuki@wattlefinancial.com.hk>
To:	Priya Kulkarni <pkulkarni@multiconnect.com.hk>
Subject:	Multiconnect Communications
Date:	10 October

Thank you for taking the time last week to introduce Multiconnect Communications and for speaking to me about your business phone and Internet bundle packages. As I mentioned, we are not seeking Internet services as part of a combined package, as we have a five-year contract with Colbert Wireless that is currently only in its third year. After careful consideration, though, we have decided to transfer from Duostar to a new provider for our phone systems.

I have outlined our specific phone needs. The service should not exceed HK\$6,000 monthly. There will be twenty phones at our central location, and each phone should have call-transferring, call-forwarding, and phone-conferencing capabilities. The service should also include voicemail with personalized password access and the ability to queue up to thirty voicemails per phone number. Please send the information in an attachment to your e-mail. I look forward to hearing from you soon.

Sincerely,

Hitomi Suzuki  
Wattle Financial

**196.** What is the purpose of the e-mail?

- (A) To supply information about Internet providers
- (B) To request further information on phone packages
- (C) To describe a new phone package being offered
- (D) To offer a discount on communications technology



## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 10** (Question 159, Test 03, ETS 5 Tests)

From:	Tom Gough <tomgough@versatileware.com>
To:	Marc Hammond <marchammond@versatileware.com>
Date:	Thursday, June 13, 4:12 P.M.
Subject:	Ride tomorrow?

  

Hi Marc,

I'm writing to ask a favor of you. My car broke down on my way home today, and I had to take it to the mechanic. Could you give me a ride to and from work tomorrow? I'm hoping it won't be too much of an inconvenience since we live on the same street and work in the same building. The mechanic says he'll have the car running again by Saturday, so I shouldn't need a ride on Monday.

Thanks,  
Tom

**159.** What is the purpose of the message?

- (A) To arrange transportation
- (B) To recommend an auto repair shop
- (C) To request time off from work
- (D) To advertise a car for sale

**Passage 11** (Question 168, Test 04, ETS 5 Tests)

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The fast-growing chain of Greenley electronics stores has recently instituted new training for its sales staff. The program, called Staff Training Scheme, or STS, is based on an open-learning principle in which trainees set their own pace and make extensive use of workbooks, videos, and in-store training.

Several workbooks – there are seven in all – are given to each trainee. The books cover in a very straightforward manner every aspect of sales work, from daily operations, knowledge of products, and sales techniques to security and basic store management. In addition, the books contain a number of question-and-answer assessment sections that, when reviewed by a trainer, clearly identify any weaknesses in the trainee's preparation.

After successfully completing the course, Greenley staff will qualify to take examinations for the nationally recognized Certificate in Sales, Level 1. STS was introduced in 47 of the Greenley stores in October. Eventually, similar schemes will be designed for supervisory and management staff.

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**168.** What is the article mainly about?

- (A) A hiring procedure
- (B) A learning program
- (C) A national examination
- (D) A new school

## LE QUOC BAO – TOEIC Reading Comprehension

Passage 12 (Question 160, Test 05, ETS 5 Tests)

### Hamelmann Corporation

Jill K. Anders  
Garden Square Hotel  
Goodridge Road  
Cardiff CF10 3AL, United Kingdom

Dear Ms. Anders,

As a client who has bought paper products from Hamelmann Corporation in the past, you may like to know that as of May 30, we will begin offering a line of products made only from recycled paper. You can browse these and other Hamelmann products on our recently redesigned Web site, [www.hamelmanncorp.de/ENG](http://www.hamelmanncorp.de/ENG). I have enclosed a brochure featuring some of the products that have been designed especially for our customers in the hotel industry.

We look forward to continuing to supply your business with the finest paper products.

Very truly yours,

*Ulrich Hamelmann*

Ulrich Hamelmann

enclosure

160. What is the purpose of the letter?

- (A) To introduce a company's new product line
- (B) To announce the relocation of a company
- (C) To request information about hotels in Cardiff
- (D) To inform a customer that a product is no longer available

## UNIT 13: CÂU HỎI THÔNG TIN (INFORMATION QUESTION)

**Passage 01** (Question 163, Test 03, ETS 1200)

You are invited to a special party celebrating the grand opening of Musienko's Furniture Store on October 2. Please come and preview our large selection of beautiful, handcrafted furniture. We carry everything from sofas and cabinets to bedroom sets.

From 7 P.M. to 10 P.M. the store will be open only to invited guests. This is your opportunity to purchase any of the fine furniture we carry at a ten percent discount before the store opens to the general public on October 3.

In addition, all guests who return the enclosed reply card will be entered in a contest to win a brand-new set of dining-room chairs. Appetizers and soft drinks will be served.

To attend this exclusive event and be entered in the drawing, please return the reply card by September 25. The drawing will take place on September 30, and I will announce the winner at the party.

We hope to see you there!

**163.** What will happen on October 2?

- (A) The winner of a prize will be announced.
- (B) A new business will open to the general public.
- (C) There will be a furniture-making demonstration.
- (D) Invitations to a celebration will be mailed out.

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 02** (Question 154, Test 04, ETS 1200)

From:	mburnes@worldstore.com
To:	wpitts@pma.net
Subject:	Your order #3456
Date:	January 13, 10:25 AM

  

Dear Mr. Pitts:

Severe weather conditions have caused substantial disruptions to air traffic in and out of many airports in the Midwest, where the World Store™ sorting facilities are located. As a result, many deliveries will be delayed by approximately 24 to 48 hours.

World Store™ is committed to providing the highest level of service possible. For the latest package status information, please go to “My Account” on Worldstore.com, where you will be able to track your package.

Thank you for your patience and understanding as we work through this situation.

Yours,  
Michael Burnes  
President  
Worldstore.com

**154.** What does Mr. Burnes suggest Mr. Pitts do?

- (A) Respond to the e-mail for free shipping
- (B) Contact the carrier service immediately
- (C) Visit a Web site for more information
- (D) Call a company representative

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 03** (Questions 175 & 177, Test 04, ETS 1200)

### Coleman Bank

To: All Randolph branch employees  
From: Roger Smithwick, Randolph branch manager  
Re: Sylvia Langley  
July 16

Dear All:

I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch. I have a few requests.

1. Please clean all visible work spaces. Discard old papers or materials you no longer need; organize other materials into files.
2. Please review the dress code. If you have questions regarding appropriate attire, please discuss them with my assistant, Peter.
3. Ms. Langley would like to meet with as many Randolph branch employees as possible. If you are interested in speaking with her, please see me by July 25 so I can organize the meetings.
4. Remember that treating customers well is our number one goal at Coleman Bank. As always, do your best to interact with customers in a courteous manner.

I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.

Thank you,  
Roger

**175.** Who is Sylvia Langley?

- (A) The president of the bank
- (B) Mr. Smithwick's assistant
- (C) A bank customer
- (D) The Randolph branch manager

**177.** What is the significance of July 25?

- (A) It is the date the new president was installed.
- (B) It is the date the company president will inspect the Randolph branch.
- (C) It is the deadline for scheduling a meeting with the bank president.
- (D) It is the deadline for organizing employee work spaces.

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 04** (Question 181, Test 04, ETS 1200)

From: Zuravsky, Anne <azuravsky@acc-ciz.com>  
Sent: Wednesday, March 10  
To: Torres, Cynthia  
Subject: Re: accounting position (Correspondence #98798)

Dear Ms. Torres,

This is to confirm receipt of your e-mail of March 10. Thank you for inquiring about the full-time position in our accounting department and for sending your employment history. The opening is still available but all applications must be submitted by March 14. A copy of the appropriate application form can be found on the ACC-CIZ Web site. Please note that resumes should list job positions starting with the one you held the longest.

On March 28, we will be contacting the candidates we wish to interview. All interviews will take place on April 4. Regarding your question about compensation, I am not authorized to provide an estimate of the salary associated with this opening.

If you have any other questions, do not hesitate to contact me. Please use the number in the subject line of this message in any further e-mails you send concerning the application process.

Regards,  
Anne Zuravsky, Manager  
Human Resources

**181.** When are applications for the accounting position due?

- (A) On March 10
- (B) On March 14
- (C) On March 28
- (D) On April 4

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 05** (Questions 174-175, Test 05, ETS 1200)

From:	Bill Withers (president@HQRenterps.org)
To:	All department heads
Sent:	8.15 A.M., Monday, March 4
Subject:	Conference program

  

Hello everyone,

This is a quick update on the program for Friday's conference at the Houghton Landmark Hotel. Registration will begin at 8:45 in Conference Room A. You can pick up your name tag there. I will make some opening remarks and introduce the main speaker at 9:00 in the Grand Ballroom. We are pleased to announce that Sanjay Varma has confirmed that he will be able to attend. He will deliver the keynote address following my remarks.

For the remainder of the day, participants will disperse and attend separate sessions in designated rooms. The executive officers will meet in room 85 starting at 10:30. The management team will divide into two groups: department heads and group leaders. They will attend workshops in room 124 and 101, respectively. Closing remarks will be given in the ballroom at 4:00.

I look forward to seeing you all there.

Bill Withers  
President

**174.** Where will the workshops for group leaders be held?

- (A) In room A
- (B) In room 85
- (C) In room 101
- (D) In room 124

**175.** What will Sanjay Varma do?

- (A) Give a formal speech
- (B) Lead a workshop for managers
- (C) Introduce a speaker
- (D) Supervise participant registration



## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 06** (Questions 153-154, Test 06, ETS 1200)

September 30

Dear Mr. Fernandez,

Wagner Art Museum cordially invites you, as one of its generous donors, to a reception to celebrate its 10th anniversary. The reception will be held in the main hall of the museum on the evening of Friday, October 22, from 7:30 P.M. to 9:00 P.M. We are pleased to present Professor Natasha Grabowski, from the art history department at Orem State University, as our speaker at the reception.

Attendance at this reception is open only to our invited guests. Please note that preregistration is required for the reception. If you plan to attend the reception, please check the appropriate box at the bottom of the enclosed registration sheet. A return envelope is provided for your convenience; we must receive your reply no later than October 10. We look forward to seeing you at the reception.

Sincerely,

*Matthew Ameriks*

Matthew Ameriks

Chief Public Relations Officer  
Wagner Art Museum

**153.** What is Ms. Grabowski scheduled to do at the reception?

- (A) Give a talk
- (B) Present an award
- (C) Introduce Mr. Ameriks
- (D) Donate some artwork

**154.** According to the letter, what is a requirement for attending the reception?

- (A) Payment of a fee
- (B) Prompt arrival
- (C) A reply to the invitation
- (D) Formal attire

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 07** (Questions 167-168, Test 06, ETS 1200)

Linda Bradshaw  
YTF Construction Ltd.  
252 Maclean Ave.  
Hackensbury, Nova Scotia  
B6A4V4

July 28

Dear Ms. Bradshaw:

This letter is to confirm the prices we discussed on July 20. In our conversation, we determined that the sound-screen acoustical partitions Pacol Corporation produces will suit your construction needs well. As you will be ordering a large quantity, we are prepared to offer you the partitions at a substantially reduced price. These prices will remain in effect through December 31; however, if you wish to receive these items before November 1 as you mentioned, your order must be placed by September 15.

Partitions	Regular Price Each	Discounted Price
Style A	\$ 122.75	\$ 92.07
Style B	\$ 132.00	\$ 99.00
Style C	\$ 152.75	\$ 114.56
Style D	\$ 191.00	\$ 143.25

The clear, anodized aluminum frames that you were interested in would cost an additional \$15.00 per unit. The hardware—end legs, top caps, and decorative handles that match the frames—usually cost \$5.00 per unit but will be provided at no extra charge.

Thank you for your interest in our products. We look forward to hearing from you soon.

Sincerely,

*Rheal Gauthier*

Rheal Gauthier  
Sales Representative

**167.** Why is Ms. Bradshaw offered a discount?

- (A) She is a loyal customer.
- (B) She is placing a large order.
- (C) She was not satisfied with the quality of her previous order.
- (D) Her previous order did not arrive on time.

**168.** How much does a style D partition cost with the discount?

- (A) \$92.07
- (B) \$132.00
- (C) \$143.25
- (D) \$191.00

Passage 08 (Question 187, Test 06, ETS 1200)

## DLC

AUTOMOTIVE

830 North Ward Road  
Toronto, ON L3R0N9

July 15

Dear Mr. Jensen,

Congratulations on your purchase from the DLC auto dealership. We at DLC know you have a choice of dealers when you buy a car, and we sincerely appreciate that you've chosen to do business with us. In this spirit, be assured that our staff will do everything we can to ensure you are completely satisfied with your vehicle.

During the year, we will send you in the mail periodic reminders of upcoming service needs. You will also receive our monthly newsletter, *Drive Time*, in which you will find car safety and maintenance tips, as well as coupons available only to our customers.

Enclosed please find two complimentary tickets to the Metropolitan Area Art Museum. Be our guest as you enjoy the paintings of local artists, sculpture gardens, and seasonal exhibits, and thank you again for your patronage.

Sincerely,  
Rob Wood  
Sales Manager  
DLC Automotive

187. What service does Mr. Wood's business provide for customers?

- (A) Free transportation to a museum
- (B) Regular notification of recommended vehicle service
- (C) Automatic renewal of subscriptions
- (D) Prompt delivery within the Toronto area

LE QUOC BAO – TOEIC Reading Comprehension

Passage 09 (Question 191, Test 06, ETS 1200)

Job Listing 14523-Posted May 1:

*The World Health Coalition* (WHC) seeks a highly qualified individual for immediate employment on the HS-I Vaccination Program. The job provides the opportunity to collaborate with some of the leading researchers in vaccine production. This WHC facility is located in London. Position available from May 27.

**Duties:** Individual is responsible for compiling and storing research results and will assist in creating disease prevention workshops.

**Requirements:** Applicants must have a degree in statistics and at least four years experience working in a research facility . Knowledge of PZB software is a must, as is a team-oriented approach to working. Fluency in English is required; abilities in additional languages preferred.

Send resume along with cover letter to *jobs@whc.org.uk*. Include an e-mail address and telephone number. Deadline is May 10. Applicants will be notified of their status by May 17 . Applicants chosen for interviews will be responsible for their own transportation to London.

191. What is the last day to apply for the WHC position?

- (A) May 1
- (B) May10
- (C) May 17
- (D) May 27

Passage 10 (Questions 155-156, Test 01, ETS 5 Tests)

<p>May4</p> <p>Dr. Charles Somerville 1785 Taylor Street Allentown, PA 18102</p> <p>This is a friendly reminder that your next dental cleaning is scheduled for Friday, May 11, at 8:30 A.M. If you are unable to keep your appointment, please call us by 3:00 P.M. on Wednesday, May 9, during regular office hours. We can be reached from 8:00 A.M. to 5:00 P.M. Monday through Saturday, at 555-0119.</p> <p>Please note, we will be closed on Monday, May 28 for the holiday.</p>	<p>Mr. Steven Hines 15 Greenwood Way Bethlehem, PA 18018</p>
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## LE QUOC BAO – TOEIC Reading Comprehension

**155.** When does Mr. Hines have an appointment?

- (A) On May 4
- (B) On May 9
- (C) On May 11
- (D) On May 28

**156.** According to the postcard, why would Mr. Hines call the dental office?

- (A) To confirm an appointment
- (B) To cancel an appointment
- (C) To make a payment
- (D) To request information

**Passage 11** (Questions 166-167, Test 01, ETS 5 Tests)

From:	Klaus Wittern <kwittern@meisterkorp.de>
To:	Victoria Jonsen <victoria.jonsen@citymail.co.uk>
Date:	26 December
Subject:	Order #BK-23

Dear Ms. Jonsen:

Thank you for the e-mail you sent this morning regarding your recent purchase. I have reviewed the order you placed on 19 December and it does indeed show that you ordered a tin of Chocolate Nougat Biscuits and not a tin of Butter Almond Stollen. We sincerely apologize for the mistake. During the busy holiday season, we handle a high volume of orders, and occasionally errors are made.

As an apology for our mistake, please keep the Butter Almond Stollen with our compliments. We will send you a tin of the biscuits immediately, via Locus Package Couriers, and we will mark it as an express delivery shipment at no cost to you. You should receive the package in two to three days, on 29 December or earlier. Thank you for your patience.

Sincerely,

Klaus Wittern  
Customer Service Representative  
Meisterkolrp Products

**166.** When did Ms. Jonsen report a problem with her order?

- (A) On December 19
- (B) On December 23
- (C) On December 26
- (D) On December 29

**167.** How does Mr. Wittern propose to resolve the problem?

- (A) By sending a replacement product
- (B) By issuing a refund check
- (C) By giving a discount on a future order
- (D) By offering to repair a product for free

## UNIT 14: CÂU HỎI NOT / TRUE (NOT /TRUE QUESTION)

**Passage 01** (Question 160, Test 01, ETS 1200)

### **DNB Banking Online**

#### **The Closest DNB Bank Branch Is at Your Fingertips**

Take a look at what you can do through DNB Banking Online, 24 hours a day, from anywhere you have access to a PC with an Internet connection.

- See current balances of your DNB Bank accounts on one screen.
- Review details of your transaction history.
- Transfer funds between your DNB Bank accounts.
- Make a payment on a DNB loan.

#### **Self-Service Features That Will Save You Time**

DNB Banking Online also saves you time by providing online self-service resources.

- Pay all of your bills with our powerful, free Web bill payment service.
- Make address or telephone number changes online on your DNB accounts. Just fill out the online form; there's no need to call DNB for these changes.
- Sign up to receive information on DNB products, services, and special offers by e-mail.
- Visit our Tools & Resources Web site to determine the best product options for you and your family with one of our many financial calculators and so much more.

#### **Sign On Today!**

You need only have an active DNB account to be eligible to access all these services.

**160.** What is NOT an advertised feature of DNB Banking Online?

- (A) Up-to-date account balances
- (B) Monthly online newsletters
- (C) Information on financial products
- (D) Tools to help with financial decisions

## LE QUOC BAO – TOEIC Reading Comprehension

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### Passage 02 (Question 164, Test 03, ETS 1200)

You are invited to a special party celebrating the grand opening of Musienko's Furniture Store on October 2. Please come and preview our large selection of beautiful, handcrafted furniture. We carry everything from sofas and cabinets to bedroom sets.

From 7 P.M. to 10 P.M. the store will be open only to invited guests. This is your opportunity to purchase any of the fine furniture we carry at a ten percent discount before the store opens to the general public on October 3.

In addition, all guests who return the enclosed reply card will be entered in a contest to win a brand-new set of dining-room chairs. Appetizers and soft drinks will be served.

To attend this exclusive event and be entered in the drawing, please return the replay card by September 25. The drawing will take place on September 30, and I will announce the winner at the party.

We hope to see you there!

**164.** What does the invitation NOT offer to guests?

- (A) A discount on furniture
- (B) Refreshments
- (C) A chance to win products
- (D) Free delivery

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 03** (Question 176, Test 04, ETS 1200)

Coleman Bank
<p>To: All Randolph branch employees From: Roger Smithwick, Randolph branch manager Re: Sylvia Langley July 16</p> <p>Dear All:</p> <p>I am sure you are all aware that as of July 1, Coleman Bank has a new president. I am writing to inform you that Sylvia Langley will be visiting us here at the Randolph branch on August 5. We want to do our best to welcome the new president warmly and ensure she recognizes the excellence of our branch. I have a few requests.</p> <ol style="list-style-type: none"><li>1. Please clean all visible work spaces. Discard old papers or materials you no longer need; organize other materials into files.</li><li>2. Please review the dress code. If you have questions regarding appropriate attire, please discuss them with my assistant, Peter.</li><li>3. Ms. Langley would like to meet with as many Randolph branch employees as possible. If you are interested in speaking with her, please see me by July 25 so I can organize the meetings.</li><li>4. Remember that treating customers well is our number one goal at Coleman Bank. As always, do your best to interact with customers in a courteous manner.</li></ol> <p>I am confident that with your cooperation, the visit by Ms. Langley will be positive and productive.</p> <p>Thank you, Roger</p>

**176.** What are employees NOT asked to do?

- (A) Organize their files
- (B) Review guidelines for appropriate clothing
- (C) Throw away unneeded material
- (D) Remind customers of bank policy



# LE QUOC BAO – TOEIC Reading Comprehension

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**Passage 04** (Question 180, Test 04, ETS 1200)

**KATER COMPANY**

Mythenquai 44  
8045 Zurich  
Switzerland

June 5

Mr. Bernhardt Meyer  
Mutschellenstrasse 69  
8022 Zurich  
Switzerland

Dear Mr. Meyer:

I am very pleased to confirm your one-year international assignment in Hong Kong with the Kater Company. While in Hong Kong, you will work on the property underwriting team, pricing and managing property insurance contracts in the East Asian region. You will report to Ms. Helen Duann.

Your international assignment allows you certain benefits from the Kater Company. While you will retain your current position as senior underwriter, you will receive an extra monthly living allowance of 5,000 Hong Kong dollars. In addition, you are eligible to live in corporate housing provided by the Kater Company. The corporate apartments in Hong Kong contain sufficient space for a family of four and are located within walking distance of the Kater offices. Finally, you will receive complimentary plane tickets to return to Switzerland three times during your year abroad. More details on these benefits will be available to you upon your September 1 arrival at the Hong Kong office. Your human resources contact in Hong Kong will be Ms. Shu Fang Tan.

Please let me know if you have any questions regarding your upcoming international assignment. I wish you the best of luck in Hong Kong.

Sincerely,

*Olivia Leydenfrost*

Olivia Leydenfrost  
Human Resources  
Kater Company

**180.** What benefit is NOT mentioned in the letter?

- (A) A corporate residence
- (B) Free trips home
- (C) Money for living expenses
- (D) Use of a company vehicle

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 05** (Question 169, Test 06, ETS 1200)

Linda Bradshaw  
YTF Construction Ltd.  
252 Maclean Ave.  
Hackensbury, Nova Scotia  
B6A4V4

July 28

Dear Ms. Bradshaw:

This letter is to confirm the prices we discussed on July 20. In our conversation, we determined that the sound-screen acoustical partitions Pacol Corporation produces will suit your construction needs well. As you will be ordering a large quantity, we are prepared to offer you the partitions at a substantially reduced price. These prices will remain in effect through December 31; however, if you wish to receive these items before November 1 as you mentioned, your order must be placed by September 15.

Partitions	Regular Price Each	Discounted Price
Style A	\$ 122.75	\$ 92.07
Style B	\$ 132.00	\$ 99.00
Style C	\$ 152.75	\$ 114.56
Style D	\$ 191.00	\$ 143.25

The clear, anodized aluminum frames that you were interested in would cost an additional \$15.00 per unit. The hardware—end legs, top caps, and decorative handles that match the frames—usually cost \$5.00 per unit but will be provided at no extra charge.

Thank you for your interest in our products. We look forward to hearing from you soon.

Sincerely,

*Rheal Gauthier*

Rheal Gauthier  
Sales Representative

**169.** What will NOT be included free of charge?

- (A) End legs
- (B) Top caps
- (C) Decorative handles
- (D) Aluminum frames

## LE QUOC BAO – TOEIC Reading Comprehension

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**Passage 06** (Question 171, Test 02, ETS 5 Tests)

### **Maier Menswear**

68 Caldwell Street, Sydney NSW 2000

4 May

Dietrich Mackert  
870 Cobb Lane  
Sydney NSW 2000

Dear Mr. Mackert:

Since you are a valued Maier Menswear customer, I wanted you to be among the first to know about our new customer rewards card, an incentive program that rewards our frequent customers for purchases made at our stores. Once you have completed the enclosed membership enrollment form and returned it to the customer service department, they will mail you your rewards card. Then just bring your card with you and start reaping the benefits. Each time you use your rewards card at one of our stores, you will receive a 5 percent rebate on select purchases. I hope you will take advantage of this beneficial program and apply for membership today.

Maier's customer rewards card program will launch on 7 June with a customer appreciation hour at select stores, including free beverages, snacks, and door prizes from 7 P.M. to 8 P.M. If you have any questions about the rewards card program, please contact customer service at (02) 9452 2244 or e-mail [rewards@maiersmenswear.com.au](mailto:rewards@maiersmenswear.com.au). You may also visit any Maier's store location to complete your enrollment or visit our Web site at [www.maiermenswear.com.au](http://www.maiermenswear.com.au) for more information or to sign up online. Thank you again for being a valuable Maier Menswear customer!

Sincerely,  
*Danita Nachik*  
Danita Nachik  
Public Relations

**171.** What is NOT indicated about Maier's customer rewards program?

- (A) It is a new program for the company.
- (B) It requires a membership to be utilized.
- (C) Discounts are available only on certain items.
- (D) Customers receive a monthly statement in the mail.

# LE QUOC BAO – TOEIC Reading Comprehension

Passage 07 (Question 175, Test 02, ETS 5 Tests)

Harper Fields Business News Online					<input type="text" value="Search"/>	
Home	About Us	Free Materials	Blogs	Contact	My Account	
<p>For 25 years, <i>Harper Fields Business News</i> (HFBN) has been a major resource for business professionals. In print and online, we offer professional coverage of business news, background analyses, and commentaries on the world of finance. Our Web site offers additional features that are available only to online subscribers. These include staff picks, press releases issued by major players in the business world, and various software applications that allow users to create sophisticated data charts.</p> <p>To those considering a subscription to our online service, we offer a 30-day free trial. You must be at least 18 years old and provide a valid credit card to subscribe. No money will be charged to your credit card during your trial period. Your card will only be used to automatically upgrade you to paid online subscriber status at the end of the trial period, at which time you will be charged an annual subscription fee of \$45.</p> <p>If you do not wish to become a paid online subscriber, you must cancel the service before the trial period expires. To do so, go to the My Account page on our Web site and select Do Not Upgrade. This action will prevent your credit card from being charged. You will, however, continue to enjoy our service for the remainder of the trial period.</p> <div><input type="button" value="Get started now!"/></div>						

175. What is NOT indicated about HFBN?

- (A) It offers online software tools.
- (B) It covers topics related to finance.
- (C) It has been in business for 25 years.
- (D) It has stopped publishing in a print format.

## LE QUOC BAO – TOEIC Reading Comprehension

Passage 08 (Question 180, Test 02, ETS 5 Tests)

E-mail Message	
To:	Kyungbin Yi <kyi@moto.net>
From:	Miguel Hernandez <mhernandez@mintner_mag.com>
Date:	3 January
Subject:	Your submission
<p>We're writing with some good news. Your photograph <i>Coastline in Winter</i> has been chosen as the third-place winner in the "Views of Our World" landscape photography contest sponsored by <i>Mintner Photography Magazine</i>. Our judges felt that your panoramic winter scene conveys a sense of wonder at the scale of nature and that the impressionistic image you captured shows your skill as an artist.</p> <p>Your photograph will appear among the other winning photographs in the March issue of <i>Mintner Photography Magazine</i>. In addition, your work will be featured in a special landscape photography exhibit in Birmingham at Perivale Art Museum from 9 May to 21 May.</p> <p>You will receive a prize of --400 as well as a two-year subscription to <i>Mintner Photography Magazine</i>. A cheque in the amount of the prize will be sent to you in February, and your subscription will begin with the issue featuring your photograph.</p> <p>When you submitted your photograph, you stated that you used a Fisk SLR 500 camera and a Genoma XR wide-angle lens. Please let us know if this is correct by replying to this e-mail. This information will accompany your photograph in the magazine and in the museum exhibit.</p> <p>Congratulations on your success. We are looking forward to sharing your work with our international readership and hope to see more of your work in the future.</p> <p>Sincerely,</p> <p>Miguel Hernandez Editor</p>	

180. What is mentioned about *Mintner Photography Magazine*?

- (A) It is read around the world.
- (B) It sponsors several contests each year.
- (C) It is a new publication.
- (D) It is published four times a year.

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 09** (Question 163, Test 03, ETS 5 Tests)

<https://www.rkconway.com>

### Welcome to RK Conway

RK Conway offers its customers an array of Web-based account services. Log in to your RK Conway online account to do the following.

- Review and print your monthly power bill
- Make a one-time payment using a credit or debit card\*
- Schedule an in-home appointment with a system technician
- Monitor your power usage by checking kilowatt-hours used in previous months

Now offering paperless billing! If you no longer want a paper bill to be mailed to your home then enroll in paperless billing and receive your bill by e-mail. Enroll for free!

\*Note: An additional \$1 fee applies to all electronic payments

**163.** What is mentioned as something customers can do online?

- (A) Ask a question
- (B) Close an account
- (C) Look at a bill
- (D) Enter a contest

## LE QUOC BAO – TOEIC Reading Comprehension

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### Passage 10 (Question 171, Test 04, ETS 5 Tests)

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The fast-growing chain of Greenley electronics stores has recently instituted new training for its sales staff. The program, called Staff Training Scheme, or STS, is based on an open-learning principle in which trainees set their own pace and make extensive use of workbooks, videos, and in-store training.

Several workbooks – there are seven in all – are given to each trainee. The books cover in a very straightforward manner every aspect of sales work, from daily operations, knowledge of products, and sales techniques to security and basic store management. In addition, the books contain a number of question-and-answer assessment sections that, when reviewed by a trainer, clearly identify any weaknesses in the trainee's preparation.

After successfully completing the course, Greenley staff will qualify to take examinations for the nationally recognized Certificate in Sales, Level 1. STS was introduced in 47 of the Greenley stores in October. Eventually, similar schemes will be designed for supervisory and management staff.

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**171.** What are NOT mentioned as part of STS?

- (A) Videos
- (B) Interviews
- (C) Individual assessments
- (D) Workbooks

## UNIT 15: CÂU HỎI SUY LUẬN (REFERENCE QUESTION)

**Passage 01** (Question 162, Test 01, ETS 1200)

### **DNB Banking Online**

#### **The Closest DNB Bank Branch Is at Your Fingertips**

Take a look at what you can do through DNB Banking Online, 24 hours a day, from anywhere you have access to a PC with an Internet connection.

- See current balances of your DNB Bank accounts on one screen.
- Review details of your transaction history.
- Transfer funds between your DNB Bank accounts.
- Make a payment on a DNB loan.

#### **Self-Service Features That Will Save You Time**

DNB Banking Online also saves you time by providing online self-service resources.

- Pay all of your bills with our powerful, free Web bill payment service.
- Make address or telephone number changes online on your DNB accounts. Just fill out the online form; there's no need to call DNB for these changes.
- Sign up to receive information on DNB products, services, and special offers by e-mail.
- Visit our Tools & Resources Web site to determine the best product options for you and your family with one of our many financial calculators and so much more.

#### **Sign On Today!**

You need only have an active DNB account to be eligible to access all these services.

**162.** What is suggested as an important benefit of using online banking services?

- (A) Availability of special loan rates
- (B) Access to customer service representatives
- (C) Convenience of use
- (D) Reduced banking fees



**Passage 02** (Question 180, Test 06, ETS 1200)

### Slow Oil Production Spurs Increase in Gas Prices

Source: International News

Agency

Given the current rate of world oil production, fuel prices are expected to rise slightly next month, according to industry analysts.

Several of the world's largest oil companies are producing below capacity, even though some smaller oil companies are achieving relatively high rates of production. However, the overall gap between current production and the demand of previous months has caused some economic analysts to predict a modest spike in gas prices in the coming weeks.

Industries that depend on fuel production are most likely to be affected. Sales of some of the larger automobile models, for example, may remain steady or experience a slight decrease – in contrast to the expanding market enjoyed by most car companies in recent months. Smaller car models, especially those with high fuel efficiency, could on the other hand see a rise in popularity.

**180.** What does the article suggest?

- (A) Car companies recently had high sales figures.
- (B) A surplus of oil has been created.
- (C) Gasoline prices rose steadily last year.
- (D) Analysts have noted changes in oil quality.

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 03** (Question 165, Test 01, ETS 5 Tests)

From:	Klaus Wittern <kwittern@meisterkorp.de>
To:	Victoria Jonsen <victoria.jonsen@citymail.co.uk>
Date:	26 December
Subject:	Order #BK-23

  

Dear Ms. Jonsen:

Thank you for the e-mail you sent this morning regarding your recent purchase. I have reviewed the order you placed on 19 December and it does indeed show that you ordered a tin of Chocolate Nougat Biscuits and not a tin of Butter Almond Stollen. We sincerely apologize for the mistake. During the busy holiday season, we handle a high volume of orders, and occasionally errors are made.

As an apology for our mistake, please keep the Butter Almond Stollen with our compliments. We will send you a tin of the biscuits immediately, via Locus Package Couriers, and we will mark it as an express delivery shipment at no cost to you. You should receive the package in two to three days, on 29 December or earlier. Thank you for your patience.

Sincerely,

Klaus Wittern  
Customer Service Representative  
Meisterkorp Products

**165.** For whom does Mr. Wittern most likely work?

- (A) A delivery service
- (B) A specialty foods retailer
- (C) A greeting card company
- (D) A manufacturer of packaging materials

**Passage 04** (Question 167, Test 02, ETS 5 Tests)

### **Gharat Light Rail Commission - For immediate release**

**Gharat (November 5)**-The Gharat Light Rail Commission announced today that the 3.4 kilometer long section of the Gharat Light Rail from Hanubad to Robini will open to the public on Monday. The first trains will depart from Hanubad Station at 6:00 A.M. The new section is an extension of the Blue line, which was first put into service eight years ago. The new line is expected to add more than 40,000 passengers to the system. Those living in Robini will now have access to commuter train service into the center of Gharat without having to travel by other means to Hanubad Station.

Making the Blue line fully operational marks the halfway point in the completion of the light rail system. While the Orange line was completed last summer, work continues on the Yellow and Green lines. The Yellow line extension from Nagar to Bankulu is set for completion late next month. The Green line extension connecting Sangau to Gallwa is scheduled to open in six months, just in time for the busy summer tourist season in the Gallwa area. Once the Green line is completed, commuters in all the suburban areas surrounding Gharat will have convenient access to the light rail system.

More information about train schedules, fares, station layouts, and new station parking facilities – as well as an interactive map of the Gharat Light Rail system – are available at our Web site [www.gharatlightrail.org](http://www.gharatlightrail.org).

#### **Contact Information:**

Mariam Qadri  
983 5977 45786  
[mediacontacts@gharatlightrail.org](mailto:mediacontacts@gharatlightrail.org)

**167.** What is suggested about Gharat Light Rail?

- (A) It has increased its fares.
- (B) It operates multiple train lines.
- (C) It has completed all scheduled construction.
- (D) It first opened one year ago.

## LE QUOC BAO – TOEIC Reading Comprehension

Passage 05 (Question 176, Test 02, ETS 5 Tests)

E-mail Message	
To:	Kyungbin Yi <kyi@moto.net>
From:	Miguel Hernandez <mhernandez@mintner_mag.com>
Date:	3 January
Subject:	Your submission
<p>We're writing with some good news. Your photograph <i>Coastline in Winter</i> has been chosen as the third-place winner in the "Views of Our World" landscape photography contest sponsored by <i>Mintner Photography Magazine</i>. Our judges felt that your panoramic winter scene conveys a sense of wonder at the scale of nature and that the impressionistic image you captured shows your skill as an artist.</p> <p>Your photograph will appear among the other winning photographs in the March issue of <i>Mintner Photography Magazine</i>. In addition, your work will be featured in a special landscape photography exhibit in Birmingham at Perivale Art Museum from 9 May to 21 May.</p> <p>You will receive a prize of --400 as well as a two-year subscription to <i>Mintner Photography Magazine</i>. A cheque in the amount of the prize will be sent to you in February, and your subscription will begin with the issue featuring your photograph.</p> <p>When you submitted your photograph, you stated that you used a Fisk SLR 500 camera and a Genoma XR wide-angle lens. Please let us know if this is correct by replying to this e-mail. This information will accompany your photograph in the magazine and in the museum exhibit.</p> <p>Congratulations on your success. We are looking forward to sharing your work with our international readership and hope to see more of your work in the future.</p> <p>Sincerely,</p> <p>Miguel Hernandez Editor</p>	

176. What is implied about Ms. Yi's photograph?

- (A) It is in black and white.
- (B) It has previously been published.
- (C) It has been purchased by a magazine.
- (D) It depicts a landscape scene.

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 06** (Question 161, Test 03, ETS 5 Tests)

From:	Tom Gough <tomgough@versatileware.com>
To:	Marc Hammond <marchammond@versatileware.com>
Date:	Thursday, June 13, 4:12 P.M.
Subject:	Ride tomorrow?

Hi Marc,

I'm writing to ask a favor of you. My car broke down on my way home today, and I had to take it to the mechanic. Could you give me a ride to and from work tomorrow? I'm hoping it won't be too much of an inconvenience since we live on the same street and work in the same building. The mechanic says he'll have the car running again by Saturday, so I shouldn't need a ride on Monday.

Thanks,  
Tom

**161.** What is indicated about Mr. Gough?

- (A) His car is being repaired.
- (B) He lives near his workplace.
- (C) He works on Saturdays.
- (D) His office is being remodeled.

## LE QUOC BAO – TOEIC Reading Comprehension

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**Passage 07** (Question 169, Test 04, ETS 5 Tests)

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The fast-growing chain of Greenley electronics stores has recently instituted new training for its sales staff. The program, called Staff Training Scheme, or STS, is based on an open-learning principle in which trainees set their own pace and make extensive use of workbooks, videos, and in-store training.

Several workbooks – there are seven in all – are given to each trainee. The books cover in a very straightforward manner every aspect of sales work, from daily operations, knowledge of products, and sales techniques to security and basic store management. In addition, the books contain a number of question-and-answer assessment sections that, when reviewed by a trainer, clearly identify any weaknesses in the trainee's preparation.

After successfully completing the course, Greenley staff will qualify to take examinations for the nationally recognized Certificate in Sales, Level 1. STS was introduced in 47 of the Greenley stores in October. Eventually, similar schemes will be designed for supervisory and management staff.

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**169.** For whom is the current version of STS designed?

- (A) Supervisors
- (B) Security personnel
- (C) Store managers
- (D) Sales staff

# LE QUOC BAO – TOEIC Reading Comprehension

Passage 08 (Question 156, Test 05, ETS 5 Tests)

<b>OPENINGSONLINE.NET</b>							
<b>Openings Online</b> <b>Your next career should be your best career</b>							
<b>Home</b>	<b>Find a Job</b>	<b>Post your Resume</b>	<b>Apply</b>	<b>E-mail Job</b>	<b>Save Job</b>	<b>Print Job</b>	<b>Back to Job Search</b>
<p>To apply for any job listed on openingsonline.net, please refer to the instructions provided in the description of each job.</p> <p><b>Job #17-4436 Delivery driver</b></p> <p>East Midlands Transport has an immediate opening for a delivery driver. Applicants must have a valid driving license and an excellent driving record. The driver will make deliveries of packages of up to 50 pounds from our three area warehouses. Deliveries will be made along a variety of routes throughout the Nottingham area; knowledge of streets in Nottingham and the surrounding area is a must. Complete an application in person at our main office, located inside our Marlton Street warehouse, between the hours of 8:00 A.M. and 4:00 P.M.</p> <p style="text-align: center;">East Midlands Transport 41 Marlton Street Nottingham, NG1 3PZ</p>							

156. What is indicated about East Midlands Transport?

- (A) It has one warehouse in the Nottingham area.
- (B) Its drivers make deliveries all around the country.
- (C) It will have an opening for a delivery driver next month.
- (D) Its main office is on Marlton Street.

## LE QUOC BAO – TOEIC Reading Comprehension

Passage 09 (Question 161, Test 05, ETS 5 Tests)

### Hamelmann Corporation

Jill K. Anders  
Garden Square Hotel  
Goodridge Road  
Cardiff CF10 3AL, United Kingdom

Dear Ms. Anders,

As a client who has bought paper products from Hamelmann Corporation in the past, you may like to know that as of May 30, we will begin offering a line of products made only from recycled paper. You can browse these and other Hamelmann products on our recently redesigned Web site, [www.hamelmanncorp.de/ENG](http://www.hamelmanncorp.de/ENG). I have enclosed a brochure featuring some of the products that have been designed especially for our customers in the hotel industry.

We look forward to continuing to supply your business with the finest paper products.

Very truly yours,

*Ulrich Hamelmann*

Ulrich Hamelmann

enclosure

161. What is indicated about Ms. Anders?

- (A) She prefers to use recycled paper.
- (B) She is not satisfied with the paper products her business now uses.
- (C) She has not done business with Hamelmann Corporation in the past.
- (D) She works in the hotel industry.



## LE QUOC BAO – TOEIC Reading Comprehension

Passage 10 (Question 178, Test 05, ETS 5 Tests)

### Meadlin Books

147 Woodland Ave.  
Roanoke, VA 24016  
Phone: (540) 555-0128 • Fax: (540) 555-0139  
www.meadlinbooks.com

Hyun Sil Kim  
451 Aspen Drive  
Richmond, VA 23219

July 15

Dear Ms. Kim:

Thank you for becoming a preferred member of Meadlin Books. Your preferred member number is H2389X, and your membership is valid for one year.

Our records indicate that the e-mail address associated with your account is hskim@redkin.net. As you have requested, all correspondence will be sent to you by both postal mail and e-mail. If you wish to change your contact details, please call us at (540) 555-0128 between the hours of 9:00 A.M. and 6:00 P.M., Monday through Friday, or visit us online at [www.meadlinbooks.com](http://www.meadlinbooks.com).

You may continue to purchase books from us online, or you may use your membership card at our store in Roanoke. As a member, you will save 15% on all new books, and you can preregister online for book signings, question-and-answer sessions with notable authors, and other popular in-store events.

Your business is important to us, and we hope you enjoy your membership. For your convenience, your Meadlin Books membership card is enclosed so that you can take advantage of your savings immediately.

Sincerely,

*John Hewitt*

John Hewitt  
Member Services  
Meadlin Books

Enclosure

178. What is indicated about Meadlin Books?

- (A) It holds promotional events in the store.
- (B) It offers discounts on magazines.
- (C) It contains a large selection of travel books.
- (D) It advertises in area newspapers.

**UNIT 16: CÂU HỎI TỪ ĐỒNG NGHĨA (SYNONYM QUESTIONS)**

**Passage 01** (Question 184, Test 01, ETS 1200)

## **Change in Leadership at Komptex, Inc.**

**Press Release**

**July 23, 16:00**

Komptex has just announced the resignation of its chief executive officer, Sid Zablonksi, effective immediately. Since taking over the leadership of Komptex eight years ago, Mr. Zablonksi has been instrumental in building relationships with major film companies and broadcast studios, including Komptex' recent collaborations with Hoorah Filmworks. Jarvis Wang, vice president of human resources at Komptex, said, "Sid led our company through some major advancements . We owe a lot of the company's current success to him, and we will be forever grateful for his insight and initiative."

Harriet Trudeau, the creative director of Camden Entertainment for the past five years, will assume the position vacated by Mr. Zablonksi. Prior to her position at Camden Entertainment, Ms. Trudeau was senior vice president of McNamus Brothers' marketing and advertising department. At Komptex, she will focus on expanding the company's television, news, finance, and children's media initiatives. A short biography of Ms. Trudeau and a list of her professional achievements can be found on the company Web site at [www.komptex.com/bios](http://www.komptex.com/bios).

**184.** In the press release, the word "assume" in paragraph 2, line 3 is closest in meaning to

- (A) take on
- (B) expect
- (C) apply for
- (D) understand

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 02** (Question 193, Test 02, ETS 1200)

E-mail Message
<p>From: Maria Quintana &lt;mquintana@smith&amp;jones.com&gt; To: Alan P. Hall &lt;aphall@smith&amp;jones.com&gt; Date: October 17 Re: Re: Difficulty with Web Access</p>
<p>Alan, I'm sorry for the inconvenience. Our technical support manager, Jack Harrison, usually handles Internet problems, but he is out of the office until Monday. The failure of access seems to be occurring randomly. Some employees still have full online access, but your workstation must be one of the ones that is experiencing connection problems today. To determine the cause of the problem and prevent it from happening again, I have forwarded your e-mail to our system administrators for investigation. We expect to have the situation resolved within the hour.</p> <p>In the meantime, please delete your temporary Internet files . These files may have become corrupted and could possibly be contributing to the problem. Instructions for deleting the files can be found in your employee manual.</p> <p>I will be leaving at 4:00 P.M. today, so if you need further assistance after that time, please call Ronald Chen, at extension 4092.</p> <p>Maria Quintana Technical support</p>

**193.** In the e-mail, the word “randomly” in paragraph 1, line 3, is closest in meaning to

- (A) irregularly
- (B) casually
- (C) carelessly
- (D) accidentally

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 03** (Question 188, Test 04, ETS 1200)

E-mail Message	
From: rsilva@nysmail.com To: info@zenopublications.com Subject: your travel guides	Sent: September 16
<p>I am writing to compliment Zeno Publications on its excellent service and commitment to quality. I recently ordered the guides to London, Madrid, and Paris in preparation for a trip to Europe. I paid the charge required for regular shipping and was pleasantly surprised when my order arrived in just four days. When I opened the box, I was even more delighted. The books are outstanding! I was impressed with the beautiful layout and breathtaking photographs even before I left for my vacation . When I arrived at my destination, I quickly discovered how wonderful they truly are. Every detail is accurate, and the guides cover not only the famous, must-see sights, but also many little-known places that turned out to be well worth a visit. Had I not ordered books from Zeno, I'm sure I would have missed some very worthwhile sightseeing opportunities.</p> <p>Please count me as a new loyal customer. I have already recommended your books to friends who are planning trips abroad and will continue to do so.</p> <p>Sincerely, Raquel Silva</p>	

**190.** In the e-mail, the word “cover” in paragraph 1, line 8, is closest in meaning to

- (A) omit
- (B) protect
- (C) hide
- (D) include

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 04** (Question 187, Test 05, ETS 1200)

To:	Technical Support Team
From:	Sanchez, Hanna <hsanchez@espicaos.com>
Sent:	Wednesday, July 10
Subject:	Business Technologies Seminar

This message is to finalize the organizational details for the technical support team for next Monday's Business Technologies Seminar. Attached you will find the schedule with the names of technical support specialists assigned to the various conference rooms.

Each session runs for two hours and is made up of four 30-minute presentations. Presenters have been asked to designate a timekeeper to ensure that they do not exceed their time limits. Note that there is a break between each session, which should allow you sufficient time to prepare for the next speaker.

Your job is to set up microphones, adjust lighting, and address any other needs of the speakers. Speakers will not be videotaped, but several have asked to be recorded, so please be sure the recording equipment is in place and functioning properly. Also, room 106 does not have a computer on-site, but the presentations in the third session will require one. Fortunately, this is not a big problem because neither of the laptop computers in rooms 104 and 108 will be in use at that time. The technician assigned to room 106 for that session must remember to bring the laptop from one of those other rooms to room 106 and set it up.

If you have any questions, feel free to contact me.  
Hanna Sanchez

**187.** In the e-mail, the word “address” in paragraph 3, line 1, is closest in meaning to

- (A) give attention to
- (B) write to
- (C) look forward to
- (D) call by name

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 05** (Question 198, Test 01, ETS 5 Tests)

From:	Hitomi Suzuki <hsuzuki@wattlefinancial.com.hk>
To:	Priya Kulkarni <pkulkarni@multiconnect.com.hk>
Subject:	Multiconnect Communications
Date:	10 October

Thank you for taking the time last week to introduce Multiconnect Communications and for speaking to me about your business phone and Internet bundle packages. As I mentioned, we are not seeking Internet services as part of a combined package, as we have a five-year contract with Colbert Wireless that is currently only in its third year. After careful consideration, though, we have decided to transfer from Duostar to a new provider for our phone systems.

I have outlined our specific phone needs. The service should not exceed HK\$6,000 monthly. There will be twenty phones at our central location, and each phone should have call-transferring, call-forwarding, and phone-conferencing capabilities. The service should also include voicemail with personalized password access and the ability to queue up to thirty voicemails per phone number. Please send the information in an attachment to your e-mail. I look forward to hearing from you soon.

Sincerely,

Hitomi Suzuki  
Wattle Financial

**198.** In the e-mail, the word “consideration” in paragraph 1, line 6, is closest in meaning to

- (A) payment
- (B) deliberation
- (C) application
- (D) commitment

## LE QUOC BAO – TOEIC Reading Comprehension

**Passage 06** (Question 177, Test 02, ETS 5 Tests)

E-mail Message	
To:	Kyungbin Yi <kyi@moto.net>
From:	Miguel Hernandez <mhernandez@mintner_mag.com>
Date:	3 January
Subject:	Your submission
<p>We're writing with some good news. Your photograph <i>Coastline in Winter</i> has been chosen as the third-place winner in the "Views of Our World" landscape photography contest sponsored by <i>Mintner Photography Magazine</i>. Our judges felt that your panoramic winter scene conveys a sense of wonder at the scale of nature and that the impressionistic image you captured shows your skill as an artist.</p> <p>Your photograph will appear among the other winning photographs in the March issue of <i>Mintner Photography Magazine</i>. In addition, your work will be featured in a special landscape photography exhibit in Birmingham at Perivale Art Museum from 9 May to 21 May.</p> <p>You will receive a prize of --400 as well as a two-year subscription to <i>Mintner Photography Magazine</i>. A cheque in the amount of the prize will be sent to you in February, and your subscription will begin with the issue featuring your photograph.</p> <p>When you submitted your photograph, you stated that you used a Fisk SLR 500 camera and a Genoma XR wide-angle lens. Please let us know if this is correct by replying to this e-mail. This information will accompany your photograph in the magazine and in the museum exhibit.</p> <p>Congratulations on your success. We are looking forward to sharing your work with our international readership and hope to see more of your work in the future.</p> <p>Sincerely,</p> <p>Miguel Hernandez Editor</p>	

**177.** The word "conveys" in paragraph 1, line 4, is closest in meaning to

- (A) expresses
- (B) supports
- (C) retains
- (D) transports

## LE QUOC BAO – TOEIC Reading Comprehension

Passage 07 (Question 183, Test 02, ETS 5 Tests)

### Front Force Designs

10 Townsend Lane  
Dublin 2

29 May

Dear Business Owner,

For ten years my company, Front Force Designs, has created window displays and decoration for Dublin's most fashionable shops, including Bassett Music Company, O'Leary Shoes, Trumont Clothiers, and Gallagher's Department Store. Front Force Designs is a full-service design studio dedicated to giving local shops a competitive edge with original, eye-catching displays. I offer reasonable rates and professional, personalized service. I work with a team of two other designers but am involved in every aspect of each project, from concept to completion.

To see examples of our designs and read what our customers are saying, visit our Web site at [www.frontforcedesigns.ie](http://www.frontforcedesigns.ie).

If you would like to schedule a free consultation, I can be reached at +353 1 555 0188.

Sincerely,

*Eabha Madigan*

Eabha Madigan, M.F.A.  
Owner, Front Force Designs

183. In the letter, the word "edge" in paragraph 1, line 5, is closest in meaning to

- (A) advantage
- (B) border
- (C) force
- (D) quality



## LE QUOC BAO – TOEIC Reading Comprehension

Passage 08 (Question 179, Test 05, ETS 5 Tests)

### Meadlin Books

147 Woodland Ave.  
Roanoke, VA 24016  
Phone: (540) 555-0128 • Fax: (540) 555-0139  
www.meadlinbooks.com

Hyun Sil Kim  
451 Aspen Drive  
Richmond, VA 23219

July 15

Dear Ms. Kim:

Thank you for becoming a preferred member of Meadlin Books. Your preferred member number is H2389X, and your membership is valid for one year.

Our records indicate that the e-mail address associated with your account is hskim@redkin.net. As you have requested, all correspondence will be sent to you by both postal mail and e-mail. If you wish to change your contact details, please call us at (540) 555-0128 between the hours of 9:00 A.M. and 6:00 P.M., Monday through Friday, or visit us online at www.meadlinbooks.com.

You may continue to purchase books from us online, or you may use your membership card at our store in Roanoke. As a member, you will save 15% on all new books, and you can preregister online for book signings, question-and-answer sessions with notable authors, and other popular in-store events.

Your business is important to us, and we hope you enjoy your membership. For your convenience, your Meadlin Books membership card is enclosed so that you can take advantage of your savings immediately.

Sincerely,

*John Hewitt*

John Hewitt  
Member Services  
Meadlin Books

Enclosure

179. The word “savings” in paragraph 4, line 3, is closest in meaning to

- (A) account
- (B) rescue
- (C) supply
- (D) discount

Passage 09 (Question 197, Test 05, ETS 5 Tests)

### The Trevisore Hotel

Our hotel is located in the heart of Rome, close to most major tourist attractions and just minutes away from several bus and train stations. The hotel's unique combination of old-world charm and modern amenities make it perfect for business travelers and tourists alike. Not only do we have spacious, air-conditioned guest rooms and suites, we also have two dining areas that afford panoramic views of the city. For those who need to work during their stay, we have a business center with fax and copy machines. We also offer Internet access in every room. Our state-of-the-art fitness center is open to all guests, and for those who wish to relax in the comfort of their rooms, we recommend taking advantage of our twenty-four-hour room service.

Right now, we are offering our special "Autumn in Rome" package. Simply make your reservation before September 10 and enjoy 25 percent off the cost of any single-or double-occupancy room between September 20 and November 1. This package also includes free breakfast every morning.

For more information, call us at +39 06 5555 0292 or visit us online at [www.trevisorerome.it](http://www.trevisorerome.it).

197. In the advertisement, the word "afford" in paragraph 1, line 5, is closest in meaning to

- (A) manage
- (B) provide
- (C) regard
- (D) notice

## LE QUOC BAO – TOEIC Reading Comprehension

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### Passage 10 (Question 182, Test 01, Economy 03)

Dear Ms. Blamires,

Bestest Fitness has been providing our members the best environment for more than 15 years. Now, we have approximately 60,000 members all over Australia and we are very proud to say that our program is perfectly designed to fulfill our members' needs on a daily basis.

Our experienced and qualified instructors can give you advice on the best fitness program by having a counseling session. And if you want to lose weight in a healthy manner, we are willing to help you find the best way to work out and slim down. We have also arranged excellent and safe exercise programs for kids and the disabled.

For more details, please see the enclosed brochure. If you have any questions, leave us an e-mail message at [information@bestest.com](mailto:information@bestest.com) at any time, or you can contact us toll-free call (1-800-551-7790) during our business hours.

Sincerely,

*Richards Grant*

Richards Grant

Manager

Bestest Fitness

**182.** In the letter, the word “arranged” in paragraph 2, line 4, is closest in meaning to

- (A) settled
- (B) run
- (C) installed
- (D) inaugurated