

MỤC LỤC

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READING PART 7

UNIT 18: CÂU HỎI TỔNG QUAN (OVERVIEW QUESTIONS)

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

Date:	Thursday, 23 July 11:45:29
Subject:	Sid Zablonksi
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 Zablonksi's resignation and the appointment of his replacement. There will be no references to Mr. Zablonksi'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

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

LE QUOC BAO – TOEIC Reading Comprehension

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

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.

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. 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 19: CÂU HỎI THÔNG TIN (INFORMATION QUESTIONS)

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

LE QUOC BAO – TOEIC Reading Comprehension

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 20: CÂU HỎI NOT / TRUE (NOT /TRUE QUESTIONS)

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

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

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

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

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

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. You may also visit any Maier's store location to complete your enrollment or visit our Web site at 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

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

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.

171. What are NOT mentioned as part of STS?

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

UNIT 21: CÂU HỎI SUY LUẬN (REFERENCE QUESTIONS)

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
Meisterkolrp 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.

Contact Information:

Mariam Qadri
983 5977 45786
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

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

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.

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)

OPENINGSONLINE.NET							
Openings Online Your next career should be your best career							
Home	Find a Job	Post your Resume	Apply	E-mail Job	Save Job	Print Job	Back to Job Search
<p>To apply for any job listed on openingsonline.net, please refer to the instructions provided in the description of each job.</p> <p>Job #17-4436 Delivery driver</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. 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.

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 22: 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.

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 <mquintana@smith&jones.com> To: Alan P. Hall <aphall@smith&jones.com> 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 wi ll 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

We're writing with some good news. Your photograph *Coastline in Winter* has been chosen as the third-place winner in the "Views of Our World" landscape photography contest sponsored by *Mintner Photography Magazine*. 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.

Your photograph will appear among the other winning photographs in the March issue of *Mintner Photography Magazine*. 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.

You will receive a prize of --400 as well as a two-year subscription to *Mintner Photography Magazine*. 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.

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.

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.

Sincerely,

Miguel Hernandez
Editor

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.

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.

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

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 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

UNIT 23: E-MAIL / THU' (E-MAILS & LETTERS)

Passage 01: E-mail (Questions 153-155, Test 01, ETS 1200)

E-mail	
From:	Summers, Jennifer
To:	Editing staff
CC:	Management, supervisory staff
Subject:	Unclaimed print copies

Hi, all,

A box has been placed next to the printer for unclaimed print copies to avoid a mess of papers being left on the printer table at the end of the day.

I'd like to remind you to pick up all your copies as soon as possible after you print them. This has been the clear guideline for several months now, so please try to follow through with it. It is particularly important that confidential documents be picked up immediately after printing.

Thank you for your cooperation.

Jennifer

153. What problem does the e-mail address?

- (A) The printer is not working properly.
- (B) The area around the printer has been left untidy.
- (C) Employees were not told of a change in guidelines.
- (D) Office regulations are unclear.

154. What does Jennifer ask the employees to do?

- (A) Keep confidential papers off their desks
- (B) Check with a supervisor for instructions
- (C) Collect documents from the printer table
- (D) Cover the printer at the end of each day

155. Why does Jennifer thank the employees?

- (A) To indicate that the managers are pleased
- (B) To acknowledge their efforts over the last few months
- (C) To emphasize the importance of their work
- (D) To encourage them to do what she has asked

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02: Letter (Question 165-168, Test 01, ETS 1200)

STAR TRAVEL

41 Main St.
North Windsor, CT 06075
1-888-555-7642

March 1

Mr. Donald Bertram
19 Belles Lane
South Windsor, CT 06074
Account Number: 8321

Dear Mr. Bertram:

Enclosed you will find the tickets for your April 18 flight to Brazil. We suggest you arrive at the airport two hours before your flight is scheduled to depart. Along with your plane tickets, I have enclosed a copy of your final itinerary and the luggage tags you will need for your tour. Everything has been charged to your credit card, as you requested. Please note that a charge of \$110.00 has been added for the meal plan you chose for the week at the hotel. We would like to remind you that you are responsible for obtaining travel visas. Feel free to contact me so that I can go over the information with you or answer any questions you might have.

Sincerely,
Gloria Farelli
Gloria Farelli

165. Who most likely wrote this letter?

- (A) A hotel clerk
- (B) A travel agent
- (C) A tour guide
- (D) A flight attendant

167. What is NOT enclosed with the letter?

- (A) Suitcase labels
- (B) A tour schedule
- (C) Travel visas
- (D) Airplane tickets

166. According to the letter, what will happen on April 18?

- (A) The itinerary will be finalized .
- (B) The tour will be advertised to the public.
- (C) Mr. Bertram 's credit card will be charged.
- (D) Mr. Bertram will leave for Brazil.

168. For what has Mr. Bertram been charged extra money?

- (A) A meal plan
- (B) A replacement ticket
- (C) Transportation to the airport
- (D) Heavy luggage

Passage 03: Letter (Questions 169-173, Test 01, ETS 1200)

KYUSHU TECHNOLOGY

October 5

Ms. Chatura Visweswaran
Senior Researcher
Supertech Microelectronics
Mumbai, India

Dear Ms. Visweswaran,

I appreciate the information you recently sent me about the laser technology conference in Mumbai from November 10 to 13. Due to a prior engagement, I will not be able to attend the conference myself. However, I will be sending three technicians from my division. I am sure that they will benefit greatly from this experience.

They will likely attend the second half of the conference, as the topics being covered in the first half are not applicable to our work here. This means that my technicians will be attending the conference on November 12 and 13.

After scheduling the technicians for various workshops, I will contact you to set up a meeting between your project managers and my technicians on one of the two evenings. I hope they will be able to explore a potential collaboration on our upcoming project on memory recording devices (Project MRD-4).

I hope your opening day presentation goes well and I look forward to reading the transcript as soon as it is available. Thank you again.

Kaori Inose

Kaori Inose

Laser Mechanics Division
Kyushu Technologies
Fukuoka, Japan

LE QUOC BAO – TOEIC Reading Comprehension

- 169.** What does the letter suggest about Ms. Visweswaran?
- (A) She works in Fukuoka.
 - (B) She contacted Ms. Inose earlier.
 - (C) She is interested in hiring Ms. Inose's technicians.
 - (D) She has just completed a project on memory recording devices.
- 170.** The word "engagement" in paragraph 1, line 2, is closest in meaning to
- (A) obligation
 - (B) encounter
 - (C) proposal
 - (D) purpose
- 171.** What proposal does Ms. Inose make?
- (A) That she conduct a workshop
 - (B) That her technicians attend the entire conference
 - (C) That the registration deadline be extended
 - (D) That the two companies work together
- 172.** When will Ms. Visweswaran give her presentation?
- (A) On November 10
 - (B) On November 11
 - (C) On November 12
 - (D) On November 13
- 173.** How will Ms. Inose learn the details of Ms. Visweswaran's presentation?
- (A) She will attend in person.
 - (B) Her technicians will give her a summary.
 - (C) She will watch a video recording.
 - (D) She will read a written version.

Passage 04: E-mail (Questions 153-154, Test 02, ETS 1200)

From:	Any Patel <a2atel@southeastind.com>
To:	Tom Ramon <tramon@southeastind.com>
Subject:	Ceremony for Josephine Coletti
Date:	June 10

Hi Tom,

I suppose you've heard that we are planning a ceremony to honor Josephine Coletti's 25 years at Southeast Industries. I'd like to know if you could say a few words about her contributions to your department as well as present her with the award (a plaque and gift certificate). As sales director and Josephine's immediate supervisor for the past 18 years, you probably know her better than anyone else here. You will receive the official invitation with more details by the end of the week.

Please let Susan Chen, my executive assistant (extension 4092), know if you will be able to attend and if you'd be willing to give a short speech.

Thanks.
Anya Patel, Vice President

LE QUOC BAO – TOEIC Reading Comprehension

153. Who is Josephine Coletti?

- (A) Tom Ramon's immediate supervisor
- (B) A sales department employee
- (C) A worker who recently retired
- (D) A vice president at Southeast Industries

154. What is Mr. Ramon asked to do?

- (A) Attend a luncheon
- (B) Reserve a meeting room
- (C) Order food for a party
- (D) Make a presentation

Passage 05: Letter (Questions 169-171, Test 02, ETS 1200)

214 Ryland Avenue
Miami, Florida 00432

May30

Dear Ms. Kavin

Our records show that the June issue of *Today's Trends* will be your last and that you have not yet renewed your subscription. To encourage you to renew, we would like to offer you *Today's Trends* at a reduced price. You are currently paying \$3.00 per issue. We will offer you the magazine for six months at only \$2.25 per monthly issue. That means that you will save a total of \$4.50 from July to December if you renew your subscription.

Please contact our business office at 888-555-3214 Monday through Friday from 9 A.M. to 5 P.M. or on Saturday from 10 A.M. to 3 P.M. The business office is closed on Sundays. We look forward to continuing to serve you in the future.

Sincerely,
Marsha Clemmins
Marsha Clemmins
Director of Sales

169. What is the purpose of the letter?

- (A) To explain an increase in fees
- (B) To confirm that a payment was received
- (C) To request that a bill be paid
- (D) To offer a discount to a customer

171. What is Ms. Kavin currently paying for her subscription per month?

- (A) \$2.25
- (B) \$3.00
- (C) \$4.50
- (D) \$6.00

170. When will Ms. Kavin's current subscription end?

- (A) In May
- (B) In June
- (C) In July
- (D) In December

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06: E-mail (Questions 157-159, Test 03, ETS 1200)

E-mail Message	
From:	customer-relations@videotrunk.com
To:	roberta.alvarez@LPEnterprise.net
Sent:	January 15, 9:05:32 A. M.
Subject:	Order #1673
<p>Dear Ms. Alvarez:</p> <p>We have received the inquiry dated January 14 about the status of your January 5 order. We apologize for the delay in shipping the Clearvision television set. We expect to ship your complete order by February 1.</p> <p>We understand the inconvenience this has caused you. Normally we take a maximum of seven days to ship online purchases. To show that we truly regret the time delay, we will not charge you for shipping and handling. We will expedite delivery of your order and send it via National Express. You should receive it no later than February 3.</p> <p>If you have any further inquiries or comments, please don't hesitate to e-mail the order department, or you may call me directly at 1-777-789-0120.</p> <p>Sincerely,</p> <p>Brian Kim Assistant Sales Manager Videotrunk Ltd.</p>	

157. When did the customer report a problem with the order?

- (A) January 14
- (B) January 15
- (C) February 1
- (D) February 3

159. Who is Mr. Kim's employer?

- (A) Clearvision
- (B) Videotrunk Ltd.
- (C) National Express
- (D) LP Enterprise

158. What solution is being offered in the e-mail message?

- (A) The customer will receive a full refund.
- (B) The order will be received the next day.
- (C) The customer will be contacted by telephone.
- (D) There will be a reduction in the total cost.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07: Letter (Questions 169-172, Test 03, ETS 1200)

Eastern Styles, Inc.
25 Mission Blvd.
Fullerton, CA 92837

February 15

Tsurumi Ito
11 Almont Street
Los Angeles, CA 90103

Dear Ms. Ito:

Our records indicate that you have not ordered from our seasonal catalogs in the last twelve months. As a company dedicated to maintaining our relationships with previous customers, we would like to offer you a 20 percent discount on all telephone or mail orders, available for 30 days from the date of this letter.

You may be interested to know that in January we introduced a brand-new line of casual attire, including several comfortable and fashionable new items under 50 dollars. These attractive outfits appear in both our winter and spring catalogs.

To take advantage of this special offer, just mention reference code ES005 when ordering. If you would like a copy of our latest catalogs or if your address has changed over the last six months, please call us at 415-555-9990, and one of our representatives will be delighted to assist you. We hope to hear from you soon!

Sincerely,

Brenda Mason

Brenda Mason
Vice President of Customer Relations

169. What product does the company sell?

- (A) Telephones
- (B) Sporting equipment
- (C) Clothing
- (D) Books

171. How long is the offer valid?

- (A) Until February 15
- (B) For 30 days
- (C) For 6 months
- (D) Until the end of the year

170. What is suggested about Ms. Ito?

- (A) She has purchased goods from the company in the past.
- (B) She moved to Los Angeles during the last year.
- (C) She used to work for Brenda Mason.
- (D) She has requested a mail-order catalog.

172. What is NOT suggested in the letter?

- (A) The letter was sent to all previous customers.
- (B) The company has telephone sales representatives.
- (C) The catalog sometimes contains new products.
- (D) The company publishes more than one catalog a year.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 08: Letter (Questions 171-173, Test 04, ETS 1200)

Cable Canada, Inc.
1 Seedling Way
Hamilton, ON J2T 4M7

August 3

Dear Resident:

There's never been a better time to sign up for **Cable Canada** television service. For a limited time only, you can enjoy a huge selection of outstanding programming, including specialty channels devoted to children's shows, sports, and educational programs. All this can be yours for an amazingly low \$19.99 a month for your first six months.*

Not only that, but if you sign up by the end of the month, you can add *Movie Channel Plus* for just \$9.99 more a month. *Movie Channel Plus* allows you to view an extensive library of recent and classic films, that are updated weekly. You'll also be able to see award-winning original shows and sporting events on *Movie Channel Plus*.

Sign up for **Cable Canada** service today and enjoy a huge selection of channels with clear reception regardless of the weather. All this for only \$19.99 a month for six months. Place your order today by calling 1-800-555-3958 or visiting our Web site at www.cablecanada.co.ca. This offer expires on August 31, so act now!

Sincerely,

Graham Ford

Graham Ford
Director of Marketing
Cable Canada, Inc.

*After six months, monthly bill will revert to the standard charge of \$39.99 for the basic cable package; \$59.99 with *Movie Channel Plus*.

- 171.** What will the monthly charge for the basic cable package be after the first six months?
- (A) \$9.99
(B) \$19.99
(C) \$39.99
(D) \$59.99
- 172.** What is NOT a stated advantage of Cable Canada service?
- (A) Friendly customer service
(B) Coverage of sporting events
(C) Consistently clear reception
(D) Access to children's channels
- 173.** How frequently is the movie library updated?
- (A) Once a week
(B) Twice a month
(C) Once a month
(D) Once every two months

LE QUOC BAO – TOEIC Reading Comprehension

Passage 09: E-mail (Questions 161-163, Test 05, ETS 1200)

To: All staff
From: Sylvia Ormond <S_Ormond@nttc.com>
Subject: Retirement Party
Date: Monday, January 12, #:34 P.M.

Dear Colleagues,

As you all know, Karen Montoya will be retiring from NTTC Industries at the end of April. Karen has been with NTTC for 30 years. She spent ten years in our public relations department, five years as manager of the sales department, and the last fifteen years as vice president of the company.

We will be holding a formal dinner at Cassandra's Restaurant on March 27 to celebrate her career. I'm sure Karen would appreciate seeing as many of her colleagues and friends there as possible.

Please contact me by February 15 if you will be able to attend. If you would like to contribute money toward a gift for Karen, please contact Richard Mendez or Victoria Futagi in the sales department.

Sylvia

161. How long did Karen Montoya work in the public relations department at NTIC Industries?

- (A) 5 years
- (B) 10 years
- (C) 15 years
- (D) 30 years

163. Who should employees contact if they plan to attend the party?

- (A) Sylvia Ormond
- (B) Victor Cassandra
- (C) Victoria Futagi
- (D) Richard Mendez

162. When will Karen Montoya's retirement party be held?

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

LE QUOC BAO – TOEIC Reading Comprehension

Passage 10: Letter (Questions 170-172, Test 05, ETS 1200)

Chem Labs of Australia
45 Broad Street
Sydney, New South Wales 1120
Australia

March 19

Mr. Larry Silva
356 Dill Lane
Devonport, Tasmania 7310

Dear Mr. Silva,

Thank you for your interest in Chem Labs of Australia. We received your application for the administrative assistant position that was advertised earlier this month in *The Sydney Dispatch*. Unfortunately, that position has already been filled. However, as we anticipate that a similar position will open up in August and believe you are a suitable candidate for it, we will keep your cover letter and resume on file. That position will also be at our corporate headquarters in Sydney. However, it will require travel to our branch offices in Canberra, Melbourne, and Brisbane. In the meantime, please continue to check our Web site for a complete list of our job openings. We wish you success in your continuing search for employment.

Sincerely,
Mary Rutzman

Mary Rutzman
Director of Personnel

170. What is the main purpose of the letter?

- (A) To inform an applicant that he failed to meet the qualifications for the position
- (B) To let an applicant know that the job he applied for is no longer vacant
- (C) To arrange an interview with an applicant
- (D) To ask an applicant to provide additional information

171. Where is the main office of Chem Labs of Australia located?

- (A) In Brisbane
- (B) In Canberra
- (C) In Devonport
- (D) In Sydney

172. What does Ms. Rutzman suggest that Mr. Silva do?

- (A) Apply at one of the branch offices
- (B) Send in a new cover letter and resume
- (C) Check the Web site for additional job openings
- (D) Read the job advertisements in the newspaper

UNIT 24: QUẢNG CÁO (ADVERTISEMENTS)

Passage 01: (Questions 158-159, Test 01, ETS 1200)

JOB FAIR METZGER AIRLINES

Metzger Airlines is seeking international flight attendants and will hold a job fair on Tuesday, March 1, beginning at 9:00 A.M. at the Metzger Airlines Corporate Center in Miami.

Requirements:

- Must be able to work nights , weekends, and holidays
- Must be at least 21 years old
- Must be prepared to relocate
- Must have superior communication skills
- Must function well in stressful situations
- Must work well with others

Metzger Airlines offers all employees paid vacations, semi-annual raises, professional development courses, and much more.

Interested individuals should be prepared to submit a resume and complete an application at the job fair. Initial Interviews will take place during the afternoon.

Successful candidates will spend six weeks at the Metzger Airlines Training Facility in Tokyo. After completion of the training program, newly certified flight attendants will be based in Barcelona or Milan.

158. What is NOT a stated requirement for becoming a Metzger Airlines flight attendant?

- (A) Willingness to work on holidays
- (B) Willingness to move to a new city
- (C) A minimum age of 21
- (D) A minimum of one year of experience

159. Where will successful candidates train to become flight attendants?

- (A) In Miami
- (B) In Tokyo
- (C) In Barcelona
- (D) In Milan

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02: (Questions 155-156, Test 02, ETS 1200)

Are you a lively conversationalist and an inspiring cook?

How would you like to be the host of *The Half-Hour Chef*, a new television program scheduled to start broadcasting in February?

Try your luck at VAL-TV's Studio 6 on December 5 by demonstrating your cooking in action. We have all the appliances you'll need. Just bring your own ingredients. Our program directors are not interested in your professional experience or personal portfolio. What they want to see is your on-the-air potential as a live performer. So drop by our studio at 9:00 A.M. and show us what you can do!

155. What position is being advertised?

- (A) Restaurant chef
- (B) Television show host
- (C) Program director
- (D) Cookbook editor

156. What are interested candidates asked to do?

- (A) Provide their food ingredients
- (B) Invent a new food recipe
- (C) Watch a live television program
- (D) Submit photographs of their work

Passage 03: (Questions 153-154, Test 03, ETS 1200)

THE MOUNTAIN VIEW **in the heart of beautiful Basel, Switzerland**

GRAND OPENING

Reduced rates – from September to November, all rooms are 20% reduced!

Great location – within walking distance to old city center and museums

Modern facilities – luxury suites, Internet access, fitness room

Complimentary breakfast!

For more information or to book a room, please contact us at:

The Mountain View

Neue Gasse 34

8008 Basel

Switzerland

41 44 555 41 67

Or visit us online at www.mountainview.com

153. What is the purpose of this advertisement?

- (A) To announce a conference
- (B) To promote the opening of a museum
- (C) To introduce a new fitness center
- (D) To publicize a new hotel

154. What is NOT one of the attractive features offered?

- (A) Internet access
- (B) A free meal
- (C) A swimming pool
- (D) A convenient location

LE QUOC BAO – TOEIC Reading Comprehension

Passage 04: (Questions 155-156, Test 03, ETS 1200)

Captain Pete's, Canada's favorite seafood restaurant chain, has an immediate opening for a Marketing Manager. Based in our corporate offices in Ottawa, this individual will have responsibility for all print and television advertising. **Captain Pete's** is a growing company, with 1,500 employees at 45 locations, including our latest openings in Sudbury and Sherbrooke.

Requirements

- * Minimum 5 years managerial experience
- * Working knowledge of Canada's media markets
- * Bilingual in English-French

Interested parties should forward resumes to hiring@captpete.com or fax them to **980-555-6228**.

155. Where will the successful applicant work?

- (A) In a restaurant
- (B) In a television station
- (C) In an office building
- (D) In a seafood market

156. What is a stated requirement for the job?

- (A) Fluency in two languages
- (B) Ability to work well with others
- (C) Knowledge of computer software
- (D) A background in the food industry

Passage 05: (Questions 157-159, Test 04, ETS 1200)

Posted April 9

Part-Time Help Wanted!

Lomoxi Sporting Goods
213 Elmwood Highway
Flemington, NJ 08822
908-555-2150

Lomoxi Sporting Goods has an opening for part-time help starting in June. Applicants must enjoy working with customers and be comfortable using a computer. At least one year of retail experience is preferred. Applicants must be available to work all of the hours stated below. Knowledge of sporting goods is helpful but not necessary.

The hours are Mondays, Tuesdays, and Thursdays from 10 A.M. to 4 P.M.; Saturdays from 10 A.M. to 3 P.M.; and Sundays from 12 P.M. to 4 P.M.

The starting wage is \$7.50 per hour on weekdays and \$8.00 per hour on the weekends. After a month of successful employment, the wage will be raised to \$8.50 and \$9.00, respectively.

Individuals interested in the position should apply by contacting Louisa Alaniz in the customer relations office at 908-555-2155 or laniz@lomoxi.com no later than April 30. Interviews will be conducted in the week of May 10.

LE QUOC BAO – TOEIC Reading Comprehension

157. What is suggested in the advertisement?

- (A) The working hours are flexible.
- (B) The job includes some computer use.
- (C) Candidates must be available to start work on May 10.
- (D) Applicants should apply in person at the store.

158. What is a requirement for applicants?

- (A) Training in customer service
- (B) Experience in computer repair
- (C) Knowledge of sporting goods
- (D) Availability to work on weekends

159. What is the hourly rate of pay for weekdays during the first month of employment?

- (A) \$7.50
- (B) \$8.00
- (C) \$8.50
- (D) \$9.00

Passage 06: (Questions 155-158, Test 05, ETS 1200)

LIVING WELL

invites you to

REWARD YOURSELF!

Let us help you get fit, increase your energy, and feel great!

- All new members get two free sessions with a personal trainer!
- There are no annual contracts-membership renews month to month.
- Choose from a wide array of aerobic dance and exercise classes!
- Going on vacation? We'll hold your place until you return.
- We love kids! Let our child care specialists supervise your children in our new playroom (\$10/hour fee applies).

This Week's Special!!

Join us this week and save \$50 off the \$150 enrollment fee!

105 East Devonia Street • Newark, DE 19702 • 302-555-9764

155. What kind of business is Living Well?

- (A) A fitness club
- (B) A health food store
- (C) A vacation resort
- (D) A music studio

157. What can new members receive for free?

- (A) Child care services
- (B) Subscription to a monthly magazine
- (C) Sessions with a personal trainer
- (D) Membership for a friend

156. How frequently are memberships renewed?

- (A) Once every two weeks
- (B) Once a month
- (C) Once every six months
- (D) Once a year

158. What is the usual enrollment fee?

- (A) \$50
- (B) \$100
- (C) \$150
- (D) \$200

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07: (Questions 177-178, Test 06, ETS 1200)

Agricultural Research Officer
Organization for the Improvement of
Rice Production Technologies (OIRPI)

OIRPT is seeking an experienced agricultural economist to work with a multidisciplinary team as part of a research program on improving crop yield for rice-farming communities. OIRPT has four branch offices in South Asia, which are located in Dhaka, Calcutta, Kathmandu, and Thimphu. The successful candidate will be posted in Calcutta but will travel throughout the region. Responsibilities will include conducting surveys on the agricultural technology needs of local communities and using past research to assess how improved technologies would affect those communities.

Candidates should have a university degree in agricultural economics, resource economics, or other relevant disciplines. Candidates should have strong research and writing skills, be fluent in English, and have a working knowledge of another language.

Send a letter of interest and resume along with three letters of recommendation to:

Personnel Department
Job #1223
OIRPT - South Asia Main Office
237B Parliament Street
New Delhi 110 069, India

177. What is one of the stated job responsibilities?

- (A) Conducting research on plants
- (B) Developing new farming technology
- (C) Improving natural wildlife areas
- (D) Utilizing data from previous studies abilities

178. What is NOT a requirement for this job?

- (A) Well-developed written language
- (B) Proficiency in English
- (C) Strong computer programming skills
- (D) A university degree

LE QUOC BAO – TOEIC Reading Comprehension

Passage 08 (Questions 155-156, Test 03, ETS 5 Tests)

Summer in Sinchon

One-bedroom lodging located in Sinchon, one of the trendiest neighborhoods in Seoul!

- Newly renovated and fully furnished, including modern appliances
- Only steps away from art galleries, restaurants, tearooms, and shopping
- Three-minute walk from Seoul Station, Subway Line 2
- Available August 1-31 only-perfect for a summer vacation in Korea
- Monthly rent ₩900,000, plus ₩900,000 refundable security deposit

Contact Chan Joon Gil at cjgil293@maponet.co.kr to schedule an apartment viewing.

155. What is being advertised?

- (A) An annual summer festival
- (B) A short-term rental offer
- (C) Apartment vacancies throughout Seoul
- (D) Recently renovated houses for sale

156. According to the advertisement, how should someone arrange to look at the property?

- (A) By visiting a real estate agency
- (B) By placing a phone call
- (C) By sending an e-mail
- (D) By completing an application form

Passage 09: (Questions 155-157, Test 04, ETS 5 Tests)

Would you like to be more productive? Do you find that you sometimes have a lot to do but get nothing done? Do you procrastinate? Would you like to be more organized? Are you tired of being rushed or under pressure?

Enroll in the Time Management workshop and learn how to plan and schedule work, how to set goals and overcome procrastination, and how to set priorities and follow through on them.

The workshop will be held on October 26 and run for three hours. Two identical sessions will be offered - one from 1 P.M. to 4 P. M. and the other from 5:30 P.M. to 8:30 P.M. Please choose the one that works best with your schedule. Contact Marcy Halford at extension 425 for more information.

155. What is being advertised?

- (A) A job
- (B) A workshop
- (C) A club
- (D) A computer program

156. For whom is the advertisement probably intended?

- (A) People who work quickly
- (B) People with planning experience
- (C) Recently retired people
- (D) Unorganized people

157. How long is each session?

- (A) One hour
- (B) Two hours
- (C) Three hours
- (D) Five hours

Passage 10 (Questions 157-159, Test 05, ETS 5 Tests)

The Kinsley Mirror Company

Beauty and Affordability

For several decades, the name Kinsley has been associated with high-quality mirrors. Our mirrors have always been both inexpensive and durable. The quality of our products has earned us several regional and national honors, including the United Glass Company's award for excellence in manufacturing.

This month, we proudly present four new wall mirrors. They include the Padley dark pine mirror, the Hinderly maple mirror, the Gatson wrought-iron mirror, and the Lexford imperial silver mirror. Those who purchased our most popular mirror, the Cooper round mirror, may appreciate the beauty of either the Gatson wrought-iron mirror or the Lexford imperial silver mirror. Lighter mirrors, like the Padley pine mirror and the Hinderly maple mirror, also make excellent additions to any home.

For your peace of mind, every purchase comes with a one-year warranty that provides a guarantee against defects in artisanship or material. And unlike all of our competitors, we will ship your products to you at no extra cost, regardless of the size of the order. For additional information, go to our Web site at www.kinsleymirrors.com or visit us at one of our locations in Dunville or Forbinton.

157. What is implied about the Kinsley Mirror Company?

- (A) It plans to open four new stores.
- (B) It advertises weekly sales.
- (C) It has been in business for many years.
- (D) It is a family-owned company.

158. What mirror has been sold the most by the Kinsley Mirror Company?

- (A) The Padley pine mirror
- (B) The Hinderly maple mirror
- (C) The Cooper round mirror
- (D) The Gatson wrought-iron mirror

159. According to the advertisement, what does the Kinsley Mirror Company offer that other companies do not?

- (A) Overnight delivery
- (B) A one-year warranty
- (C) A customer newsletter
- (D) Free shipping

UNIT 25: NIÊM YẾT & THÔNG BÁO (NOTICES & ANNOUNCEMENTS)

Passage 01: Job announcement (Questions 160-162, Test 02, ETS 1200)

BUFFALO METROPOLITAN UNIVERSITY LAW SCHOOL FACULTY OPENING

Buffalo Metropolitan University School of Law is seeking a full-time Assistant Professor to teach a course designed to introduce first-year law students to legal research, analysis, and courtroom interaction. This course is taught as a series of simulations in which students research and analyze legal concepts, prepare documents, and engage in formal and informal advocacy. Qualifications include J.D. or LL.B. degree, excellent academic record, and demonstrated teaching ability.

All law courses are taught on our West Seneca campus, which is only 10 minutes away from our Grand Island campus.

All applications must include resume, transcript, and proof of degree from an accredited law school.

Please apply to: Professor Miriam Cho, Buffalo Metropolitan University Personnel Committee, 10 Main Street, Fort Erie, NY 98115, or e-mail to miriam.cho@mu.law.edu. Please note that incomplete applications will not be considered.

160. What is mentioned about the course to be taught?

- (A) It is for beginning law students.
- (B) It is a popular course at the university.
- (C) It includes courtroom visits.
- (D) It is currently taught by Professor Cho.

162. What is NOT listed as a requirement for the position?

- (A) Teaching experience
- (B) A law school degree
- (C) Service on faculty committees
- (D) Ability to teach full time

161. When/ will the courses be held?

- (A) Buffalo .
- (B) West Seneca
- (C) Grand Island
- (D) Fort Erie

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02: Announcement (Questions 172-175, Test 02, ETS 1200)

Roger Wilkinson to Join Pace and Brown Architects, Inc.

At Friday's company-wide meeting, president and CEO Cynthia Hu announced that, following a lengthy search, Pace and Brown has selected Roger H. Wilkinson as the new director of restoration projects. Beginning May 1 Mr. Wilkinson will succeed Keira Powells, who retired on January 3. Mr. Wilkinson is coming to Pace and Brown from his position as senior project designer at Bershire Blakeburns in London, where he has Jived for the last ten years.

Mr. Wilkinson will be responsible for representing the firm externally and ensuring that the firm has a clear strategic direction as it expands its work in restoration and historic preservation. He brings with him many diverse talents and more than 25 years of design and project management experience. He is probably best known for his restoration work on the historic 32-story Starsham Hotel in Melbourne, for which he was awarded the Schills Medal, Australia's most prestigious design award.

172. Where would this announcement most likely appear?

- (A) In a newspaper advertisement
- (B) In a business textbook
- (C) In a telephone directory
- (D) In a company newsletter

173. Who is Keira Powells?

- (A) A past president of a business
- (B) A former director of a business
- (C) A successful clothing designer
- (D) A well-known historian

174. How long has Roger Wilkinson lived in London?

- (A) For 10 years
- (B) For 15 years
- (C) For 25 years
- (D) For 32 years

175. According to the announcement, what is Roger Wilkinson known for?

- (A) Directing restoration projects at Pace and Brown
- (B) Being Bershire Blakeburns' longest-serving director
- (C) Renovating a historic building in Melbourne
- (D) Winning a major design award in London

Example 03: Notice (Questions 165-168, Test 03, ETS 1200)

WASTE PREVENTION – HOW YOU CAN HELP

Photocopies

- Eliminate unnecessary photocopies by storing documents on a shared directory.
- Create a central filing system instead of maintaining duplicate files.
- Invest in a program that allows fax transmission directly from your computer.
- Redesign forms and reports to reduce margins (and the number of copies required).
- Prepare executive summaries for lengthy documents. Provide full document only on request.
- Use e-mail and voice mail for interoffice messages.
- Post information on a bulletin board instead of making copies.

Equipment

- Rent (rather than buy) equipment that is used only occasionally.
- Buy high-quality equipment; it usually lasts longer and requires fewer repairs.
- Buy remanufactured office equipment that comes with an extended warranty.
- Schedule regular maintenance to prolong the life of equipment.
- Recycle usable parts from outdated equipment.

Donations

- Donate old office furniture and equipment or surplus supplies to local schools.
- As an alternative to recycling, donate magazines to hospitals or clinics.

165. What is the main topic of the notice?

- (A) Recycling
- (B) Waste reduction
- (C) Equipment maintenance
- (D) Interoffice communication

166. What is NOT a suggested way to reduce photocopying?

- (A) Post a list of guidelines for photocopying
- (B) Use a shared-document directory
- (C) Write executive summaries
- (D) Decrease margins on documents

167. What is suggested as a way to make equipment last longer?

- (A) Turning off equipment when not in use
- (B) Purchasing a supply of replacement parts
- (C) Having equipment serviced regularly
- (D) Replacing older models with newer ones

168. According to the notice, where can companies donate reading material?

- (A) To an employee lounge
- (B) To a local school
- (C) To a public library
- (D) To a hospital

Passage 04: Notice (Questions 160-163, Test 06, ETS 1200)

WANTED: AMATEUR ANIMATORS

12TH ANNUAL COMPUTER ANIMATION FESTIVAL AND COMPETITION

Once again, Johannsen University will host its computer animation festival and competition. With home computers becoming more powerful and animation software less expensive, many animated films are being made at home. If you've been making amateur animated films, we urge you to enter the competition. Past winners have gone on to work in television and with major studios. This is a real opportunity to have your work critiqued by animation professionals and seen by the public.

The festival will be held at Johannsen University starting May 15. It will feature works from around the world as well as competition winners.

Our judges will select five entries for awards. The entries will be evaluated based on the originality of both the story line and the production. The trophy for the grand prize winner will be presented at the opening night event. The other four winners will have their work shown during the afternoon programs on May 16 and 18.

Our Web site, www.newlookanima.com, has complete instructions for preparing submissions. Note that the competition is open to amateur animators only. Employees of broadcast, film production, and publishing organizations may not enter.

160. What is a goal of the competition?

- (A) To encourage people to attend a university
- (B) To raise funds for a university program
- (C) To provide exposure to unknown artists
- (D) To publicize a new computer software product

162. When will the top prize be awarded?

- (A) On May 15
- (B) On May 16
- (C) On May 17
- (D) On May 18

161. On what basis will the entries be judged?

- (A) The simplicity of the software design
- (B) The creativity of the work
- (C) The length of the story
- (D) The presenter's public speaking skills

163. Who is not eligible to enter the competition?

- (A) Those who have won the competition in the past
- (B) Those who make films on home Computers
- (C) Animators working for television studios
- (D) Students at Johannsen University

LE QUOC BAO – TOEIC Reading Comprehension

Passage 05: Notice (Questions 164-166, Test 06, ETS 1200)

SIMPLE TIPS FOR BETTER TRIPS

Don't Be Left Behind

Always allow plenty of time to catch your bus. Arrive early and be sure you are at the correct bus stop. Ask the bus driver to give you a schedule if you need one.

Save Time

Have your money, bus pass, or ticket ready as soon as you board the bus. Have the exact fare, because the bus driver cannot make change.

Be Safe

When exiting the bus, immediately step onto the sidewalk. Make sure it is safe before crossing the street.

Be Courteous

Allow riders to get off the bus before you get on. Use earphones with your radio. Please be seated quickly and do not block the aisles with your belongings.

Thank you for riding Blue Point Bus Lines.

164. What is the purpose of the notice?

- (A) To provide suggestions to bus passengers
- (B) To advertise a new bus company
- (C) To answer questions about bus routes
- (D) To inform tourists about bus tours

166. According to the notice, what can be obtained from the bus driver?

- (A) Change for ticket fares
- (B) Discounts on long-distance travel
- (C) Bus schedules
- (D) Information about tourist sites

165. What are readers asked to do?

- (A) Choose a seat close to the driver
- (B) Keep walkways clear
- (C) Buy a monthly pass
- (D) Write a letter to the bus company

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06: Notice (Questions 174-176, Test 06, ETS 1200)

Atherton Township
Division of Public Recreation
Atherton Municipal Building

Please refamiliarize yourselves with the following pool safety precautions. As a recreation manager, you are responsible for discussing these regulations with your staff at your next weekly meeting. We must be sure that our facility is in full compliance with the laws and regulations of Atherton Township.

- General pool safety and conduct rules must be posted in an area clearly visible to all pool patrons.
- Gate must be locked and secured whenever lifeguard staff are not on duty.
- Pools must maintain appropriate chlorine levels at all times to ensure the health of guests.
- Patio and grass areas surrounding pools must be inspected once every hour and kept free of debris.
- Emergency phone numbers for police and ambulance services must be provided to all your lifeguards while on duty.

Any questions or concerns with regard to these regulations may be directed to: Len Shrove, Division of Public Safety,
Atherton Municipal Building,
38 Woodbridge Drive, Atherton, ON L4W 152

174. What is the purpose of this notice?

- (A) To advertise a recreational facility
- (B) To ensure that management staff follow regulations
- (C) To announce job openings for lifeguards
- (D) To instruct guests about swimming pool use

176. What are lifeguards expected to have available while on duty?

- (A) Emergency telephone numbers
- (B) The address of the municipal building
- (C) A list of local health care centers
- (D) A key to the swimming pool gate

175. For whom is this notice most likely intended?

- (A) Len Shrove
- (B) Lifeguard staff
- (C) Recreation managers
- (D) Guests at a swimming pool

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07: Notice (Questions 153-154, Test 02, ETS 5 Tests)

Attention Waylon Concert Hall Guests

- Ticket holders arriving late will not be admitted to the auditorium until a suitable break during the performance and must be shown to their seats by an usher.
- Mobile telephones must be turned off during all performances.
- Cameras and video or audio recorders of any kind are prohibited unless specifically authorized by the promoter. Those found during the performance will be held at the box office until the end of the show.
- Standing in the aisles during performances is forbidden by the fire regulations.
- Smoking is prohibited throughout the building.
- Food or beverages may not be brought into the auditorium at any time.

Please be courteous to those around you while you enjoy the show.

153. What does the notice mainly discuss?

- (A) Rules for concertgoers
- (B) Equipment used by concert-hall staff
- (C) Safety procedures
- (D) Performance schedules

154. According to the notice, what might a promoter do?

- (A) Distribute concert programs
- (B) Escort guests who arrive late to their seats
- (C) Approve the use of audio devices
- (D) Collect mobile phones

Passage 08: Notice (Questions 153-154, Test 04, ETS 5 Tests)

RETIREMENTS

PATRICIA JOHNSON of the publications office is retiring from DANCO after 25 years of service. Come and join us in wishing her a happy retirement at a gathering in her honor on June 29 in room J-410 at 5 P.M. A \$6 donation covers the cost of your refreshments and a gift. Please bring your donation to Anna Hortensen in room P-220 by June 20. For more information, call Anna at extension 7013.

153. Where will the gathering be held?

- (A) In room J-410
- (B) In room P-220
- (C) At Anna Hortensen's home
- (D) In the publications office

154. What should people who wish to attend the gathering do?

- (A) Prepare some food for everyone
- (B) E-mail the publications office
- (C) Give a contribution to Anna Hortensen
- (D) Telephone Patricia Johnson

LE QUOC BAO – TOEIC Reading Comprehension

Passage 09: Announcement (Questions 163-165, Test 04, ETS 5 Tests)

Attention Clients of Doyle, Inc.

While waiting for its permanent headquarters to be completed, architectural and engineering firm Doyle, Inc., will be moving its offices just down the street as of September 1. The move from 1102 Main Street to 813 Main Street will be temporary (until the completion of the firm's new permanent headquarters at the Odessa Business Center). We would like to assure you that business will continue as usual and none of our current projects will be delayed as a result of this move. Please note, however, that our involvement with the university's architectural intern program will be postponed this summer and will not resume until next year.

163. What is being announced?

- (A) The relocation of a company
- (B) The opening of a university
- (C) The closing of a firm
- (D) The merger of two organizations

165. What will be delayed?

- (A) The construction of a business center
- (B) The completion of architectural plans
- (C) A company's participation in a program
- (D) A company's annual meeting

164. Where are the offices of Doyle, Inc., currently located?

- (A) At the local university
- (B) At 813 Main Street
- (C) At the Odessa Business Center
- (D) At 1102 Main Street

Passage 10: Announcement (Questions 153-154, Test 05, ETS 5 Tests)

Wong's Picture Frames

The staff at Wong's Picture Frames would like you to join us on our opening day. When you visit us this Friday, December 1, you will be eligible for a 10% discount on any item! Just mention coupon code WPFIOD at the time of purchase. We are located at the corner of Willow and Randall Avenues, and our hours of operation are 9:00 A.M.-6:00 P.M., Tuesday through Sunday.

We are confident that you will love our selection of frames. Our frame specialists will be happy to answer any questions you may have, and they will help you to choose the frame that is right for you.

For more information, visit us online at www.wongspictureframes.com, or call us at (814) 555-0224.

LE QUOC BAO – TOEIC Reading Comprehension

153. On what day is Wong's Picture Frames closed?

- (A) Monday
- (B) Tuesday
- (C) Friday
- (D) Sunday

154. According to the announcement, how can customers receive a discount?

- (A) By visiting a Web site
- (B) By providing coupon details
- (C) By referring other customers
- (D) By joining a mailing list

UNIT 26: BÀI BÁO & BÁO CÁO (ARTICLES & REPORTS)

Passage 01: Article (Questions 174-177, Test 01, ETS 1200)

BAC Welcomes *Timothy Kang*

Kowloon, Dec. 16 – BAC, Inc., today announced that it has appointed Timothy Kang as senior vice president of marketing. In his new role, Kang will oversee the marketing department and be responsible for corporate strategy, market analysis, and market evaluation. As a seasoned executive, Kang has more than 20 years of experience and a successful track record in generating new sales partners and developing successful marketing strategies. He is expected to strengthen BAC's market position as a leading provider of software applications in the education industry.

Prior to joining BAC, Kang was with SAGE Software Company, where he was vice president of corporate sales, and at Tobbler Corporation, where he spent several years as head of the marketing department. At Tobbler, he was credited with earning record-high revenues for the company. After these highly successful endeavors, Kang started his own company, Greenwood Partners, Inc., where he developed and implemented new business strategies for large corporate clients.

- 174.** According to the article, what is Kang best known for?
- (A) His experience as an educator
 - (B) His expertise in product marketing
 - (C) The software he has developed
 - (D) The work he has done overseas
- 175.** What type of business is BAC, Inc.?
- (A) A software provider
 - (B) A computer retailer
 - (C) An advertising agency
 - (D) A marketing consultant firm
- 176.** What is stated about Kang's work at Tobbler Corporation?
- (A) He received an award.
 - (B) He left the company after only a few months.
 - (C) He increased revenues.
 - (D) He created advertisements for software.
- 177.** What company did Kang start?
- (A) BAC, Inc.
 - (B) SAGE Software Company
 - (C) Tobbler Corporation
 - (D) Greenwood Partners, Inc.

Passage 02: Article (Questions 157-159, Test 02, ETS 1200)

Leafman Capital Purchases Josée Group

Leafman Capital, a leading Canadian investment firm, announced today that it has completed its long-anticipated acquisition of Josée Group, a Paris-based hotel company. The deal has an estimated value of 350 million euros, according to Leafman Capital executives.

The sale of the French-owned Josée Group to a Canadian firm has caused a great deal of controversy in France; the Josée Group owns 26 historic hotels in and around Paris, including the famous Hotel Jean-Claude, which had hosted numerous prominent nineteenth-century French authors and political figures. Joseph Leafman, owner of Leafman Capital, announced that his firm would strive to retain the important historic heritage of the Hotel Jean-Claude but would make

necessary renovations to modernize the heating and plumbing systems. In addition to the Hotel Jean-Claude, the Josée Group owns smaller hotels across France, including the Parisian Gateway and the Hotel Fanon, both considered among the finest examples of French architecture in the neoclassic style.

Mr. Leafman said that his firm purchased the Josée Group as a means of diversifying its portfolio. He also plans to make additional purchases in Europe, which may include luxury hotels in Belgium, Germany, and Switzerland. Other assets recently purchased by Leafman Capital include high-rise apartment and office buildings in Thailand and the Philippines.

- 157.** According to the article, why has the sale of the Josée Group been considered controversial?
- (A) It was sold for less than its estimated value.
 - (B) Historic French properties were being sold to a foreign firm.
 - (C) Employees of the Josée Group are expected to lose their jobs.
 - (D) The sale was not made public until it had been finalized.
- 158.** What is Leafman Capital's announced plan for the Hotel Jean-Claude?
- (A) To operate it as an economy hotel
 - (B) To build apartments on the property
 - (C) To update some of its facilities
 - (D) To turn it into a historical museum
- 159.** What kind of property is NOT mentioned as a recent acquisition of Leafman Capital?
- (A) Apartments
 - (B) Office buildings
 - (C) Historic hotels
 - (D) Retail stores

Passage 03: Article (Questions 163-166, Test 02, ETS 1200)

————— *K-Star Tournament to Begin* —————

Andrew Cresson, owner of computer game company K-Star, announced today that his firm will be sponsoring a video game tournament as part of a series of promotional activities for its latest product line.

To be held in Hong Kong on May 5, the event will introduce a wide selection of new games for contestants to play, including simulated reality games, sports games, and cartoon character games. The top four contestants in each round will compete in finals shown live on a large screen. Robert Ko, a sales representative at K-Star, observed: "This may be the most anticipated product launch of the decade."

Rewards for winning the computer game tournament include free products and free plane tickets to cities like Tokyo, Seoul, and Jakarta. In addition, the first-prize winner in each category will win the opportunity to help designers create a new video game.

Interested individuals may register to participate by filling out an online application, visiting a retail outlet where K-Star products are sold, or contacting K-Star's automated phone service. Players must register in advance of the tournament. Audience tickets, however, may be purchased on-site on the day of the event.

Reporter: David Ma, Beijing, April 15

163. What is the purpose of holding the tournament?

- (A) To recruit members for a club
- (B) To attract new employees
- (C) To promote a product line
- (D) To entertain business executives

164. Who will be competing in the tournament?

- (A) Professional athletes
- (B) Animated filmmakers
- (C) Computer game players
- (D) Software designers

165. Where will the tournament take place?

- (A) In Seoul
- (B) In Beijing
- (C) In Tokyo
- (D) In Hong Kong

166. How is it NOT possible for people to sign up to compete?

- (A) By going to the event
- (B) By going to certain stores
- (C) Over the telephone
- (D) Through a Web site

LE QUOC BAO – TOEIC Reading Comprehension

Passage 04: Excerpt from an article (Questions 173-175, Test 03, ETS 1200)

Job seekers should bear in mind certain idiosyncrasies of the pyramid structure of the labor market. Most available jobs are at the entry level. There are a fair number of middle-level jobs but proportionally few top-level jobs. This means there is stiff competition for high-ranking jobs. Candidates interested in these jobs must often move to another geographic region to locate a job matching their qualifications. Although few candidates show enthusiasm for uprooting their lives to relocate for a job, many prefer this to accepting a local job that they feel is below their experience. Studies also show that more often than not, employees who feel overqualified in their current position will end up getting bored quickly and will leave the company.

- 173.** What does the article say about high-level jobs?
- (A) They are hard to find.
 - (B) They can be stressful.
 - (C) They involve overtime work.
 - (D) They require special training.
- 174.** According to the article, what are candidates reluctant to do?
- (A) Change companies frequently
 - (B) Seek advice from colleagues
 - (C) Move to another area
 - (D) Compete for high-paying jobs
- 175.** According to the article, what is a result of hiring overqualified employees?
- (A) Excessive competition for jobs
 - (B) Salary costs that exceed the budget
 - (C) A scarcity of new positions
 - (D) The frequent loss of staff

Passage 05: Article (Questions 176-180, Test 03, ETS 1200)

Public Opinion Divided over Water

Samplena – In Tuesday's City Council meeting, Agricultural Union spokesman John Perchain requested that the city's proposed water diversion project be further investigated before being approved. The new plan would use a 60-kilometer-long pipeline to transport drinking water from the Palehook River. City developers say the water is necessary to support a growing population. Local farmers are worried that the new pipeline would deprive them of water needed for crops. Perchain summed up their concerns, saying, "After four years in a row of below-average rainfall, we need more water for irrigation, not less."

Perchain pointed out that while only 15% of the region's gross product stems directly from the sale of farm goods, agriculture sustains the economy in other ways. Farmers are the main customers of the tractors manufactured

in the Samplena industrial district. Also, the transportation of agricultural products to other areas of the country maintains Samplena's key position in the trucking industry.

This is not the first time that water has been an issue of concern for the Samplena City Council. Last year a plan to build a chemical processing plant in the area was approved by a narrow margin after protests that the factory's manufacturing process would use over 200,000 liters of water a day. Situated on a low, naturally arid plain, Samplena has summer temperatures that average 35 degrees Celsius. "Something must be done to balance the demand for the area's water resources," Perchain concluded on Tuesday. "Everyone will suffer in the long run if farms are deprived of water for irrigation." City Council officials declined comment. They are scheduled to meet on Thursday to review the Agricultural Union's request.

LE QUOC BAO – TOEIC Reading Comprehension

- 176.** Why does Mr. Perchain object to the city's project?
- (A) It is not large enough to support the increase in population.
 - (B) It was approved without proper authorization.
 - (C) It was not researched by his organization.
 - (D) It will divert resources from the people he represents.
- 177.** What is stated about the Samplena area?
- (A) Its economy is based mainly on farm goods.
 - (B) The rainfall is lower this year than last year.
 - (C) The number of inhabitants is increasing.
 - (D) It is surrounded by mountains.
- 178.** According to Mr. Perchain, why is agriculture important for Samplena?
- (A) The farming industry contributes to other economic activities of the area.
 - (B) Agricultural products cannot be imported to the area efficiently.
 - (C) Samplena imports 15 percent of its agricultural products from abroad.
 - (D) Farming is an important part of the history and culture of Samplena.
- 179.** What does the article NOT give as a use for water?
- (A) Providing drinking water
 - (B) Cooling buildings
 - (C) Processing chemicals
 - (D) Irrigating farms
- 180.** The word "sustains" in paragraph 2, line 4, is closest in meaning to
- (A) prolongs
 - (B) allows
 - (C) supports
 - (D) proves

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06: Excerpt from an article (Questions 166-170, Test 04, ETS 1200)

Advances in technology over the last ten years have made working from home almost as common as working in a traditional office. Many companies have found that by allowing employees greater flexibility in their schedules and work environment, workers are more content with their jobs and more loyal to their companies.

World Financial Analyst, a leading business-research firm, recently collected questionnaire data from more than 500 home-based employees working in different fields. The findings of this study showed that 83 percent of respondents ranked the elimination of a daily commute as their number-one motivation for working from home. The second advantage cited was having a flexible schedule.

"I can set my own hours," said Jessica Harper, a graphic designer for Gallaxia Stern Studios. "I still have a regular schedule, but if I need an hour break or I have an errand to run, I can do it when it is convenient and then I work longer in the evening to make up the time. I have noticed that I am actually more productive and I don't get tired as quickly." Although the present study was limited to home-based employees, informal reports confirm that management also benefits from this practice.

One surprising benefit for companies that allow flexible schedules is their capability to hire more workers. Many businesses that allow employees to work from home have grown compared to companies that confine their workers to the office.

LE QUOC BAO – TOEIC Reading Comprehension

- 166.** What does the article suggest?
- (A) Companies that offer flexible working situations are more likely to retain their employees.
 - (B) Employees who work at home are less productive than employees who work in the office.
 - (C) Employees with flexible schedules need more management than traditional employees.
 - (D) Companies that allow employees to set their own schedules are able to save money on transportation costs.
- 167.** How was information gathered for the study mentioned in the article?
- (A) Researchers conducted tests in a laboratory.
 - (B) Employees completed surveys about their work.
 - (C) The author visited employees working from home.
 - (D) Supervisors provided information on their employees' productivity.
- 168.** The word "set" in paragraph 3, line 1, is closest in meaning to
- (A) solidify
 - (B) place
 - (C) collect
 - (D) establish
- 169.** According to the article, how do companies benefit from allowing employees to work at home?
- (A) Companies reduce the amount of time they spend training employees.
 - (B) Companies are able to increase their numbers of employees.
 - (C) Companies can afford to expand their office space.
 - (D) Companies spend less money on energy costs.
- 170.** What advantage of working from home is NOT mentioned by employees?
- (A) Enjoying more flexibility in scheduling
 - (B) Avoiding long commutes to work
 - (C) Achieving greater productivity
 - (D) Working in a quieter space

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07: Magazine article (Questions 166-169, Test 05, ETS 1200)

An Interview with a Supermarket Genius

By Elizabeth Kang

In a world where food shopping has become synonymous with never-ending advertisements, Voltage Market is a refreshing change. Entering any one of its quirky 100 stores nationwide is actually a pleasure. I recently sat down with Voltage Market founder William Schoepke to find out how it all started.

Schoepke will tell you that the idea for opening a grocery store came to him unexpectedly when he was driving past an abandoned retail store near his home. "The store had been vacant for more than ten years. It was a very small space, but I was tired of having to shop at huge shopping malls where everything looked 'the same.'" When Schoepke did some research, he realized that his particular idea was an unusual one. "It was a gamble that paid off," he recalls. "The immediate response was so

overwhelming that I opened a new store within that first year and then seven more across the region over the next three years."

Schoepke began targeting vacant buildings. "No two Voltage stores look the same," he says. "Our biggest priority is a cozy atmosphere. Size is not something we care a great deal about." In fact most Voltage stores are only a quarter of the size of typical supermarkets. "To keep our overhead expenses down," Schoepke says, "our stores haven't ever had a service department. Our cashiers always make time to help customers find what they're looking for." Clearly, this attention has been well received by loyal customers. "Even today," says Schoepke, "virtually all of Voltage Market's publicity comes by word of mouth." In fact, Schoepke has never budgeted money for advertising. What he has done is create a new formula for success.

Business Alternative Magazine, No. 43

166. What is the main purpose of the article?

- (A) To introduce the owner of a shopping mall
- (B) To announce the opening of a new food store
- (C) To provide instructions for starting a business
- (D) To describe the growth of a food store chain

167. What did Mr. Schoepke indicate about starting his business?

- (A) He wanted his stores to be small.
- (B) It took three years to become successful.
- (C) His first store was in a shopping mall.
- (D) He followed a common business model

168. What is emphasized about Voltage Markets?

- (A) Their uniform design
- (B) Their intimate atmosphere
- (C) Their prime locations
- (D) Their service departments

169. How do most people find out about Voltage Market stores?

- (A) Mr. Schoepke advertises in local newspapers.
- (B) Mr. Schoepke mails flyers to local residences.
- (C) Customers recommend the stores to others.
- (D) National food magazines feature articles about the stores.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 08: Article (Questions 171-173, Test 06, ETS 1200)

INTERNATIONAL AIR TRAVEL SOARS ABOVE EXPECTATIONS

Leading air transport association cites 10% rise in global air passenger travel

More people are flying than ever before, according to the Global Travel Association, an independent transportation research firm based in London. The group has published a report showing a significant rise in air passenger traffic, as much as 10 percent from the previous year, and it is forecasting continued increases at least through the end of December.

Although high oil prices reported at the World Economic Forum in January had caused industry experts to speculate that travel levels would remain consistent or decline, almost every passenger airline has reported growth rates of at least 3 percent for the first six months of the year. Cargo transporters, such as Worldwide Fliers, Inc., also reported increases, although somewhat more modest ones.

Different reasons have been cited for the increase, ranging from lower fare prices implemented by the airlines to an expanded selection of destinations. Other possible factors may have little to do with the airlines themselves. "As more nations participate in the international market," said Dr. Rubin Mendoza, a professor of economics at London University, "more people need to jet around the world for business meetings."

- 171.** Who published the report about air travel?
- (A) World Economic Forum
 - (B) Global Travel Association
 - (C) Worldwide Fliers, Inc.
 - (D) London University
- 172.** What is predicted in the report?
- (A) The number of passengers will continue to grow.
 - (B) The price of fuel will start to stabilize.
 - (C) The cost of airport security will increase.
 - (D) The profits of cargo transporters will decline.
- 173.** What is NOT cited as a possible reason for the increased number of passengers?
- (A) Reduced ticket cost
 - (B) Expanded international trade
 - (C) A wider choice of destinations
 - (D) Changes in oil prices

LE QUOC BAO – TOEIC Reading Comprehension

Passage 09: Article (Questions 168-171, Test 01, ETS 5 Tests)

Nairobi, January 22 – Accord Airlines Chief Executive Officer Pramod Gupta announced on Monday that his company has purchased Glade Airways. Accord is headquartered in Mumbai, India, and the purchase is expected to double the size of the airline and extend its reach into new markets. Most of Accord's routes are to cities in Asia, Great Britain, and the United States. Glade's head office is in Nairobi, and from its East African base the airline flies to countries throughout the rest of Africa.

Representatives of the two airlines said customers would not notice many immediate changes. There are no plans yet to paint the airplanes or redecorate the interiors. Each airline will keep its own Web site, baggage fees, and frequent flyer programs for at least the next six months.

Airfares are not expected to change immediately, either, although Accord spokesperson Amina Odoyo said that "This will be the first aspect of the merger to be addressed." She hastened to add, however, that there would be "no problem" for customers who have already booked a flight. "Tickets that have already been purchased for either airline will be honored," she said.

Flight attendants and pilots for both airlines were pleased by the purchase. "I hope I will be able to fly to Nairobi," said Shiv Parida, a pilot who has worked for Accord for six years. "I've been flying the same route for about four years," he noted, "and expanding into new areas should help Accord grow, which means more opportunities for me. I have always wanted to visit Africa."

168. What is the purpose of the article?

- (A) To profile a company's new chief executive officer
- (B) To compare airports in different cities
- (C) To publicize the merger of two companies
- (D) To announce the upcoming renovation of an airport

169. What does Ms. Odoyo suggest about tickets?

- (A) Tickets purchased six months in advance will receive a discount.
- (B) More tickets will become available for purchase online.
- (C) Some tickets may not be transferable.
- (D) Ticket prices may change in the future.

170. The word "honored" in paragraph 3, line 10, is closest in meaning to

- (A) rewarded
- (B) accepted
- (C) refunded
- (D) offered

171. What is indicated about Mr. Parida?

- (A) He is eager to fly new routes.
- (B) He is a frequent visitor to Africa.
- (C) He was hired four years ago.
- (D) He is planning to relocate.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 10: Article (Questions 155-156, Test 02, ETS 5 Tests)

Johannesburg (7 July) – Jaquin Publishers announced on Friday that Aurelia Martino's new book, *Stars in the Sky*, will be released on 8 September. This is Ms. Martino's second book, and early reviews say that readers are in for a treat. Ms. Martino, an acclaimed actress from Johannesburg, decided to give up acting and begin writing books when she had her first child, Matilda, two years ago. She is perhaps best known for her ten-year role as the mother on the popular South African television series *Living with the Monroes*.

155. What is the purpose of the article?

- (A) To announce a book release date
- (B) To profile an acclaimed actress
- (C) To review a new television series
- (D) To offer an opinion about a book

156. What is suggested about Ms. Martino?

- (A) She has been an author for over ten years.
- (B) She has two children.
- (C) She changed careers.
- (D) She recently moved to South Africa

UNIT 27: THU' NHẪN (MEMORANDUMS / MEMOS)

Passage 01 (Questions 163-164, Test 01, ETS 1200)

Goodman Theater Company

CONFIDENTIAL

Date: July 11
To : Charlie Ullman
From: Gordon Furr
Re : Budget Approval Concerns

Thank you for attending Wednesday's meeting. I'm glad that after exploring several possibilities we were able to come to an agreement on ways to reduce spending in next year's equipment budget. Because of this \$2,000 reduction, I have no doubt that our chairperson Renee Walker will approve the new budget at Friday's meeting. See you in the conference room on Friday.

163. What problem is mentioned in the memo?

- (A) A meeting had to be rescheduled.
- (B) A conference room is unavailable.
- (C) Spending had to be reduced.
- (D) Some money was lost.

164. What is Renee Walker expected to do on Friday?

- (A) Approve a budget
- (B) Order equipment
- (C) Attend a theater performance
- (D) Plan a theater schedule

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02 (Questions 155-156, Test 04, ETS 1200)

From: Michael Bergmann
To: Brigit Ingersoll
Re: Awards Banquet

Per your request, I've put together a list of preferred caterers. In my opinion, Comfort Meals is the best: they are reliable, their charges are reasonable, and, above all, their food is delicious! Another food service provider I can highly recommend is Ethnic D'lites. They offer, among other things, a variety of South Asian dishes, and our employees and clients from that region in particular give them high marks.

With regard to your question about entertainment, I'm afraid I can't offer you any advice. Ramon Garcia (extension 5555) in the sales department may have some suggestions for you. On a couple of occasions he has hired musicians for our annual New Year's party.

I hope this information is useful. Good luck with the preparations for the October 12 events.

Michael

155. What is the purpose of the memo?

- (A) To inquire about the new telephone system
- (B) To congratulate an employee on a promotion
- (C) To discuss the price of menu items
- (D) To provide suggestions for an upcoming event

156. Why should Ms. Ingersoll contact Mr. Garcia?

- (A) To learn more about the new work procedures
- (B) To ask for recommendations for entertainment
- (C) To find out when a party will be held
- (D) To verify the prices of a catered meal

LE QUOC BAO – TOEIC Reading Comprehension

Passage 03 (Questions 166-168, Practice Examination)

		MEMO
TO:	All employees	
FROM:	Venessa Hardwright	
SUBJECT:	Reduction in staff	
DATE:	December 28, 2015	
<p>As anticipated, the recent merger with FGA United has resulted in overlap of some functions. Consequently, it is necessary to reduce our work force in those areas in which we have significant duplication of effort.</p> <p>Effective March 3, we will experience a 30% reduction in staff, right across seniority lines. Persons affected will be notified by the end of next month. These employees will receive two months' severance pay.</p> <p>Our personnel office will hold a series of meetings in the middle of February to discuss unemployment insurance benefits and to help those affected secure new jobs. If you plan to attend, call Marcos Twine at extension #131.</p> <p>We thank you for all your hard work. Unfortunately this layoff could not be avoided. We wish you employment success in the future.</p> <p>Vanessa Hardwright CEO ZBT Electronics</p>		

166. What is the purpose of this memo?

- (A) To announce changes in company structure
- (B) To declare a merger with FGA United
- (C) To motivate employees to work harder
- (D) To request attendance at upcoming meetings

167. When will employees be informed about their company status?

- (A) In December
- (B) In January
- (C) In February
- (D) In March

168. According to the memo, what is TRUE?

- (A) FGA United will secure jobs for all employees.
- (B) No executives will be made redundant.
- (C) Not all departments are affected by the merger.
- (D) Some employees will receive a bonus.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 04 (Questions 170-173, Test 01, Economy 03)

From : Jack Wells, Executive Vice President
To : All Employees
Date : July 1
Re : Corporate Volunteer Project – Days of Caring

Days of Caring is an exciting opportunity for corporations in Morris County to get acquainted with local health and human services agencies. Our company has participated in the project for ten years now, and I'd like to encourage you to share this valuable experience with other volunteers.

This year's Days of Caring will be held from September 12 to September 18. During this period, industry employees will provide three or more hours of service to nonprofit institutions in their communities. Days of Caring projects include simple repairs, landscaping, spring-cleaning, painting, and interaction with children and the elderly.

Last year, approximately 3,000 workers from two different brewing companies, including ourselves, took part in nearly 200 service projects, contributing over 11,000 volunteer hours to the communities where the businesses were located.

The company will offer paid time off to participating employees. We invite you to get involved by completing the attached registration form and submitting it to Glenn Casamassa in the Social Responsibility Department by the end of this month.

170. Why was the memo written?

- (A) To organize a new team of volunteers
- (B) To announce a change in an event
- (C) To inform employees of a new policy
- (D) To persuade employees to take part in an event

171. Where does Mr. Wells work?

- (A) At a brewing firm
- (B) At a nonprofit organization
- (C) At a community center
- (D) At a consulting agency

172. What is NOT mentioned about the upcoming event?

- (A) It will last for a week.
- (B) Staff who attend the event will get a paid vacation.
- (C) It is not a nation-wide event.
- (D) About 3,000 people will participate.

173. According to the memo, by when must registration forms be submitted?

- (A) July 1
- (B) July 31
- (C) September 12
- (D) September 18

LE QUOC BAO – TOEIC Reading Comprehension

Passage 05 (Questions 165-167, Test 07, Economy 03)

To: *Virtual Magazine* employees
From: Lauren Popko, General Affairs Director
Date: May 3
Subject: Computer security software update

We are contacting you today to make you aware that the Technology Security Division of our company will be running an upgrade of our firm's computer security software on May 18 from 6 P.M. to roughly 9 P.M. This will involve total virus and spyware protection and a real-time upgrade of our current antivirus software.

While we admit that it may cause some inconvenience, this work is necessary to protect our computers from the risk of attacks. While the installation is going on, you are not allowed to use computers to access the Internet and please make the necessary arrangements and back up any important data, as this might delete files from your hard drive.

If you have any questions, please contact David Orr in the Technology Security Division. He can be reached at 5429-3290 or at extension 128. Please do not contact the General Affairs Division as it has nothing to do with any technical issues of the software update.

Regards,

Lauren Popko
Lauren Popko

- 165.** What will take place from 6 p.m. to 9 p.m.?
- (A) An upgrade of the company's computer access
 - (B) An improvement of the company's computer safety systems
 - (C) An enhancement of the company's electronic technology
 - (D) An installation of new facility maintenance systems
- 166.** What is NOT mentioned about the installation process?
- (A) All current work should be saved.
 - (B) The use of the Internet is forbidden.
 - (C) Important information should be copied onto other media.
 - (D) Computers should be unplugged.
- 167.** What should people do if they have problems?
- (A) E-mail or phone the General Affairs Division
 - (B) Get in touch with Ms. Popko
 - (C) Contact Mr. Orr
 - (D) Refer to the relevant page from the magazine

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06 (Questions 173-176, Test 09, Economy 03)

OFFICE MEMORANDUM

DATE : January 1
TO : All staff
FROM : Chris Korzen
RE : Changes to company-provided health insurance laws

As you all may be aware, on January 1, 2010 a new company-provided health insurance law has come into force. The insurance fee that employers have to pay has been cut down to only 30% from 50% if the period of recruitment is less than five years. If employees have been with the company for five or more years, the company will pay 70% of the insurance fee.

There is a grace period of five months to allow employees to register with the new system before this system becomes fully compulsory (the changes are not automatic). It is in the best interests of the company that everybody registers for the new health insurance scheme as soon as possible. While employees, especially those who have not yet completed 5 years of work with the company, are free according to their legal rights to postpone their registration; we must make you aware that fines will be imposed for those people who register after June 1. Registrations must be made in person by a company representative, so leaving it until the last day of May is not recommendable.

A registration form is attached to the back of this memo; simply fill it out and return it to your departmental secretary. The secretaries will only be collecting the forms for the next three months, after which you can personally submit the form to me in the Administration Building. If you have any questions regarding how to complete the form, information has been posted on the internet at www.mhw.gov/insurance. For all general quedes, you may reach me through extension 501 or via e-mail at korzen@noisec.com.

173. What is NOT mentioned about the new insurance scheme?

- (A) It is mandatory for every employee to join it.
- (B) All workers need to cover some of their premium.
- (C) Staff who joined the company within the last four years should pay 30% of their insurance fees.
- (D) It becomes effective as of January 1.

174. The word “compulsory” in paragraph 2, line 2, is closest in meaning to

- (A) voluntary
- (B) beneficial
- (C) necessary
- (D) desirable

175. By when do employees need to sign up?

- (A) By January 1
- (B) By April 1
- (C) By the end of the year
- (D) By May 31

176. Where can staff get a registration form?

- (A) From the departmental secretary
- (B) From the other side of the memo
- (C) From the website
- (D) From the administration building

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07 (Questions 158-160, Test 10, Economy 03)

TO : Office Staff
FROM : Carlos Domingo, Manager
DATE : July 21, 2009
SUBJECT : Recycling Program

In an effort to reduce the amount of paper in our offices, we have implemented a cost-saving, paper reduction program as follows:

- Provide clearly-labeled recycling bins near copiers, shipping and receiving areas, and in employee eating areas to collect white paper, mixed paper, newspaper, magazines, cardboard as well as non-paper products (glass, aluminum, plastic, etc).
- Use the blank sides of unneeded single-sided copies for inter-office use. (This does not include materials intended for clients or members of other organizations.)
- Do not use the copy machine for personal items.
- Departments should carefully assess their needs before ordering bulk print copies of information materials, like annual reports or brochures. In many cases, hundreds of unused copies end up in storage rooms clogging up storage space. So in case of bulk copies on non-recycled paper, please list your name, the reason for use, and the approximate number of sheets used on the "Paper Allocation List" that is now posted in the copy room.

We have come up with these guidelines because paper takes up a large part of the expenses for our firm. With everyone's cooperation, we hope that we will be able to achieve a reduction in the amount of money spent on paper products.

158. What may still be printed on nonrecycled paper?

- (A) A letter to another firm
- (B) A document for a colleague
- (C) A note to Mr. Domingo
- (D) A memo regarding an upcoming office party

159. What is NOT mentioned about the copier?

- (A) There will be a garbage can next to it.
- (B) It can be used for any purpose.
- (C) The manager suggested using the back side of used paper.
- (D) In some cases, writing a list is requested.

160. Why have the new rules been implemented?

- (A) The manager has interest in environmental issues.
- (B) The company wants to cut costs.
- (C) Employees have been careless with important documents.
- (D) The price of new paper has gone up.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 08 (Questions 166-169, Test 10, Economy 03)

From : Ben Francis, Mailroom Supervisor
To : All employees
Date : February 20
Re : Office Supply Returns

As we well recognize that there are many complaints about the recently introduced return policy, we are reinstating our former policy regarding office supply returns. As of March 5, returns will no longer need to be handed to the accounting department as this process caused much unnecessary paperwork. Instead, office supply returns will be accepted at the mailroom as previously done. Attach a return form with the name of the store the item was purchased from, the total cost of the merchandise purchased, the date purchased, and the reason for the return, and bring them to the mailroom. Return forms are available at the mailroom. The mailroom is located on the fourth floor in room 455. If you have any questions, contact Ben Francis, Mailroom Supervisor, telephone: 738-9221, e-mail: bfrancis@hostworks.com.

Thank you,

Ben Francis

166. What is the subject of this memo?

- (A) How to return office supplies
- (B) How to purchase office supplies
- (C) Relocation of the mailroom
- (D) Ben Francis' promotion

167. Where should the staff return office supplies on March 6?

- (A) The office supply room
- (B) The purchasing department
- (C) The mailroom
- (D) The accounting department

168. Which of the following information must be included on the return form?

- (A) The method of payment
- (B) The department account number
- (C) The price of the supplies
- (D) The reason for the purchase

169. How can employees who have a question contact Ben Francis?

- (A) Stop by room 455
- (B) Fax at 738-9221
- (C) Online
- (D) By inter-office mail

UNIT 28: THÔNG TIN (INFORMATION)

Passage 01 (Questions 156-157, Test 01, ETS 1200)

Manorville
Cosmetic Company

Your Opinion Could Be Worth \$500

The Manorville Cosmetics Company is committed to providing you with quality products and excellent service. That is why we want to learn more about your shopping needs and expectations. Please complete the brief survey on the back of this card and mail it to us using the envelope provided. No postage is necessary.

Once we have received your response, your name will automatically be entered in a drawing and the lucky winner will be awarded a \$500 gift certificate, good for one or more of our products.

The deadline for submission of your response is May 20. Thank you!

Sincerely,

Mary Cartwright

Mary Cartwright
Director of Customer Relations

156. What is the purpose of this note?

- (A) To thank customers for a purchase
- (B) To ask customers for their opinions
- (C) To announce the winner of a contest
- (D) To inform customers of a new service

157. What will one of the customers receive?

- (A) A gift certificate
- (B) A dinner for two people
- (C) A cash prize of \$500
- (D) A drawing by a famous artist

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02 (Questions 178-180, Test 01, ETS 1200)

<i>Narina Suites Hotel</i>	
GUEST GUIDE	GUIDE CONTENTS
Introduction Welcome to the Narina Suites Hotel. We specialize in services for international business travelers. For your convenience, we have a concierge service staffed with English-speaking employees. Long-distance phone calls may be made from any room at discounted rates. We also provide a comfortable business area on the second floor with fax machines, copiers, and state-of-the-art computer workstations. This guide provides you with comprehensive information about your accommodations. In addition, the booklet <i>About Our City</i> is located on the nightstand and contains a listing of theaters, restaurants, museums, and art galleries in the area. We hope that you will have a pleasant stay. If you require any assistance or would like to request services, please do not hesitate to contact the front desk at extension 001.	Page 1 General manager's welcome 2 Floor plan 5 Hotel policies 7 Services and stores at Narina Suites 10 Room service menu

178. What hotel service is NOT mentioned in the introduction?

- (A) English-speaking employees
- (B) Discounted phone service
- (C) Copy machines
- (D) Wake-up calls

179. Where can guests read about entertainment in the area?

- (A) In the guest guide
- (B) In the concierge's information packet
- (C) In the handbook for business travelers
- (D) In the booklet *About Our City*

180. What information can probably be found in pages 2-4 of the guest guide?

- (A) How to order food
- (B) How to find the nearest bus station
- (C) Where the hotel gym is located
- (D) What time the hotel rooms are cleaned

LE QUOC BAO – TOEIC Reading Comprehension

Passage 03 (Questions 160-162, Test 03, ETS 1200)

HILLSIDE COMMUNITY CALENDAR	
MONDAY	ART&MEDIA Astrid Geensen 10:00 A.M., Wakovitson Gallery. Astrid Geensen, a Dutch photographer residing in Hillside County, discusses her latest black-and-white nature photos. Admission: \$10. For more information, visit www.wakovitson.org/exhibition .
MONDAY and THURSDAY	SPECIAL EVENT Garment Museum Walking Tour 11:00 A.M. . This two-hour interactive introduction to fashion history includes a showroom visit, a tour of three functional design studios, and a stroll down the Fashion Walk of Fame. The tour meets in the museum lobby at 3920 Nassau Plaza at 89th Street. Admission: \$12 for adults, \$8 for students with valid school ID. For more information, visit www.garment_museum.org .
WEDNESDAY	MUSIC The Flying Fires 6:30 P.M., Waterfront Stage at Memorial Park. Don't pass up an evening with this world-famous, highly energetic rock band in a benefit performance. All profits from ticket sales will be donated to the World Health Foundation. Enter Memorial Park at 49th Street and 2nd Avenue. Admission: \$35 in advance, \$40 at the door. To purchase tickets or for more information, call 530-555-4032.
FRIDAY	SPECIAL EVENT Transformation 8:00 P.M., Wavery Stage. Three one-act plays written by Hank Wilson, a recent graduate of Hillside College. Admission: No charge, but advance reservations are required. Call 530-555-3019

160. What is scheduled to take place on Thursday?

- (A) A musical performance
- (B) A photography show
- (C) A museum tour
- (D) A one-act play

162. Where will the free event be held?

- (A) At the Wakovitson Gallery
- (B) At the Garment Museum
- (C) At Hillside College
- (D) At Wavery Stage

161. What is stated about the Flying Fires' concert?

- (A) It is a benefit concert.
- (B) It will last two hours.
- (C) It is the group's final performance.
- (D) It will be broadcast live.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 04 (Questions 157-158, Test 01, ETS 5 Tests)

Greengage Conference Center

Located just 40 minutes from the Charlotte Airport, Greengage Conference Center is the perfect place to hold your next corporate event. Situated among beautiful rolling hills and woodlands, our center provides a private, serene retreat. We offer conference facilities and meeting rooms that are equipped with everything you need for multimedia presentations. We also offer a fully equipped business center with a complete suite of office productivity software, complimentary wireless Internet access, two restaurants, and a banquet hall.

Call 704-555-0175 to speak to our professional event associates, who are prepared to help you with every phase of event planning.

157. What is indicated about Greengage Conference Center?

- (A) It has recently been renovated.
- (B) It is located in a scenic setting.
- (C) It is used mainly by local companies.
- (D) It offers shuttle service to the airport.

158. What is NOT mentioned as being available at Greengage Conference Center?

- (A) Free Internet access
- (B) Presentation software
- (C) Dining facilities
- (D) On-site hotel rooms

LE QUOC BAO – TOEIC Reading Comprehension

Passage 05 (Questions 165-167, Test 03, ETS 5 Tests)

NEW EXHIBITION

Bengal Tiger: Out of the Shadows

The Bengal tiger may be the most famous of India's wild animals. Painters and writers have granted it legendary status in our culture, and scientists have studied it extensively. Yet until now, it has never been the subject of an exhibition here at the Hyderabad Museum of Science. *In Bengal Tiger: Out of the Shadows*, you will encounter video footage of the tiger in the wild, lifelike models of its habitat, and an interactive installation in the final gallery that allows you to look at the world much as the animal itself does.

Postcards and other special items featuring images from *Bengal Tiger: Out of the Shadows* will be on sale in the museum gift shop located on the ground floor. The exhibition will remain at the museum until 10 April, when it will move to Moscow.

- 165.** What is suggested about the Bengal tiger?
- (A) It is featured in a new book.
 - (B) It is the most popular attraction at the Hyderabad Zoo.
 - (C) It has been represented in many of the museum's exhibitions.
 - (D) It has been the subject of paintings.
- 166.** What is mentioned as being included in the exhibition?
- (A) Plays based on folktales
 - (B) Scientific texts
 - (C) Videos of wildlife
 - (D) Live animals
- 167.** According to the information, where can souvenirs of the exhibition be purchased?
- (A) On the museum's ground floor
 - (B) On the museum's Web site
 - (C) At a bookstore in Hyderabad
 - (D) In the final gallery of the exhibit

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06 (Questions 172-175, Test 03, ETS 5 Tests)

Demy NX-Getting Started

p. 4

Congratulations on purchasing a Demy NX Cordless Electric Drill! The following pages will explain the basic guidelines for operating this state-of-the-art power tool.

Batteries

Your Demy NX Cordless Electric Drill is powered by two Demy rechargeable 18-volt batteries (included in packaging). These are specifically designed for compatibility with your NX Cordless Electric Drill and with the Demy 18-Volt Battery Charger (also included). Before using the drill for the first time, charge the batteries in the charger for at least six hours. Then insert them into the drill's battery compartment (see page 7 for a detailed diagram).

Because your Demy 18-Volt Battery Charger makes use of the latest in battery charging technology, you should leave your batteries in the charger indefinitely between uses, thus ensuring that your Demy NX Cordless Electric Drill is ready to use at a moment's notice. The average life of Demy rechargeable 18-volt batteries varies depending on use. To avoid possible damage to your charger or drill, use only Demy brand batteries.

- 172.** Where would the information most likely be found?
- (A) In an advertisement for a Demy product
 - (B) In an instruction manual for a power tool
 - (C) In a book on home improvement techniques
 - (D) In a review of popular brands of tools
- 173.** What is indicated about the batteries?
- (A) They should be charged every two weeks.
 - (B) They were charged at the factory.
 - (C) They are covered by a limited warranty.
 - (D) They were designed for use with the product.
- 174.** According to the information, where should the batteries be stored?
- (A) In an air-conditioned location
 - (B) Inside the battery charger
 - (C) Inside the power tool
 - (D) In a protective case
- 175.** What does the information warn against?
- (A) Using a battery with a low charge
 - (B) Recharging a battery more than once in a two-week period
 - (C) Using batteries made by other manufacturers
 - (D) Opening the charger before the batteries are fully charged

Passage 07 (Questions 162-164, Test 05, ETS 5 Tests)

VEA Print

Frequently Asked Questions

A few of our most frequently asked questions about ordering business cards appear below. If you cannot find what you are looking for, please contact us by calling 020 0003 7664 or by e-mailing us at information@veaprint.co.uk.

Can I place my order by phone or post?

All orders need to be placed on our Web site. Special online order forms are provided that allow you to choose the design of your business card and provide your personal information.

What if inaccurate information is printed on the business cards that I order?

We take great care to print all information according to the specifications you provide. Should you notice any inaccuracies, we will be happy to print your cards again and fill all of your future orders free of charge.

Can an order be canceled after it has been placed?

To cancel an existing order, you will need to enter your customer code on our Web site. This code will automatically be sent to your e-mail account when we receive your order.

162. What is the purpose of the information?

- (A) To notify customers of a delay
- (B) To answer questions about orders
- (C) To inform employees of a change in procedure
- (D) To apologize for an error

164. According to the information, what is a customer code required for?

- (A) To obtain a discount
- (B) To update contact information
- (C) To report a printing problem
- (D) To cancel an order

163. What is stated about order forms?

- (A) They can be mailed to VEA Print.
- (B) They must be signed by a customer.
- (C) They must be reviewed by a manager.
- (D) They can be found on a Web site.

Benhamn Reeves Band Concerts in Fancy Costumes

With each ticket you receive a free anniversary poster to commemorate the 10th annual Benhamn Reeves Band concert.

The Benhamn Reeves Band will perform with internationally renowned singers and dancers in magnificent costumes. The concert also will create a special atmosphere in City Arena and Golden Hall, the largest and most famous concert halls in and around Benhamn Reeves City.

The Benhamn Reeves Band concerts will even fulfill the wishes of Strauss lovers by performing the most impressive pieces by the Strauss Dynasty, such as *The Blue Danube Waltz* and *The Radetzky March*. You are sure to enjoy the Benhamn Reeves Band concerts.

For further information please check our web site : www.benhamnreeves.com or contact us at 072-5382-5566.

- The tickets should be ordered at least eight weeks before the event is held.
- We have the right to resell the tickets in case of delay in payment.
- You can cancel your booked tickets up to 24 hours before the concert with a 30% cancellation fee.

Dates

August 2010

11 .08.2010, Fri-20:15

12.08.2010, Sat-20:15

September 2010

02.09.2010, Sat-20:15

03.09.2010, Sun- 19:30

09.09.2010, Sat-20:15

158. From where can you assume the Benhamn Reeves Band gets its name?

- (A) A city name
- (B) A hall name
- (C) A song title
- (D) A play title

160. When does the Benhamn Reeves Band plan to play?

- (A) In 10 years
- (B) In eight weeks
- (C) In August alone
- (D) In August and September

159. What is *The Radetzky March*?

- (A) Another name for the band
- (B) The name of a Strauss fan club
- (C) The nickname of one member of the band
- (D) A piece of music composed by an artist

UNIT 29: CÁC DẠNG BÀI ĐỌC KHÁC

Passage 01: Press release (Questions 167-168, Test 02, ETS 1200)

New Database to Facilitate Tracking of Archaeological Finds

Sectorsys, Ltd., is pleased to announce that it will soon team up with museums and archaeological societies worldwide to create an extensive database of artifacts discovered at archaeological sites. Says Eric Johannesen, CEO of Sectorsys, "Much of the information about treasures of the ancient world is not well documented and is not readily available. We plan on organizing an electronic database that will enable museums and professionals working in the field to access complete descriptions of artifacts." The database will initially contain information on 300,000 objects, and will be updated continually.

167. What product will Sectorsys offer?

- (A) Supplies for archaeological digs
- (B) Antitheft alarm systems for museums
- (C) Software that holds information about artifacts
- (D) Equipment for detecting fake artifacts

168. According to the press release, who will use the product?

- (A) Dealers who buy and sell old objects
- (B) Security guards at museums
- (C) Companies that publish books on archaeology
- (D) Museum employees and archaeologists

LE QUOC BAO – TOEIC Reading Comprehension

Passage 02: Form (Questions 162-165, Test 04, ETS 1200)

Dear Guest:

Your opinions and ideas matter to us. Please take a few minutes to complete this survey form. Thank you!

The Management

For each of the following, please check (X) the category that best describes your experience with us.

	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Fair</i>	<i>Poor</i>
Ease of checking in and out		X			
Condition of the room		X			
Overall quality of service	X				
Housekeeping services			X		
Overall cleanliness		X			
Quality of food and beverages				X	
Price			X		

Additional Comments

Initially, my husband and I thought that coming here was a mistake. We were upset when, at check-in, we learned that there was no record of our reservation, even though we had booked months in advance and had a confirmation number. However, the clerk at the reception desk resolved the matter satisfactorily by offering us a room that was more comfortable and spacious than the one we had originally reserved. Overall, we were pleased with the professional attitude of your personnel, including the housekeeping staff, the waiters at the restaurant, and the driver of the hotel shuttle bus. We are looking forward to visiting again.

Lisa Browning

162. What is the purpose of this form?

- (A) To ask for opinions about a hotel
- (B) To book a room at a hotel
- (C) To express interest in employment at a hotel
- (D) To indicate methods of payment at a hotel

163. To whom is Ms. Browning addressing her comments?

- (A) The driver of the hotel shuttle bus
- (B) The waiters at the hotel restaurant
- (C) The management of the hotel
- (D) The staff at the hotel reception desk

164. Why was Ms. Browning initially upset?

- (A) The hotel rate was higher than expected.
- (B) The hotel had no record of her reservation.
- (C) Her husband had forgotten to book a room.
- (D) She had lost her confirmation number.

165. What did Ms. Browning like the least about the hotel?

- (A) The attitude of the personnel
- (B) The checkout procedures
- (C) The quality of the meals
- (D) The condition the rooms were in

LE QUOC BAO – TOEIC Reading Comprehension

Passage 03: Form (Questions 155-159, Test 06, ETS 1200)

Dear Customer,

Rockton Electronics Company wishes to provide you with products that meet your needs and service that is customer friendly and efficient. We welcome your comments, questions, and suggestions.

Please take a moment to let us know how we are doing by completing this questionnaire. Be assured that we will read it carefully to see how we can turn your suggestions into benefits for you, the customer!

Please send back the completed survey by August 10. As a token of appreciation, after we receive the survey, we will send a coupon for 15 percent off any Rockton product.

Sincerely,

Alex Sullivan

Alex Sullivan

Marketing Services Director

1. What Rockton Electronics products have you purchased in the past year?

_____ Telephone _____ Computer X Camera _____ Game

2. How satisfied have you been with your purchase?

 X Very _____ Somewhat _____ Not Satisfied

3. Where did you purchase your product?

 X Store _____ Mail-order Catalog _____ Web site

4. What motivated you to buy a product from Rockton Electronics?

_____ Store Display X Print Advertisement _____ Friend

_____ Web site _____ Other

Name: Jennifer Chang Street Address: 357 Parker Road

City: Boston State: MA Zip code: 02990

LE QUOC BAO – TOEIC Reading Comprehension

155. Why did Ms. Chang complete this form?

- (A) To request details about a warranty
- (B) To register a complaint with a company
- (C) To place an order for a product
- (D) To provide a company with information

156. What does Mr. Sullivan offer?

- (A) An apology for a mistake
- (B) An idea for a gift
- (C) A discount on a purchase
- (D) A free camera

157. What does Ms. Chang report on the form?

- (A) She recently bought a computer game.
- (B) She sometimes orders products on the Internet.
- (C) She likes the camera that she owns.
- (D) She told a friend about Rockton's products.

158. Why did Ms. Chang decide to buy a Rockton Electronics product?

- (A) She saw an advertisement about it.
- (B) She received a coupon for a discount.
- (C) She noticed a store display.
- (D) She received a recommendation from a friend.

159. The word "appreciation" in paragraph 3, line 1, is closest in meaning to

- (A) increase
- (B) thanks
- (C) enjoyment
- (D) understanding

LE QUOC BAO – TOEIC Reading Comprehension

Passage 04: Guest pass (Questions 159-161, Test 01, ETS 5 Tests)

Present this pass to receive one complimentary visit to

Blue River Fitness Center

- Valid for first-time visitors only.
- Guests must be at least 18 years of age or accompanied by an adult.
- Guests must attend an information session with a staff member to receive a tour of the facility and learn about membership options.
- Valid during limited hours only:
Tuesday to Thursday 10:00 AM. - 5:00 P.M., Saturday 10:00 AM. - 3:00 P.M.

Blue River has long been Detroit's premier fitness center, helping members of all ages and interests to improve their health. Whether you are a novice looking to begin a fitness routine or a fitness expert seeking new challenges, Blue River will help you attain your goals.

159. What must a visitor do in order to use the guest pass?

- (A) Present identification
- (B) Take a fitness test
- (C) Meet with a representative
- (D) Complete a survey

160. When can the pass be used?

- (A) On Monday
- (B) On Wednesday
- (C) On Friday
- (D) On Sunday

161. What is suggested about the Blue River Fitness Center?

- (A) It does not allow guests under 18 years old.
- (B) It serves members at all skill levels.
- (C) It recently opened a new location.
- (D) It sells fitness equipment and clothing.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 05: Invoice (Questions 162-164, Test 01, ETS 5 Tests)

Golden Day Supply

4 Dunwood Avenue • Winnipeg, MB R2C 1S8 • (204) 555-0180

Order type: Online

Order date: May 18

Ship date: May 21

Customer information:

Name: Edith Boulanger
Address: 42 York Avenue
Selkirk, MB R1A 2J7

Delivery:

To customer address

In this Shipment:

Item Description and Number	Price
Pina Water Bottle (XF52)	\$4.50
Trillium Rain Hat (GVI 1)	\$13.00
Explorer Rain Jacket (HF77)	\$42.00
Gregson Hiking Boots (KL944)	\$78.00
Merchandise Total:	\$137.50
Shipping:	FREE
Tax:	\$16.50
Total:	\$154.00

On back order:

Camping and Sport Backpack (YX99)	\$85.00
Tax:	\$10.20
Total:	\$95.20

Congratulations! As a regular customer, you qualify for free shipping!

Payment information:

Credit Card #XXXXXXXXXXXX9960 charged on day of shipment

Estimated ship date of back-ordered item(s) is June 10. Credit card will not be charged for back-ordered item(s) until date of shipment. There are no additional shipping charges.

162. What is indicated about Golden Day Supply?

- (A) It has a warehouse in Selkirk.
- (B) It offers same-day shipping.
- (C) It sells items intended for outdoor use.
- (D) Its merchandise is not available in stores.

164. How much will Ms. Boulanger most likely be charged on June 10?

- (A) \$78.00
- (B) \$95.20
- (C) \$137.50
- (D) \$154.00

163. Why did Ms. Boulanger receive free shipping?

- (A) She has previously purchased items from Golden Day.
- (B) Her order cost more than \$100.
- (C) She is a Golden Day customer service representative.
- (D) Her order was placed before May 21.

LE QUOC BAO – TOEIC Reading Comprehension

Passage 06: Directory (Questions 159-161, Test 02, ETS 5 Tests)

DIRECTORY OF HUMAN RESOURCES	
<p>Staffing Greta Liu, ext. 4105 For a list of current job openings and information on general hiring procedures and the Candidate Referral Program</p> <p>Payroll Adriana Ramirez, ext. 4810 For inquiries about paychecks, to change bank information, or to request a copy of a paystub</p> <p>Benefits Thomas Warfield, ext. 4400 To enroll in a pension or retirement savings program, to apply for reimbursement for qualified tuition expenses, or to enroll in the company's profit-sharing program</p>	<p>New Hires Ian Braden, ext. 4130 For assistance with moving expenses, requesting and purchasing new office equipment, and setting up e-mail</p> <p>Training Abdul Jafari, ext. 4990 For a current listing of the company's online training courses and for help with arranging an internal training course for employees</p> <p>Leaves Francis Corley, ext. 4404 To request vacation leave and for inquiries about the company's holiday schedule</p>

159. Where would the directory most likely appear?

- (A) In a newspaper section
- (B) In a job advertisement
- (C) In an employee handbook
- (D) In a sales brochure

160. Who most likely would be contacted by someone looking for a job?

- (A) Greta Liu
- (B) Adriana Ramirez
- (C) Francis Corley
- (D) Thomas Warfield

161. What task would Mr. Braden most likely be responsible for?

- (A) Moving heavy office equipment
- (B) Mailing letters to customers
- (C) Assessing the skills of new employees
- (D) Ordering a computer monitor

LE QUOC BAO – TOEIC Reading Comprehension

Passage 07: Receipt (Questions 162-165, Test 02, ETS 5 Tests)

Suterland's

8000 Oak Ridge Road
Farmington, Connecticut 06032
Tel (860) 555-0190

February 7
3:32 P.M.

store #: 76
Cashier: Ben M.

SAWZALL 12 AMP RECIPROCATING SAW	74.97
SKU #96010	
Qty / Price	1 @ 99.95
25% Special Discount	-
24.98	
ROTOR 18-VOLT CORDLESS DRILL	56.22
SKU #20144	
Qty / Price	1 @ 74.95
25% Special Discount	-18.73
ECO CFL 16-WATT LIGHTBULB 2-PK	38.97
SKU #89109	
Qty / Price	3 @ 12.99
Subtotal	170.16
T1 Taxable Amount	131.19
T1 Tax (@ 6.35%)	8.33
Total	178.49
PURCHASE CODE:	ZYB3487

Unused, defective, or damaged merchandise may be returned to any Suterland's store in the United States within 60 days of purchase if accompanied by a receipt. A return without a receipt is accepted only at the place of purchase and within 30 days. Item must be unused and in the original packaging. Merchandise marked "NR" for "no return" is final sale. No returns or exchanges are permitted on final-sale items. "ECO" items are not subject to sales tax.

Customer satisfaction is important to us! Please log onto our Web site (www.suterlandco.com) and take a quick survey about your experience shopping at our store. Customers who complete the online survey will receive a 10% discount coupon toward a future purchase.

LE QUOC BAO – TOEIC Reading Comprehension

- 162.** What kind of store most likely is Suterland's?
- (A) A toy store
 - (B) A grocery store
 - (C) A hardware store
 - (D) A clothing store
- 163.** How much tax was the customer required to pay?
- (A) \$3.32
 - (B) \$8.33
 - (C) \$24.98
 - (D) \$131.19
- 164.** According to the receipt, what is not returnable?
- (A) Items with a special marking
 - (B) Items that were damaged
 - (C) Items with original packaging
 - (D) Items purchased more than 30 days ago
- 165.** Where can a customer find a coupon?
- (A) At the store
 - (B) In a newspaper
 - (C) On a receipt
 - (D) On the store's Web site

LE QUOC BAO – TOEIC Reading Comprehension

Passage 08: Contract (Questions 176-180, Test 03, ETS 5 Tests)

Service Contract

Derek Souter of Odyssey, Inc., (hereafter referred to as "Contractor") agrees to provide services to Virginia Wilcox, owner of Wilcox Stationery, (hereafter referred to as "Client") according to the following terms.

Description of Services .

The Contractor will install shrubbery and four trees at 1500 Bridge Road. The Contractor agrees to use only highquality materials. The Contractor must show project designs to the Client, and the Client must authorize them before work begins.

Work Schedule

The project will be completed on or before May 25. Delays due to weather conditions will be acceptable, provided that the project is completed no later than June 15.

Payments

The Client shall pay a deposit of 20 percent of the estimated total cost on the contract signing date. The Contractor will present an invoice for the remaining balance on completion of all work, including any authorized changes requested by the client. The Client shall then pay the balance within 15 days of the invoice date.

Other Terms

The Client may make reasonable changes to the design as long as these changes are submitted to the Contractor before work begins and the Contractor determines that the changes will not affect the project schedule. The Contractor must obtain all required construction permits from city authorities for the work performed.

Contractor:

<u>Derek Souter</u>	<u>Owner, Odyssey, Inc.</u>	<u>May 1</u>
Signature	Title	Date

Client:

<u>Virginia Wilcox</u>	<u>Owner, Wilcox, Inc.</u>	<u>May 1</u>
Signature	Title	Date

LE QUOC BAO – TOEIC Reading Comprehension

- 176.** Odyssey, Inc., is most likely what type of business?
- (A) A floral shop
 - (B) An office supply store
 - (C) A landscaping company
 - (D) A financial services firm
- 177.** What is Ms. Wilcox required to do before work begins?
- (A) Finalize the project work schedule
 - (B) Approve the design for the project
 - (C) Calculate the estimated cost of the project
 - (D) Complete a purchase order for materials
- 178.** What is indicated about the deposit?
- (A) It is due on May 1.
 - (B) It was paid in cash.
 - (C) It will be refunded.
 - (D) It is 15% of the total cost.
- 179.** In paragraph 5, line 1, the word “submitted” is closest in meaning to
- (A) presented
 - (B) surrendered
 - (C) applied
 - (D) considered
- 180.** According to the contract, what is Odyssey, Inc., responsible for?
- (A) Informing employees about safety regulations
 - (B) Scheduling maintenance after the project is completed
 - (C) Providing Ms. Wilcox with a list of potential suppliers
 - (D) Getting approval from the city to perform work