

CHƯƠNG 1: CÁC LOẠI CÂU HỎI TRONG PART 7

I. CÂU HỎI TỔNG QUAN (Overview Questions)

1. Câu hỏi tổng quan kiểm tra thí sinh về khả năng hiểu ý chính hoặc mục đích của bài văn. Ý chính hoặc mục đích của bài đọc thường được tìm thấy ngay đoạn đầu, và những ý chi tiết sẽ nằm ngay sau đó.

2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài

a. Những dạng câu hỏi thường gặp

***Câu hỏi ý chính**

What is the main topic of the notice?

What does the article mainly discuss?

What is the information about?

***Câu hỏi mục đích**

What is the purpose of the letter?

What is the main purpose of this notice?

Why was this memo written?

Why does Ms. Carter write this letter?

b. Hướng dẫn làm bài

Để trả lời các câu hỏi tổng quan một cách chính xác, bạn cần nắm rõ nội dung chính của bài đọc. Hầu hết các bài đọc thường bắt đầu bằng câu chủ đề nêu ra ý chính của bài. Do đó, bạn nên đọc các câu đầu bài đọc cẩn thận. Đôi khi câu chủ đề có thể nằm giữa hay thậm chí là cuối bài đọc. Trong trường hợp đó, bạn phải đọc lướt bài đọc để tìm điểm chính.

Example 01 (Question 159, YBM Actual Test)

I just wanted to follow up on our phone conversation from the 27th, and confirm that I will come to your residence on Saturday, December 12th with shipping boxes and packing materials. Depending on traffic, I expect to arrive at your home at 11 in the morning.

Q: What is one purpose of the e-mail?

(A) To confirm an appointment

(B) To apologize for shipping damage

(C) To request an extension on a deadline

(D) To describe the contents of a shipment

Example 02 (Question 186, Test 01, Economy 03)

I am writing to you to apologize for the inconvenience we had on the telephone just before. As you noticed, the conference call switch on my phone was acting up and several outside conversations interrupted us. I'm afraid that we may have lost or miscommunicated some important information at the end of conversation.

- Q: What is the purpose of the e-mail?
- (A) To set up a conference call
 - (B) To explain why his fax didn't arrive
 - (C) To apologize for an inconvenience
 - (D) To ask the recipient to buy some stocks

Example 03 (Question 196, Test 06, Economy 03)

Every fall, an inspector from the municipal safety department conducts a routine inspection of the apartment buildings within the city limits. My office was contacted recently by the municipal safety department to inform my staff and me that the inspector, Rudy Travis, will arrive on Thursday, October 14 to conduct the safety inspection.

- Q: What is the purpose of the memorandum?
- (A) To conduct a survey of the apartment superintendents
 - (B) To offer residents a discount on next month's rent
 - (C) To inform the occupants of upcoming inspections
 - (D) To announce renovations of the building

3. Reading Practice:

Read the following passages and choose the best answer to each question given.

Passage 01 (Question 188, Test 04, Economy 03)

I am writing to apply for your restaurant management internship. I am a business student at Adelaide University intending to pursue a career in the hospitality industry. I also have two years of work experience in customer relations in the food and beverage industry.

- Q: Why was the letter written?
- (A) To participate in a conference
 - (B) To ask for an application form
 - (C) To propose a marketing strategy
 - (D) To express an interest in the program

Passage 02 (Question 176, Test 03, Economy 03)

I'm afraid that I will be unable to keep our appointment for next Thursday due to some unforeseen business. I realize this meeting was important to both of us, but we're having some trouble with a major parts supplier. I have to fly over to Bangkok and take care of this or our manufacturing operation will grind to a halt.

- Q: What is the purpose of this e-mail?
- (A) To turn down an application
 - (B) To cancel a meeting
 - (C) To renew a contract
 - (D) To ask for a confirmation

Passage 03 (Question 153, Test 05, Economy 03)

We are writing to acknowledge our receipt of your check for \$29.95. Within one week, you will receive your complimentary copy of the current issue of *Fly RC* and 12 issues will be mailed to your home at only \$29.95, which means a huge annual savings off the cover price. This letter may be used as proof of your payment.

Q: Why has this letter been sent?

- (A) To promote a special offer
- (B) To renew a magazine subscription
- (C) To confirm receipt of payment
- (D) To introduce the details in the issue to a reader

Passage 04 (Question 181, Test 02, Economy 03)

I am writing to complain about the late delivery of the computer set I ordered at the end of April. The customized video display terminals were supposed to be delivered by May 16. I requested to have the order shipped on or before May 10. You assured me that the set would be delivered within 6 days. However, they arrived 3 days late and I faced considerable difficulty with my work due to the delay.

Q: What is the purpose of the letter?

- (A) To ask for express shipping of the monitors
- (B) To request extra service from ComtechPro
- (C) To express disappointment about an order
- (D) To ask for a compensation for the delay

Passage 05 (Question 196, Test 02, Economy 03)

I just wanted to say thank you for everything you did for the wedding reception last Sunday. The food that you served was just right, and everything your company did was fantastic. The selection, appearance and timing were perfect! My daughter (the bride) truly loved the Asian dish that you served. Do you think you could tell me how to make it so I could show her? Perhaps as a second wedding present for her?

Q: What is the purpose of the e-mail?

- (A) To complaint about the catering
- (B) To compliment the food service
- (C) To inquire about a party
- (D) To invite someone to a wedding

Passage 06 (Question 160, Test 07, Economy 03)

We sincerely apologize to you and regret that you had an unpleasant experience at our hotel. I reviewed what happened to you during your check-in with our front desk manager, and found out that there had been some confusion about your reservation. The front desk clerk who handled it was not experienced enough on the job, but this, by no means, excuses the poor service you received.

- Q: Why has this letter been sent?
- (A) To confirm a hotel reservation
 - (B) To complain about the booking system
 - (C) To inquire about accommodations
 - (D) To apologize for poor service

Passage 07 (Question 191, Test 05, Economy 03)

As director of the overseas sales and marketing department of Holsten Co., I would like to cordially invite you to give a speech at one of our workshops. We are planning to have a workshop at Holsten Co.'s headquarters in Los Angeles on either November 15 or November 28. We would pay you \$2,000 to cover your remuneration, travel expenses and accommodations. I would appreciate it if you could notify us of your preference as soon as possible.

- Q: What is the main purpose of the e-mail?
- (A) To extend an invitation to an awards ceremony
 - (B) To encourage the recipient to register for a seminar
 - (C) To extend an invitation to give a speech
 - (D) To congratulate the recipient on his/her promotion

Passage 08 (Question 170, 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.

- Q: 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

Passage 09 (Question 155, Test 06, Economy 03)

Looking for HR outsourcing services in Honolulu, Hawaii? Talent HR Solutions is the premier PEO services & human resources services company in Honolulu that will manage your firm's daily human resources functions. We will focus on streamlining your business, cutting expenses, so you are able to concentrate on expanding your client base. Your employees will appreciate the enhanced benefits and professional outsourced HR & PEO services in Hawaii.

- Q: What is the purpose of this advertisement?
- (A) To encourage employees to use a payroll service
 - (B) To train business owners on how to focus on their companies

- (C) To give information about the history of the company
- (D) To advertise an outsourcing service

II. CÂU HỎI THÔNG TIN (Information Questions)

1. Câu hỏi thông tin là dạng câu hỏi phổ biến nhất trong phần đọc-hiểu, loại câu hỏi này hỏi về nội dung cụ thể trong bài đọc và chiếm đến 60 phần trăm số lượng câu hỏi trong Part 7.
2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài

a. Những dạng câu hỏi thường gặp

When	When will Mr. Thompson give his presentation?
Where	Where will the conference be held?
Who	Who should be contacted for registration?
What	What will take place on the first day of the conference?
Why	Why does the owner thank the employee?
How	How can memberships be obtained?

b. Hướng dẫn làm bài

Đọc câu hỏi và xác định nội dung hỏi và từ khoá của mỗi câu.

VD: Who should be contacted for registration?

→ Từ hỏi: Who

Từ khoá: contact, registration

Đọc lướt bài đọc rồi xác định và tìm các thông tin liên quan. Đôi khi bạn nên chú ý kỹ bởi vì câu trả lời và thông tin trong bài không giống nhau vì người ta dùng cấu trúc tương đương (paraphrasing).

Example 01 (Question 153, Test 01, Economy 03)

With more than 40 teams serving the greater North Carolina area, we guarantee a service call will be made within two days! This year we will also be expanding our services to include laying new turf and cleaning out gutters.

Q: What does the company guarantee in the ad?

- (A) Accuracy in billing
- (B) Speedy service
- (C) 24-hour availability
- (D) Cheap prices

Example 02 (Question 169, Test 01, Economy 03)

Everything sounds exciting, right? But, who can afford such a luxurious trip? Surprisingly, several millionaires have already made reservations for accommodations at the hotel in space. An Indian entrepreneur was ahead of everyone else.

Q: Who will be the first guest of the space hotel?

- (A) An entrepreneur from Mexico
- (B) A company president from America

- (C) A business owner from India
- (D) A private investor from Japan

Example 03 (Question 154, Test 02, Economy 03)

If you're seeking a career change but don't know where to start, give Career Planner a call. Our counselors are on call seven days a week to help you make the leap for your dream job. So when you finally decide to make a career change, you will start by taking a qualified career test to assess your desires and abilities. When you first visit our office, you will be given an interest-based career test. This test will quickly and accurately give you insight into the best career for you.

- Q: What happens first when customers visit the Career Planner office?
- (A) They will be given advice by phone.
 - (B) Their skills will be evaluated.
 - (C) They will pay for test fees.
 - (D) They will listen to a 2-hour lecture.

3. Reading practice

Read the following passages and choose the best answer to each question given.

Passage 01 (Question 174, Test 04, Economy 03)

A leading medical doctor says that a visit to the hospital in the US is one of the major causes of death. Even by the lowest estimates, hospital errors are the eighth leading cause of death in the U.S. ahead of car crashes, breast cancer, and AIDS.

- Q: Which causes the eighth greatest number of deaths in the US?
- (A) AIDS
 - (B) Breast cancer
 - (C) Hospital mistakes
 - (D) Automobile accidents

Passage 02 (Question 156, Test 05, Economy 03)

If seawater enters the watch, place the watch in a box or plastic bag and immediately take it in for repair. Otherwise, pressure inside the watch will increase, and parts (crystal, crown, buttons, etc.) may come off.

- Q: What should a user do if seawater gets into the watch?
- (A) Visit the company website
 - (B) Put the watch into a plastic bag
 - (C) Replace the watch with new one at the dealer
 - (D) Call the customer service department

Passage 03 (Question 178, Test 01, Economy 03)

Dear Laura,

I was so sorry to hear that your shop recently closed down. Perhaps there just isn't a large enough market for custom-made shoes in a town of this size. As you know, I have three pairs of shoes that you made for me, and I love them.

Q: Why did Laura's business go out of business, according to the writer?

- (A) A lack of suitable customers
- (B) Her store's poor location downtown
- (C) Laura's failure to create awareness of her store
- (D) Laura's lack of experience in business

Passage 04 (Question 166, Test 01, Economy 03)

The Boston-based construction company says that the space hotel will be the most expensive accommodation in the galaxy, costing \$3 million for a three-day stay. During their stay at the luxurious hotel, guests will be able to see the sunrise 15 times a day and use Velcro suits to crawl around their rooms by sticking themselves to the walls.

Q: How much does it cost to stay at the space hotel?

- (A) \$2 million per day
- (B) \$3 million for 3 days
- (C) \$4 million for one week
- (D) \$12 million for 3 days

Passage 05 (Question 165, Test 07, Economy 03)

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.

Q: 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

Passage 06 (Question 161, Test 03, Economy 03)

If a fire alarm has been activated, calmly evacuate the building via the nearest emergency exit. An alarm will sound as soon as the emergency exit doors are opened, alerting others in the building to begin evacuation. Do not waste valuable time by gathering your belongings to take with you. Leave all personal belongings at your desk.

Q: What should people do when they hear an alarm?

- (A) Move to a designated location
- (B) Collect important documents
- (C) Switch on the emergency lights
- (D) Shut all the doors and windows

Passage 07 (Question 155, Test 02, Economy 03)

Participants should gather at parking space A or B by 7:30 AM. There will be fully-stocked aid stations throughout the course and you will get access to complimentary bike repair services by Obsession Bikes, which guarantees that you will be riding every day, should you have bike tech problems - big or small.

Q: What service is provided for free?

- (A) Light meals and drinks
- (B) The charge for parking
- (C) Transportation to the site
- (D) Repair of the bikes

Passage 08 (Question 160, Test 02, Economy 03)

I am writing in response to your advertisement which appeared in yesterday's issue of *Newsweek* and I would like to apply for the position of manager at Warsaw, the established and renowned restaurant chain. My interest in Warsaw has grown out of a desire to work for a restaurant that is a leader in Greek cuisine. My research tells me that Warsaw provides some of the best Greek food in the nation.

Q: Which position is the writer applying for?

- (A) Head chef at a Greek restaurant
- (B) General manager of a hotel
- (C) Supervisor of a food manufacturing company
- (D) Manager of a restaurant chain

Passage 09 (Question 167, Test 02, Economy 03)

Since I joined, I have been extremely disappointed in the Fitness First's facilities and staff. The locker rooms and swimming pools are poorly maintained and extremely dirty. The Jacuzzi has been out of order for more than a month and repairs on it have not even begun. The Pilates class schedule has been changed several times, without notice, and the instructor never seemed to be fully devoted to the class.

Q: Why is the writer unhappy with her club membership?

- (A) The gym didn't provide enough information initially.
- (B) The club facilities are poorly managed and maintained.
- (C) The fee has been increased unexpectedly.
- (D) The receptionist was very rude to her.

III. CÂU HỎI NOT / TRUE (NOT / TRUE Questions)

1. Một số câu hỏi hỏi về thông tin nào đúng trong bài đọc, thông tin nào không có trong bài đọc. Câu hỏi NOT (NOT Questions) luôn có từ NOT được in hoa để thí sinh không bị nhầm lẫn khi đọc câu hỏi. Thí sinh thường mất khá nhiều thời gian để trả lời loại câu hỏi này.

2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài

a. Những dạng câu hỏi thường gặp

[NOT questions]	What is NOT a feature of the item? What is NOT stated in the article? What is NOT mentioned about the service?
[TRUE questions]	What is true about the library cards? What is mentioned in the articles? What is mentioned as a feature of the printer?

b. Hướng dẫn làm bài

Xác định từ khoá trong mỗi câu hỏi, sau đó đọc lướt nhanh bài văn và tìm kiếm thông tin liên quan để xác định câu trả lời. Đôi khi bạn nên chú ý thật kĩ vì câu trả lời và thông tin trong bài không giống nhau vì người ta dùng cấu trúc tương đương (paraphrasing).

Example 01 (Question 176, Test 01, Economy 03)

The class will include easy and delicious recipes for the whole family, kid-friendly dishes and low-fat recipes. Basic nutrition info will be included in all sessions.

Q: What is NOT included in the class?

- (A) Nutrition tips
- (B) Low-fat dishes
- (C) Dessert preparation
- (D) Easy recipes for the family

Example 02 (Question 158, Test 06, Economy 03)

Lord Manaus Hotel is about a 15-minute walk from Manaus' main attraction, the famous Opera House, and within easy walking distance of several restaurants and shops. If you wish to take a taxi, they leave from the designated taxi area just outside of the station. Attendees who have already received the conference bag with their name badges can directly proceed to the hotel front desk for check-in. If you have not been given the bag yet, please report to the conference office (Room 320). Please note that all rooms are single accommodation only.

Q: What is mentioned in the notice?

- (A) Everyone should wear a name tag.
- (B) A limousine will be provided upon request.
- (C) Each person will be provided with a room for one.
- (D) The hotel is located in the suburb.

Example 03 (Question 180, Test 05, Economy 03)

The filing date is a cutoff date because the right to a patent for an invention lies with the first person to file an application for that invention. Please now wait for your patent application to be processed, which can take up to 18 months. Once you receive the notice of allowance, the patent will be valid for twenty years from the date of originally filing the patent application, provided that maintenance fees are paid after 3, 7 and 11 years. Extensions are possible if an application is submitted three months before the patent expires. The patent will be valid only in the territory applied for.

Q: What is NOT mentioned about the patent?

- (A) The initial applicant has the right to the grant of a patent for an invention.
- (B) There are on-going costs to keep the patent.
- (C) The duration of validity depends on the product.
- (D) It is effective only in a specific area

3. Reading practice:

Read the following passages and choose the best answer to each question given.

Passage 01 (Question 159, Test 02, Economy 03)

In commemoration of the opening of the new branch offices in China, Alamo Car Rentals is offering \$10 off daily rates at all the new locations until the end of August. The new offices are located in Beijing, Shanghai, and Hong Kong. In addition to these new rental sites in China, this special offer also applies to some other Asian cities like Tokyo, Seoul, and Bangkok.

Q: Where is this promotion NOT available?

- (A) Singapore
- (B) Seoul
- (C) Bangkok
- (D) Beijing

Passage 02 (Question 156, Test 01, Economy 03)

We offer a service that delivers private, non-commercial messages for you every Tuesday in the *Chicago Daily*. Your message is allowed a maximum of 30 words. Be sure to include your telephone number. If there is a possibility that someone other than yourself may answer the phone, include your name with your number. Type or write your responses neatly in order to make your application legible.

Q: What is mentioned in the form?

- (A) You can use a free commercial ad service.
- (B) You have to write more than 30 words.
- (C) You have to include your account number.
- (D) Your message will be carried on Tuesday.

Passage 03 (Question 163, Test 02, Economy 03)

Stephen Moyer, the star of the MU soccer team, and jazz singer Anna Paquin announced their engagement in a joint statement yesterday. It will be his first marriage and her second. Paquin, 35, has two children, Billy and Lilac, to whom Moyer, 30, will become stepfather. No date has been set yet for the wedding. Both reportedly have very busy schedules and want to enjoy the engagement experience for a while before heading down the bridal path.

Q: Which of the following is NOT true?

- (A) Paquin is a singer.
- (B) Moyer is a professional soccer player.
- (C) Paquin has been married before.
- (D) Paquin and Moyer have just got married

Passage 04 (Question 164, Test 06, Economy 03)

The package includes:

- Round-trip airfare from Chicago to New Zealand
- Three nights accommodation in Auckland
- A luncheon cruise around the impressive Auckland Harbour
- Two nights accommodation on New Zealand's spectacular Coromandel Coast
- All breakfasts

Airport tax and fuel surcharge are not included.

Q: What is NOT included in the package?

- (A) Airfare
- (B) Dinners
- (C) Hotels
- (D) Breakfasts

Passage 05 (Question 168, Test 05, Economy 03)

After the lunch, we are going to enjoy an entire afternoon of fun-filled activities. Imagine climbing magnificent mountains, hiking through wild flowers, swimming in the crystal-clear waters of Archer Springs, or cycling on cobblestone streets. There will be fun-filled adventures for children as well with a wide range of activities such as berry picking and arts and crafts. So bring the whole family. Let the company show our gratitude to all our valued employees and their loved ones.

Q: Which of the following activities is NOT mentioned in the notice?

- (A) Arts and crafts
- (B) Hiking
- (C) Archery
- (D) Swimming

Passage 06 (Question 154, Test 08, Economy 03)

To accomplish these goals, it is necessary for all users of this facility to become familiar with the regulations and observe them. The regulations are applicable to all workers, managers, and

visitors.

- Motor vehicles driven on the property should be operated in a safe and courteous manner at all times.
- Any accident or damage on the property involving a motor vehicle must be reported to the Security Office immediately, regardless of the extent of damages involved.
- The speed limit on the property is 20 miles per hour.
- All traffic signs must be observed.

Q: What is NOT included in the traffic rules?

- (A) To drive all vehicles safely and courteously
- (B) To comply with the speed limit
- (C) To report any accident to the police officials
- (D) To follow every traffic indicator

Passage 07 (Question 161, Test 01, Economy 03)

To qualify for the special promotional offers, travelers must purchase their vacations by August 1, 2009, and begin their trip by October 31, 2009. Prices are per-person based on double occupancy including round-trip airfare. Taxes are not included. Purchases must be made with a valid Versa credit card. Enter promo code LAVC01001. Promotion is valid for flights and hotel bookings for two or more people. Rates and rooms are subject to availability. For full details on the limited-time offer, visit www.priceline.com/vacations.

Q: Under what condition would the promotion NOT be valid?

- (A) The customer departs on October 1.
- (B) The customer travels alone.
- (C) The customer pays with a Versa credit card.
- (D) The customer books on July 31.

Passage 08 (Question 156, Test 08, Economy 03)

At Monroe Bank, we take great pride in our employees. We seek to generate an environment that recognizes and rewards hard work and encourages personal and professional development. The continual expansion of our business means increasing employment opportunities at Monroe. When new employees join our team, they are offered valuable experience and expertise that come from collaborating with a talented group of colleagues dedicated to professionalism and quality customer service.

Q: What is NOT an advantage of working at this bank?

- (A) Respect for the staff
- (B) An atmosphere that promotes hard work
- (C) A chance to gain experience
- (D) A financial aid package

Passage 09 (Question 161, Test 05, Economy 03)

Your Equifax Credit Report™ gives you clear, easy-to-understand advice for each item on your credit report. We make it easy to understand what aspects the lender uses to make a credit

decision, helping you get that loan you want. We'll help you monitor your credit for six months and let you know instantly whenever you make a late payment or when someone has accessed your report. Then, only \$6.99 per month to continue if you don't cancel within your 30-day free trial.

Q: What is NOT mentioned about the service?

- (A) It offers a discount on a loan rate.
- (B) It can be continued for a monthly fee.
- (C) It includes observation of your credit.
- (D) It helps to understand your credit report.

IV. CÂU HỎI SUY LUẬN (Inference Questions):

1. Một số ít câu hỏi trong Part 7 là loại câu hỏi suy luận. Các câu trả lời không được đưa ra một cách trực tiếp trong đoạn văn cũng như không được diễn tả bằng cấu trúc tương đương (paraphrasing). Vì vậy, câu hỏi suy luận đòi hỏi thí sinh phải tổng hợp thông tin, tư duy hợp lý để đưa ra câu trả lời chính xác.

2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài:

a. Những dạng câu hỏi thường gặp:

Where would this information most likely be found?

For whom is the announcement intended?

What does the article imply about the restaurant?

What can be inferred about the workshop?

What is suggested in the letter?

What will Edward most likely do next?

What is indicated about Pacific Airline?

b. Hướng dẫn làm bài:

Câu trả lời cho câu hỏi suy luận thì không được nêu ra một cách trực tiếp trong bài đọc. Do đó bạn phải dịch để hiểu nội dung và đưa ra suy luận dựa trên thông tin sẵn có bằng cách nhìn vào các gợi ý hoặc từ khoá ở cả câu hỏi và câu trả lời.

Example 01 (Question 175, Test 07, ETS 1000)

Chandran's book is a must-read for anyone wishing to start a business. Based on his own experience, Chandran offers expert guidance on topics such as creating a business plan, identifying markets, and raising capital. He also gives readers a list of common mistakes to avoid in the first five years. Paperback. 210 pages.

Q: What is suggested about Mr. Chandran?

- (A) He has retired from corporate life.
- (B) He has worked with Mr. Silva and Ms. Morton.
- (C) He has experience of setting up a business.
- (D) He has published several books worldwide.

Example 02 (Question 156, Test 03, Economy 03)

We have been in business since 2000 providing safe and professional service. All of our drivers are professionally trained chauffeurs. They hold commercial licenses and have passed our own rigorous driver training courses. Also, we have a fleet of luxury limousine sedans that will seat anywhere from six to 20 people.

Q: What can be inferred about the drivers?

- (A) They appear in commercials.
- (B) They own the sedans they drive.
- (C) They can be selected upon the customer's request.
- (D) They have been trained by the company.

Example 03 (Question 155, Test 04, Economy 03)

Bass Pro Shop
FISHING, HUNTING, OUTDOOR GEAR
FREE CATALOG

RECEIVE FREE CATALOGS AND SHOP OUR 2010 OUTDOOR SUPPLIES!

THE OLDEST MAIL ORDER COMPANY IN THE USA!

HIGH-QUALITY MERCHANDISE AT AFFORDABLE PRICES!

Your merchandise should arrive within 3-4 business days. Order your 238-page full-color catalog, which will be the ultimate shopping guide for you. For faster service, please fill out the form below, then fax to: 1-800-227-7776

FIRST NAME: _____ LAST NAME: _____

ADDRESS: _____

Q: Who is most likely to show interest in this ad?

- (A) Music fans
- (B) Outdoor lovers
- (C) Equipment manufacturers
- (D) World travelers

3. Reading practice:

Read the following passages and choose the best answer to each question given.

Passage 01 (Question 171, Test 03, Economy 03)

Although the findings are promising, it is too early to generalize the finding as this is just a

preliminary study and it will take some time to determine that eating prune sauce can actually fight cancer. The researchers will apply for a federal government grant that will allow them to continue the study with more subjects.

- Q: What will the researchers do next?
- (A) Try other types of sauces
 - (B) Keep watching the original group of men
 - (C) Publish their findings
 - (D) Ask the government for more money

Passage 02 (Question 174, Test 02, Economy 03)

Intersil Corp., manufacturer of high-performance wireless networking solutions, announced today that it will relocate its corporate headquarters from Irvine, Calif. to Milpitas, effective December 1, 2010. The company plans to accommodate the expanding operation with the relocation of the finance, human resources, IT and sales operations facilities.

Intersil Corp. cited Milpitas' skilled work force, good access to an international airport, and the generous tax incentives offered by the state government and the cost-effective environment as the main reasons for choosing the city for its new head office.

- Q: What is indicated about Intersil Corp.?
- (A) The current headquarters is in Milpitas.
 - (B) Its business is expanding.
 - (C) It has a cost-effective environment.
 - (D) It has highly skilled workers.

Passage 03 (Question 174, Test 01, Economy 03)

Cooking 101

This class has been created with considerable thought and care based on the requests of our local residents, who want to build basic skills that will help them become confident beginning cooks. These skill and knowledge classes will teach students how to read and follow recipes, and explain culinary terminology. If you're tired of living on fast food, then this class is for you.

Quick and Easy Meals

Do you struggle to make healthy meals for you and your family because you simply can't find the time? Would you like to eat healthier, but you don't really know that many quick and easy meal options? Do you or your family have the impression that healthy meals are going to be bland and tasteless? If you answered "yes" to any of these questions, you're definitely going to want to be in this class.

- Q: Who are these classes designed for?
- (A) High school students
 - (B) New restaurant employees
 - (C) Average people who don't cook
 - (D) Immigrants

Passage 04 (Question 154, Test 06, Economy 03)

Dear Ms. Woodward,

Thank you for your letter dated May 7 about a possible alliance between our two companies.

We are quite excited at the proposal of teaming up on a project. We would like to discuss it with you further and welcome you to visit our office in Sao Paolo to discuss the matter in detail. Any time after May 30 will be fine with us.

One thing that needs to be addressed before we move forward is the price of the products you will provide. One of the priorities of our business has been marketing quality refrigerators at reasonable prices. If we can reach an acceptable price range, we would like to go ahead and sign a contract with you immediately. Please send us your ideas regarding this issue so that we can examine them prior to the meeting.

Sincerely yours,

Q: What will the two companies probably talk about next?

- (A) Who will be in charge of the project
- (B) When to put the new products on the market
- (C) How much the products will cost
- (D) What modification should be made in the contract

Passage 05 (Question 174, Test 03, Economy 03)

Glaxo, the corporation that ranks the performance of companies in the U.K, is now evaluating the top international companies round the world in what is called the Glaxo Global 1,000 group.

In an attempt to better analyze the reasons for success, Glaxo looked at various statistics and results of their multidimensional rating system that is based on sales, market value, profits and assets. They then regrouped these 1,000 companies by industry and analyzed what was happening to each of them in terms of profits earned, long- and short-term return on equity, the dividends paid, sales growth and the market price of the company's stock.

Of the 1,000 companies, fewer than 100 passed in all categories. One global high performer was the Japanese company Nippon Telegraph & Telephone. This company showed a 49% growth in profits and a 46% total return in the past year.

Q: What is suggested about "1,000" in the article?

- (A) The factors considered for standards
- (B) The number of companies involved
- (C) The number of employees involved
- (D) The percent of growth expected

Passage 06 (Question 154, Test 04, Economy 03)

Hi, Alicia,

I have some incredible news regarding the "Your Money Matters" lecture series. Although it was quite hard to find someone available to take time off for us, I was finally able to convince one of the world's most distinguished financial experts, Dr. Irv Lowenberg, to deliver a talk about foreign investment in the so-called BRIC countries: Brazil, Russia, India and China. His preferred lecture dates and times are as follows:

June 9 at 7 P.M. or June 23 at 6:30 P.M.

As he has a very tight schedule at the University of Toronto, our earliest response would be most appreciated by him. Therefore I suggest that we arrange a brief meeting of the committee members as soon as possible in order to finalize the arrangements. Please let me know what you think.

Q: What will the chairperson most likely do after reading the e-mail?

- (A) Promptly organize a committee gathering
- (B) Directly contact the proposed speaker
- (C) Ask the other members to submit their proposals
- (D) Overview her colleagues' suggestions

Passage 08 (Question 162, Test 04, Economy 03)

Orders for durable goods like automobiles and electronics fell by 7.0 percent in August, while orders for nondurable goods, such as food, petroleum products and chemicals, fell 1.9 percent, the most since December. The slumping commercial aircraft industry and housing sector are leading these declines. Labor costs, however, are on the rise. While this is good news for workers, the concern is that with productivity gains slowing over the past year and the cost of labor rising, these trends could make the Fed's job of keeping inflation under control more difficult. Economists are hoping that factories will not raise the prices of their products to meet the demand of labor costs, which could fuel inflation. Investors seemed to welcome the news of slower productivity as a sign that the central bank may finally cut interest rates, as major indexes rose several points today.

Q: What can be inferred about investors?

- (A) They are hoping that the central bank won't lower interest rates.
- (B) They fear inflation may prevent interest rate cuts.
- (C) They are pleased about the current rate of productivity.
- (D) They are selling their options for fear of inflation.

Passage 09 (Question 176, Test 05, Economy 03)

Worldwide discovery of oil peaked in 1964 and has followed a steady decline since. According to industry consultants IHS Energy, 90% of all known reserves are now in production. There have been no significant discoveries of new oil since 2002.

While oil production is expected to begin declining, the demand for oil is expected to skyrocket. The oil industry is currently producing 23.6 billion barrels of oil per year, a rate that is rising 2% per year. But, by 2020 demand for oil is expected to jump 60% to 40 billion barrels per year. Much of the new demand will come from the developing economies of China and India. Home to more than 2.3 billion people, the two countries are industrializing at a rapid rate.

While alternative energy sources are expected to eventually replace oil as the world's primary energy source, such technologies are not yet economically feasible. In the short term at least, consumers can expect increasing prices for oil and natural gas.

Q: What can be said about the global oil fields?

- (A) Global oil field exploration has been decreasing since the 1960s.
- (B) Oil production has already fallen off dramatically.

- (C) Current production from the oil fields does not meet the demand.
 (D) New oil resources have been discovered.

V. CÂU HỎI TỪ ĐỒNG NGHĨA (Synonym Questions):

- Câu hỏi từ đồng nghĩa hỏi về nghĩa của một từ hoặc cụm từ trong bài đọc. Hầu hết các mục của từ vựng trong bài đọc đều có chứa các từ hoặc cụm từ thông dụng trong tiếng Anh, nhưng chắc chắn sẽ có những từ vựng liên quan đến kinh doanh mà có thể bạn chưa biết.
- Dạng câu hỏi thường gặp và hướng dẫn làm bài:
 - Dạng câu hỏi thường gặp:
 The word “run” in paragraph 1, line 5 is closet in meaning to
 - Hướng dẫn làm bài:
 Với những từ vựng chưa biết, bạn hãy dịch câu có chứa từ vựng đó rồi đoán nghĩa của từ vựng dựa trên nội dung của câu cũng như ngữ cảnh của bài đọc.
 Bạn có thể tham khảo danh mục các từ đồng nghĩa ở mục 3.
- Một số cặp từ đồng nghĩa trong Part 7:

VERBS

Accomodate	= Lodge This hotel can accommodate (= lodge) 150 guests
Assess	= Evaluate The real estate agent will assess (= evaluate) the value of the property that we are interested in buying.
Assume	= Suppose The clients assume (= suppose) that rumors of the company’s financial problems are exaggerated.
	= Take on Most students assume (= take on) a large amount of debt during their time at university.
Cover	= Include The cost estimates cover (= include) all shipping, handling fees, and taxes.
	= Discuss The CEO will cover (= discuss) plans for the new manufacturing plant at our next staff meeting.
	= Pay for Sara brought only enough cash to cover (= pay for) her own accommodation expenses.

Decline	= Reject The credit card was declined (= rejected) because the customer had exceeded his monthly limit.
Generate	= Produce The new merger will allow the manufacturing company to generate (= produce) higher profits.
Govern	= Control The department of motor vehicles governs (= controls) the issuance of drivers' licenses.
Renew	= Extend, lengthen The law firm decided to renew (= extend, lengthen) their office lease for another two years.
Serve	= Provide The airline will serve (= provide) hot meals to all passengers on flight to Beijing.
	= Act, work Mr. Brian Davis will serve (= act, work) as the temporary director until a replacement can be found.
Stress	= Emphasize Skyview's factory managers always stress (= emphasize) the importance of safety in the workplace.
	= Overburden Mr. Arthur is stressed (= overburdened) by the planning of the annual investors' meeting.
Submit	= File, send in, turn in Applicants for the marketing position must submit (= file, send in, turn in) their forms and résumé by June 27.
Treat	= Deal with The workshop will show employees how to treat (= deal with) customers' complaints.
Work	= Operate Rose had difficulty trying to get the recently purchased fax machine to work (= operate).

NOUNS

Atmosphere	<p>= Environment</p> <p>The hotel created an exotic atmosphere (= environment) by filling their lobby with plants and flowers.</p>
Commission	<p>= Fee</p> <p>All sales staff receive a 20 percent commission (= fee) for every sale they make.</p>
	<p>= Committee</p> <p>A meeting for the Securities and Exchange Commission (= Committee) was announced for Monday.</p>
Consideration	<p>= Attention</p> <p>The director recommended several filming locations for the studio's consideration (= attention).</p>
Feasibility	<p>= Possibility, viability</p> <p>The accountants will assess the feasibility (= possibility, viability) of marketing in China.</p>
Feature	<p>= Characteristic</p> <p>One of the main features (= characteristics) of the new car is its low fuel consumption.</p>
Item	<p>= Goods, merchandise</p> <p>Nyland Department Store carries a wide variety of household items (= goods, merchandise)</p>
Occupation	<p>= Job</p> <p>The study showed that most people have at least three different occupations (= jobs) before they eventually retire.</p>
Operation	<p>= Surgery</p> <p>Ms. Kelly was in good condition after her heart operation (= surgery).</p>
Paycheck	<p>= Salary, wage</p> <p>Greyson Enterprises offers monthly rather than weekly paychecks (= salaries, wages) to their employees.</p>
Proprietor	<p>= owner</p> <p>It is the responsibility of the building proprietor (= owner) to maintain and repair the elevators.</p>

Provision(s)	= Supplies Mr. White suggested we place the order this week before we run out of provisions (= supplies)
	= Arrangements CAN-Tail makes special seating provision (= arrangements) for senior citizens and passengers traveling with young children.
Replacement	= Successor The president wants to find a replacement (= successor) for the regional director as soon as possible.
Stock	= Inventory The supplier's stock (= inventory) of computer keyboards is nearly depleted.
	= Shares The textile manufacturer decided to sell 30 percent of their company's stock (= shares).
Term(s)	= Conditions All staff are permitted two weeks of vacation according to the terms (= conditions) of their contracts.
	= Period Payments must be made monthly during the two-year term (= period) of the credit card's validity.

ADJECTIVES

Certain	= Specific Recycling centers will be made available to residents at certain (= specific) locations throughout the city.
Effective	= Efficient Ms. Getty conducted a workshop that focused on more effective (= efficient) production methods.
	= Valid The discount offered by the bookstore is effective (= valid) until the end of the month.
Liabile	= Likely Computers are more liable (= likely) to shut down when four or more applications are running at once.
Notable	= Important Beatrice Zbornak is a notable (= important) figure in the civil rights movement.

Prominent	= Well-known Professor McClanahan is a prominent (= well-known) expert in the field of alternate energy.
Sharp	= Rapid Snowstorms and a sharp (= rapid) drop in temperatures are expected for his weekend.
Sophisticated	= Complex Branson Games Inc. has used highly sophisticated (= complex) software to develop its unique products.
Unbiased	= Impartial The firm hired an unbiased (= impartial) mediator to negotiate a solution to the labor dispute.
Unwavering	= Consistent Betty has worked with us for twenty years and her sense of loyalty has been unwavering (= consistent).

ADVERBS

Approximately	= Around, about The plane will arrive at Narita International Airport in approximately (= around, about) ten minutes.
Consecutively	= Successively Employees working for more than seven days consecutively (= successively) are eligible for a bonus.
Exceptionally	= Especially Lindstrom Jewelers is famous for making exceptionally (= especially) fine jewellery.
Exclusively	= Solely The Golden Idol Lounge is exclusively (= solely) for the use of first-class passengers.
Inherently	= Fundamentally Venture businesses are inherently (= fundamentally) risky.
Initially	= Originally Achron Chemicals reported that profits for this quarter were much higher than initially (= originally) expected.
Substantially	= Considerably In order to cut costs, the company substantially (= considerably) reduced the staff benefits.

Randomly	= Irregularly Safety inspections at the factory seemed to be conducted quite randomly (= irregularly).
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Example 01 (Question 197, Test 05, ETS 5 Tests)

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.

- Q: The word "afford" in line 4 is closest in meaning to
- (A) manage
 - (B) provide
 - (C) regard
 - (D) notice

Example 02 (Question 177, Test 02, ETS 5 Tests)

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.

- Q: The word "conveys" in line 3 is closest in meaning to
- (A) expresses
 - (B) supports
 - (C) retains
 - (D) transports

Example 03 (Question 183, Test 02, ETS 5 Tests)

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.

- Q: The word "edge" in line 4 is closest in meaning to
- (A) advantage
 - (B) border
 - (C) force
 - (D) quality

3. Reading practice:

Read the following passages and choose the best answer to each question given.

Passage 01 (Question 179, Test 03, ETS 5 Tests)

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.

Q: The word “submitted” in line 1 is closest in meaning to

- (A) presented
- (B) surrendered
- (C) applied
- (D) considered

Passage 02 (Question 173, Test 05, ETS 5 Tests)

Quickstar currently serves over 100 cities in North America; most of these routes originate at Thurston International Airport. Almost since the day it began operating seven years ago, though, Quickstar has **faced** difficulties in its negotiations with Thurston International Airport.

Q: The word “faced” in line 3 is closest in meaning to

- (A) avoided
- (B) submitted to
- (C) turned toward
- (D) confronted

Passage 03 (Question 177, Test 04, ETS 5 Tests)

I am writing to inform you that Villax Properties will **assume** responsibility for the San Paulo apartment complex on June 15. Our company has been in operation for ten years, and we currently manage fifteen properties in the Albuquerque area. We hope to make this transition as convenient as possible. Therefore, I am providing some important information to assist you with this change.

Q: The word “assume” in line 1 is closest in meaning to

- (A) suppose
- (B) take over
- (C) discuss
- (D) make up

Passage 04 (Question 197, Test 03, ETS 1200)

As my Kellen watch (model X57A) was clearly in need of repair, I recently took it to Le Bon Temps, one of the shops on your list. To my surprise, my request for the repairs to be billed to your warranty service was **declined** in spite of the fact that there are still two years remaining in the coverage period. As there are no other authorized service centers for Kellen in my area, I

decided to pay for the repairs myself.

Q: The word “declined” in line 3 is closest in meaning to

- (A) rejected
- (B) weakened
- (C) descended
- (D) modified

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

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.

Q: The word “consideration” in line 4 is closest in meaning to

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

Passage 06 (Question 200, Test 06, ETS 1200)

Community theater is alive and well this month, with the Morningtown Community Arts Society’s new play *Midnight in Buenos Aires*. This delightful production is the latest installment from regional favorite Seiji Uchida, whose recent productions at the Civic Center have all been well received by the public. In this reviewer’s **estimation**, *Midnight* may very well be the best production by a community organization in Morningtown this year.

Q: The word “estimation” in line 4 is closest in meaning to

- (A) approximation
- (B) measurement
- (C) opinion
- (D) theory

Passage 07 (Question 197, Test 04, ETS 1200)

My name is Rudy Gilmore and I have been doing yard work in Rock Springs City for more than 25 years. I have experience mowing lawns, planting gardens, pruning trees, and painting fences and sheds. Unlike most businesses, I still take pride in doing everything personally, so you will always know who’s working around your house. As a native of Rock Springs City, I know the environment and will **tailor** every job to suit your needs.

Q: The word “tailor” in line 5 is closest in meaning to

- (A) adapt
- (B) accept

- (C) trim
- (D) cover

Passage 08 (Question 173, Test 02, Economy 03)

Intersil Corp., manufacturer of high-performance wireless networking solutions, announced today that it will relocate its corporate headquarters from Irvine, Calif. to Milpitas, effective December 1, 2010. The company plans to accommodate the expanding operation with the relocation of the finance, human resources, IT and sales operations facilities. The move is expected to generate up to 90 new high-paying jobs for local residents. With an average annual salary of \$50,000, Intersil's annual payroll for workers in Milpitas will **surpass** \$4 million. This is good news for the city.

- Q: The word "surpass" in line 6 is closest in meaning to
- (A) exceed
 - (B) cover
 - (C) improve
 - (D) escalate

Passage 09 (Question 174, Test 05, ETS 1000)

We are planning to replace about 50 percent of the desks in our regional offices. In addition to our main office, we have branches in Nottingham, Norwich and Reading. In total, we estimate a need for **roughly** 200 units. Our previous supplier of office desks and tables, Quality Goods, has recently gone out of business, so we are actively seeking a new vendor. We were pleased to hear that you offer competitive prices on products, delivery and set-up services.

- Q: The word "roughly" in line 3 is closest in meaning to
- (A) approximately
 - (B) individually
 - (C) economically
 - (D) harshly

CHƯƠNG 2: BÀI ĐỌC ĐƠN (SINGLE PASSAGES)

I. E-MAIL / THƯ (E-mails / Letters):

1. Trong Part 7, các bài đọc có thể là dạng e-mail hoặc bức thư. Bạn thường thấy có 2 đến 3 e-mail hoặc thư trong các bài đọc đơn trong Part 7 của bài thi TOEIC. Đây là những hình thức liên lạc kinh doanh giữa các công ty hoặc trong nội bộ công ty. Không khó để tìm ra câu trả lời đúng nếu như bạn quen với hình thức của e-mail và thư từ. Các bài đọc dạng thư và e-mail thường có từ 2 đến 4 câu hỏi, đôi khi có một số bài ở mức độ khó thì có 5 câu hỏi.

2. Những mẫu câu thường gặp và hướng dẫn làm bài:

a. Những mẫu câu thường gặp:

What is the purpose of this e-mail?

What is Robert Payne being asked to do?

What is enclosed with this letter?

When did Ms. Dwyer contact Mr. Frazier?

b. Hướng dẫn làm bài:

Bạn nên làm quen với hình thức của một e-mail hoặc một lá thư doanh nghiệp và những sự diễn đạt thông thường để chọn câu trả lời đúng một cách dễ dàng. Nhìn chung, thông tin về người gửi và người nhận được cho sẵn ở phía trên e-mail hoặc lá thư. Mục đích thì được đề cập ở phần giới thiệu, và nội dung cũng như các phần đính kèm thì nằm trong thân bài. Cuối cùng, một yêu cầu có thể được thêm vào ở phần kết luận của e-mail hoặc thư.

3. Những hình thức diễn đạt thông thường và từ vựng trong e-mails và letter:

a. Những hình thức diễn đạt thông thường:

**Mục đích của e-mail / letter:*

I am writing + to-infinitive

I am writing to inquire about a discrepancy between an order I made and the amount I was charged.

This letter is + to-infinitive

This letter is to confirm your registration for the upcoming conference on financial service providers.

**Đính kèm (Attachment / Enclosed)*

We have enclosed ...

We have enclosed a copy of the quarterly report and a synopsis of upcoming projects for the coming fiscal year.

Enclosed you will find ...

Enclosed you will find information on the services you indicated interest in and contact numbers for each service.

**Yêu cầu (request)*

Please ...

Please send any comments or questions you have to Ms. Stevens at the following e-mail address.

I would be grateful if you could ...

I would be grateful if you could give me some information about the position you advertised in *The Financial Herald*.

b. Từ vựng thường xuất hiện trong e-mails/letters:

**Kinh doanh / Thương mại (Business / Trade)*

Bargain over prices	Embargo	Shipment
Cargo	Freight	Specification
Clause	Invoice	Subcontractor
Commerce	Multilateral	Tariff
Commission	Mutual funds	Trade
Consignment	Order	Transaction
Contract	Overcharge	Transit
Courier	Postage	Vendor
Customs	Quota	
Delivery	Quote	

**Bán hàng, phân phối (Sales, Distribution)*

Catalog	Distribution	Purchase order
Charge	Goods	Retailer
Client	Inventory	Stock
Commodity	Merchandise	Supplier
Customer	Net price	Transport
Discount	Outlet	Warehouse

**Tài chính, ngân hàng (Finance, Banking)*

Account	Debt	Mortgage
Bank statement	Deduct	Outstanding balance
Bounced check	Delinquent	Overdraw
Cardholder	Deposit	Overdue
Cash a check	Due date	Premium
Checking account	Endorse	Savings account
Collection notice	Insurance	Transaction record
Credit	Insurance policy	Utility bill
Creditor	Interest	Wire
Debit card	Loan	

**Nhà ở (Accommodation)*

Building	Dweller	Furnished
Cozy	Estimate	Garage
Demolition	Evacuate	Inhabitant

Landlord	Premises	Storage room
Lease	Real estate	Tenant
Let	Remote	Tenure
Occupant	Rent	Vacant
Outskirts	Residence	Valuation
Parlor	Spacious	

Example 01: E-mail (Questions 165-167, Test 01, ETS 5 Tests)

Questions 165-167 refer to the following e-mail

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

Dear Ms. Jonsen:

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

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

Sincerely,

Klaus Wittern
Customer Service Representative
Meisterkorp Products

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

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

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

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

II. QUẢNG CÁO (Advertisements):

1. Trong Part 7, các bài đọc có thể có hình thức của các mẫu quảng cáo. Những quảng cáo này có thể về sản phẩm, dịch vụ hoặc quảng cáo việc làm. Chúng thường xuất hiện trong bài thi TOEIC.

Trong Part 7 của mỗi bài thi TOEIC thường có 1 đến 2 bài đọc đơn là bài quảng cáo. Mỗi quảng cáo thường có từ 2 đến 3 câu hỏi.

2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài:

a. Những dạng câu hỏi thường gặp:

[Quảng cáo việc làm]

What position is being advertised?

What is a requirement for the position?

How should a person apply for the job?

[Quảng cáo sản phẩm/dịch vụ]

What is being advertised?

What is NOT a feature of the item?

For whom is this advertisement intended?

b. Hướng dẫn làm bài:

Nếu bài đọc là một quảng cáo việc làm, bạn nên tập trung chú ý vào vị trí được tuyển dụng, yêu cầu tuyển dụng, thủ tục nộp hồ sơ v.v. Bạn có thể tìm thấy một số từ khoá (key words) trong mẫu quảng cáo ví dụ như responsibilities, qualifications, requirement v.v.

Đối với quảng cáo sản phẩm / dịch vụ, bạn nên đọc tất cả chi tiết như người quảng cáo, người đọc, sản phẩm/dịch vụ. Tất cả những chi tiết này thường nằm trong phần đầu của mẫu quảng cáo; những đặc điểm của sản phẩm/dịch vụ hoặc các hình thức quảng cáo thường nằm ở những phần sau của mẫu quảng cáo.

3. Những hình thức diễn đạt thông thường và từ vựng trong các mẫu quảng cáo:

a. Những hình thức diễn đạt thông thường:

**Công việc / Vị trí (Job / Position)*

Tên công ty + is seeking + tên công việc / mô tả sơ bộ công việc

Cell-Tech is seeking an innovative and dynamic individual to facilitate business development at our new branch in Chicago.

**Trách nhiệm công việc (Responsibilities)*

Candidates will be responsible for ...

Candidates will be in charge of ...

The successful candidate will be responsible for budget management, account reconciliation and inventory control.

**Yêu cầu bằng cấp/kinh nghiệm (Requirements)*

A candidate is required to have ...

The successful applicant must have / possess ...

The candidate is required to have five or more years' experience in a similar role.

**Cách thức nộp đơn ứng tuyển (Method of application)*

Interested person should ...

If you are interested, please ...

If you want to work with us, you should ...

Interested persons should mail or fax a cover letter, resume, and references before the December 10 deadline.

b. Từ vựng thường xuất hiện trong mẫu quảng cáo:

**Tuyển dụng (Recruitment)*

Application	Diploma	Professional
Apply for	Employ	Proficient
Be fluent in	Employment	Qualification
Bilingual	Experienced	Recruit
Candidate	Hire	Reference letter
Certificate	In-house job posting	Résumé
Communication skills	Interview	Skill
Competent	Job vacancy	Specialist
Cover letter	Job opening	Trustworthy
Dependable	Prerequisite	

**Công việc (Jobs)*

Accountant	Expert
Analyst	Janitor
Attorney	Operator
Bookkeeper	Physician
Cashier	Researcher
Chemist	Salesman
Counselor	Secretary
Engineer	

**Thanh toán (Pay)*

Allotment	Payment
Allowance	Payroll
Benefit	Pension
Bonus	Reward
Cut the number on payroll	Salary
Incentive	Wage
Income	

**Điều kiện làm việc (Working conditions)*

Be on duty	Night shift
Be on leave	Orientation
Day shift	Part-time
Freelance	Probationary period
Internship	Sick leave
Maternity leave	Temporary
Newcomer	

Example 01: (Questions 155-156, Test 02, ETS 1200)

Questions 155-156 refer to the following advertisement

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

Example 02: (Questions 155-157, Test 04, ETS 5 Tests)

Questions 155-157 refer to the following advertisement.

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

III. YẾT THỊ & THÔNG BÁO (Notices & Announcements)

1. Trong Part 7, các bài đọc có thể có hình thức của các yết thị hoặc thông báo. Yết thị (Notice) được dùng để thông báo tin tức hoặc thay đổi trong nội bộ cơ quan, tổ chức. Chúng bao gồm người gửi, người nhận, chủ đề và nội dung chính. Thông báo (Announcement) cũng tương tự như yết thị nhưng dùng để thông báo rộng rãi, công khai. Điển hình là chúng dùng trong phần giới thiệu của một sản phẩm hoặc dịch vụ mới, một tuyên bố của chính phủ hay chính sách kinh doanh, sự khai trương của một địa điểm tham quan, du lịch v.v.

Trong Part 7 của mỗi bài thi TOEIC thường có 2 bài đọc đơn là Yết thị hoặc Thông báo, mỗi bài Yết thị hoặc Thông báo thường có từ 2 đến 4 câu hỏi.

2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài

- a. Những dạng câu hỏi thường gặp

What is the purpose of this notice?

Where is this announcement found?

What will happen on February 14?

What is stated about the residents?

- b. Hướng dẫn làm bài

Những câu hỏi tổng quan về 2 loại bài đọc này thường hỏi về mục đích của yết thị hoặc thông báo hoặc hỏi về người cần đọc hoặc xem yết thị/thông báo này. Thông tin của câu hỏi tổng quan có thể được tìm thấy ở nửa đầu của bài đọc.

Câu hỏi thông tin thường hỏi về thời gian, địa điểm, giá cả v.v. Nội dung câu trả lời có thể nằm ở giữa bài đọc. Và thông tin liên hệ thường nằm cuối bài đọc.

Nếu bạn đã quen với hình thức của yết thị và thông báo, thì bạn dễ dàng tìm thấy thông tin để chọn đúng câu trả lời cũng như rút ngắn thời gian làm bài.

3. Những hình thức diễn đạt thường thấy và từ vựng trong các yết thị và thông báo

- a. Những hình thức diễn đạt thường thấy

**Mục đích của yết thị / thông báo (Purposes of notices / announcements)*

We are pleased to announce ...

We are pleased to announce the publication of the 2015 edition of *The Journalist's Reference Book*.

Please be aware that ...

Please be aware that there is a service charge for bank patrons whose checks are returned due to insufficient funds.

**Yêu cầu (Requests)*

(Audience) is requested + to-infinitive

Drivers are requested to collect a parking voucher from the dispensing machine before entering the garage.

**Thông tin liên hệ (Contact detail)*

If you have any concerns, please contact ...

If you have any concerns, please contact us at address indicated at the end of this policy.

b. Từ vựng thường xuất hiện trong Yết thị và Thông báo

**Trong công ty (In companies)*

Accomplish	Correspondence	Performance
Acquisition	Dispute	Recipient
Agenda	Dress code	Reimburse
Assign	Embark	Routine
Assignment	Evaluate	Set out to do
Circulate	Implement	Submission
Compromise	Mediate	Take on
Consensus	Negotiation	Undertake
Coordinate	Oversee	Workload

**Sản xuất (Production)*

Apparatus	Instrument	Productivity
Assembly	Machinery	Prototype
Component	Maintenance	Quality
Construct	Malfunction	Quantity
Conveyor	Manufacture	Renovate
Defect	Maximize	Resources
Device	Mechanical	Shift
Equipment	Output	Standardize
Facilitate	Outsourcing	Unit
Facilities	Plant	Update
Fully-equipped	Process	Upgrade
Inspection	Produce	Yield

**Tại sân bay (At the airport)*

Aircraft	Flight attendant
Airfare	Go through customs
Airsickness	Immigration
Aisle seat	Jet lag
Aviation	Land
Baggage	Local time
Boarding pass	Luggage
Departure	Renew
Destination	Stand-by
Duties	Take off
Duty-free shop	Visa
Emergency	Window seat

Example 01: Notice (Questions 153-154, Test 02, ETS 5 Tests)

Questions 153-154 refer to the following notice.

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

IV. BÀI BÁO & BÁO CÁO (Articles & Reports)

1. Trong Part 7, các bài đọc có thể là các bài báo hoặc báo cáo. Những dạng bài đọc này nói về rất nhiều chủ đề khác nhau, như là bảo vệ môi trường (environment protection), bảo toàn năng lượng (energy conservation), kinh doanh (businesses) v.v. Có khoảng 2 bài đọc dạng này xuất hiện trong Part 7 của mỗi bài thi TOEIC và mỗi bài thường có từ 3 đến 5 câu hỏi. Đáng chú ý, hầu hết các bài đọc này thường khá dài và có những từ vựng mới lạ. Đa phần các thí sinh đều xem các bài đọc dạng này là một thử thách cam go.

2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài

a. Những dạng câu hỏi thường gặp:

What does the article mainly discuss?

What is the main purpose of the article?

According to the article, what is a worker's right?

What is NOT stated about Mr. Walter?

What is suggested about the hotel?

b. Hướng dẫn làm bài

Thông thường, chủ đề hoặc mục đích của bài báo hay báo cáo thường nằm ở phần đầu bài đọc và sau đó là nội dung chi tiết. Các câu hỏi tổng quan và câu hỏi chi tiết đều có thể xuất hiện.

Bạn nên làm quen với các từ vựng thường xuất hiện cũng như các cách diễn đạt thường gặp trong các bài báo và báo cáo bằng cách học kĩ chúng ở mục 3.

3. Những cách diễn đạt thường gặp và từ vựng trong các bài báo và báo cáo

a. Những cách diễn đạt thường gặp trong các bài báo và báo cáo (Common Expressions in Articles and Reports)

(Tên người / tên tổ chức / doanh nghiệp) announced that ...

FB Network Associates announced that it has signed an agreement with Data Technologies to develop network applications.

(Tên người / tên tổ chức / doanh nghiệp) point out that ...

Economists point out that the declining value of the dollar is helping exporters sell their goods in overseas markets.

b. Từ vựng thường gặp trong các bài báo và báo cáo (Common vocabulary in Articles and Reports)

**Kinh doanh nói chung (General business)*

Adverse	Inflation	Sluggish
Bankrupt	Market research	Soar
Boom	Market share	Speculation
Boost	Marketability	Stagnation
Capital	Merge	Stimulate
Circulation	Monetary	Surge
Currency	Monopoly	Tax exemption
Downturn	Prosperity	Tax-deductible
Flourish	Recession	Thrifty
Fluctuate	Remit	

**Kinh doanh theo đoàn thể (Corporate Businesses)*

Accounting	Dividend	Overhead
Analysis	Downsize	Portfolio
Analyst	Earnings	Profitability
Assets	Finance	Revenue
Audit	Fiscal year	Set up a business
Budget	Liability	Strategy

**Lợi nhuận và thua lỗ (Profits & Losses)*

Be in the black	Expense	Net profit
Be in the red	Gross	Profit
Benefit	Gross income	Profitable
Cost	Income	Surcharge
Damage	Los	Surplus
Deficit	Lucrative	
Expenditure	Margin	

**Môi trường (Environment)*

Acid rain	Hazardous
Coal	Humidity
Conserve	Mine
Contamination	Natural resources
Crude	Ozone layer
Disposal	Purify
Ecology	Recycle
Endangered	Timber
Environment	Wildlife
Habitat	

**Sức khỏe & Y tế (Health & Medicine)*

Allergy	Nutrition
Antibiotic	Prescription
Diagnosis	Symptom
Fatigue	Vaccination
Medication	

**Quản trị & Chính trị (Administration & Politics)*

Authorize	Federal
Bureau	Legislation
Consulate	Mandatory
Diplomat	Municipal
Election	Provision
Embassy	Submit
Enactment	Violation

Questions 157-159 refer to the following article.

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 Josee 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 Josee 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

V. THƯ BÁO (Memorandums / memos)

1. Trong Part 7, các bài đọc có thể là các thư báo, đây là một hình thức trao đổi thông tin giữa các nhà tuyển dụng, nhân viên trong công ty hoặc là giữa các công ty để thông báo về sự thay đổi về nơi gặp gỡ, một quyết định mới, một yêu cầu, một sự luân chuyển nhân viên v.v. Ban đầu, từ “memorandum” được sử dụng, nhưng đến những năm 1920 khi mà các loại tài liệu nội bộ được sử dụng rộng rãi, thì nó được rút gọn thành “memo”.

Các thư báo thì kém trang trọng hơn so với thư từ và chúng có thể có hình thức riêng. Cụ thể là có phần To: <Người nhận>, From: <Người gửi>, Date: <Ngày thông báo>, phần chủ đề Subject: hoặc Re: thì có thể có hoặc không.

Phần chào hỏi (Dear...) và chào kết thúc (Regard, Sincerely...) cũng như chữ kí thì có thể có hoặc không, tuy nhiên những phần này đối với một lá thư thì luôn phải có.

Trung bình có khoảng 1 đến 2 dạng bài này trong Part 7 TOEIC, mỗi bài có 2 đến 4 câu hỏi.

2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài

a. Những dạng câu hỏi thường gặp

What is the purpose of this memo?
What are employees asked to do?
Where will the meeting take place?
What problem is mentioned in the memo?
What will the winner of the contest receive?

b. Hướng dẫn làm bài

Bạn nên làm quen với hình thức của một thư báo. Phía trên bên trái, bạn sẽ thấy tên người gửi, tên người nhận và từ Subject: hoặc Re: đề cập đến chủ đề hay mục đích của bài thư báo. Nhìn vào dòng Subject: hoặc Re:, bạn có thể dễ dàng đoán được nội dung của bài.

Bạn cũng có thể học các cách diễn đạt và từ vựng thường xuất hiện trong các bài thư báo để thuận tiện cho việc đọc-hiểu.

3. Những cách diễn đạt và từ vựng thường gặp trong thư báo

a. Những cách diễn đạt thường gặp (Common expressions)

*Mục đích của thư báo

I am sending this memo out to + somebody + to infinitive

I am sending this memo out to all seminar participants to remind you of the change in schedule for tomorrow's presentations.

We regret to inform you that ...

We regret to inform you that your account has been suspended pending payment of all outstanding debts.

b. Từ vựng thường xuất hiện trong thư báo (Common vocabulary in Memos)

**Nhân sự (Human resources)*

Allocate

Appoint

Appraisal

Profile

Promote

Qualified

Aptitude
Curtail
Cut back
Dismiss
Dispatch
Field
Fire
Get a promotion
Incumbent
Layoff

Quit
Relocate
Replacement
Resign
Resignation
Retirement
Training session
Transferred
Turnover

**Quản lí (Management)*

Advise
Alter
Appropriate
Assign
Consult
Demanding
Head
Manage

Managerial
Proper
Relevant
Review
Streamline
Supervise
Time-consuming

**Tổ chức kinh doanh (Enterprises)*

Affiliate
Branch
Colleague
Company
Competitor
Conglomerate
Corporation
Division
Enterprise

Expansion
Firm
Head office
Headquarters
Inc. (Incorporated)
Ltd. (Limited)
Merge
Parent company
Subsidiary company

**Chức danh / Vị trí (Titles / Positions)*

Administrative
Administrative assistant
Assistant
Associate
CEO (Chief Executive Office)
Chairman
Consultant
Coordinator
Deputy
Director
Employee
Employer
Entrepreneur

Executive
Immediate supervisor
Manager
Managerial position
Ownership
Position
Representative
Senior
Staff
Supervisor
Trainee
Vice president

**Bộ phận, phòng ban (Departments)*

Accounting department
Board of directors
Consumer affairs department
Engineering department
Head office
Human resources department
Marketing department

Overseas division
Payroll department
Personnel department
Public relations department
Sales department
Shipping department

Example 01 (Questions 155-156, Test 04, ETS 1200)

Questions 155-156 refer to the following memo

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

VI. THÔNG TIN (Information)

1. Trong Part 7, các bài đọc có thể là các đoạn thông tin nói về nhiều chủ đề khác nhau trong đời sống, chẳng hạn như hướng dẫn sản phẩm, các chỉ dẫn về sử dụng thiết bị v.v. Trung bình có khoảng 1 bài đọc trong part 7 có hình thức một đoạn thông tin, mỗi đoạn thông tin thường có từ 2 đến 3 câu hỏi.

2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài

a. Những dạng câu hỏi thường gặp

Where would this information most likely be found?

For whom is this document intended?

What is stated about training courses?

What is NOT available at the ticket office?

According to the information, what are membership owners instructed to do?

b. Hướng dẫn làm bài

Bạn phải có khả năng suy ra được vị trí các phần của bài đọc. Ngoài ra, bạn cũng nên đọc kỹ những chi tiết về người cần đọc và nội dung của đoạn thông tin. Quan trọng hơn, thông tin về người cần đọc cũng như bố cục bài đọc dạng này thường không rõ ràng. Do đó bạn cần phải đọc từng chi tiết để có thể trả lời đúng. Thông thường, trong các đoạn thông tin luôn có ít nhất một câu hỏi suy luận (inference question).

3. Từ vựng thường xuất hiện trong các đoạn thông tin

**Vận tải (Transportation)*

Bypass	Public transportation
Car maintenance	Pull over
Commute	Route
Fare	Shortcut
Fuel	Shuttle
Highway	Sidewalk
Intersection	Toll
Launch	Traffic congestion
Limousine	Traffic jam
Mechanic	Transfer
Passenger	Vehicle
Pedestrian	Vessel

**Du lịch (Tourism)*

Accommodation	Inn
Book	Itinerary
Cancellation	Lodge
Car rental	Long-distance call
Check-in	Make a reservation
Checkout	Reserve
Collect call	Scenery
Confirmation	Telephone directory

Courtesy

Valid

**Thời gian rỗi (Leisure)*

Admission

Film

Amusement park

Guided tour

Attendance

Membership

Concert

Museum

Display

Performance

Exhibition

Remains

Festival

Souvenir

**Nhà hàng (Restaurants)*

Appetizer

Recipe

Bill

Refreshments

Cafeteria

Serving

Chef

Vegetarian

Cuisine

Voucher

Franchise

**Sản phẩm (Products)*

Brand-new

Lasting

Built-in

Permanent

Convenient

Portable

Cost-effective

Reliable

Durable

State-of-the-heart

Enduring

Transparent

Fragile

User-friendly

Fuel-efficient

Waterproof

**Dịch vụ khách hàng (Customer service)*

Authorized

Instructions

Claim

Label

Compensation

Manual

Complaint

Patron

Customer service

Questionnaire

Customized

Recall

Description

Refund

Expiration date

Repair

Guarantee

Setup

Inconvenience

Warranty

**Dự báo thời tiết (Weather forecast)*

Blizzard

Rainfall

Climate

Shower

Drought

Storm

Flood
Hail
Inclement
Overflow
Precipitation

Temperature
Torrential
Weather
Weather forecast

Example 01: (Questions 157-158, Test 01, ETS 5 Tests)

Questions 157-158 refer to the following information.

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

VII. CÁC DẠNG BÀI ĐỌC KHÁC

1. Trong Part 7, các bài đọc có thể chứa các từ ngữ không liên mạch với nhau, các con số cũng như các câu không hoàn chỉnh có phong cách khác so với các dạng bài đọc tiêu chuẩn. Những dạng bài đọc này bao gồm: hoá đơn (invoices), lý lịch trích ngang (résumé), lịch biểu (schedules), tin nhắn thoại (telephone messages), phiếu giảm giá (coupons), v.v. Có khoảng 3 trong số các dạng bài đọc này xuất hiện trong Part 7 TOEIC.

2. Những dạng câu hỏi thường gặp và hướng dẫn làm bài

a. Những dạng câu hỏi thường gặp

What is the purpose of this document?

What is being requested in the message?

What is NOT true about the coupon?

How many folders were ordered?

What time will the shuttle bus depart from the hotel?

b. Hướng dẫn làm bài

Bạn nên làm quen với hình thức của mỗi dạng bài

Hoá đơn (Invoices) là loại giấy tờ mà người mua sẽ nhận sau khi trả tiền cho món hàng của mình. Trên hoá đơn có ghi loại mặt hàng vừa mua, tổng số tiền phải trả, phương thức thanh toán, tên người bán, người mua, v.v.

Đối với bản lý lịch (résumé), bạn nên chú ý đến phần kinh nghiệm cá nhân, phần này luôn được liệt kê theo thứ tự thời gian từ kinh nghiệm gần đây nhất, tiếp theo là những kinh nghiệm trước đó lùi dần về quá khứ (đây được xem như là chuẩn mực khi liệt kê kinh nghiệm bản thân trong lý lịch).

Đối với tin nhắn thoại (telephone messages), thường có 3 người được nhắc tới đó là người gọi (caller / From:), người nghe (hearer / Taken by:), người nhận tin nhắn (message receiver / To:). Những thông tin này thường gây nhầm lẫn cho thí sinh. Vì thế bạn nên chú ý kỹ những thông tin trên.

3. Từ vựng thường gặp trong các dạng bài đọc này

**Lịch biểu (Schedule)*

Agenda

Call off

Cancellation

Conference

Convention

Enroll

Make arrangements

Meeting

Notification

Registration

Schedule

Seminar

Speech

Tentative schedule

Workshop

**Sự kiện (Events)*

Annual

Association

Attendance

Fundraising

Invitation

Keynote address

Auditorium
Banquet
Charity
Committee
Contribute
Donate
Exhibit
Foundation

Nominate
Participant
Preside over a meeting
Representative
Session
Turnout
Voluntary

**Vấn đề xã hội (Social matters)*

Arbitration
Boycott
Commit
Controversial
Copyright
Counterfeit
Custody
Detention
Forfeit
Forgery
Fraud
Illegal
Indict

Infringement
Litigation
Obliged
Ordinance
Patent
Plaintiff
Press conference
Prosecutor
Provision
Punishment
Settlement
Strike
Violation

**Tranh luận (Debate)*

Accommodate
Approve
Argument
Assert
Brainstorming
Briefing
Clash
Concede
Consent
Deadlock
Debate
Disapprove

Discuss
Negotiate
Object to
Opposition
Persuade
Presentation
Proponent
Proposal
Refuse
Unanimous
Withstand

**Trao đổi qua điện thoại (Telephoning)*

Answer the phone
Contact
Disconnect
Extension
Give a call
Hang up

Leave a message
Pick up the phone
Return one's call
Take a message
Voicemail

**Phát thanh & Xuất bản (Broadcast & Publishing)*

Archive	Issue
Authorship	Newsletter
Biography	Periodical
Biweekly	Press
Broadcast	Publication
Censorship	Quarterly
Commercial	Release
Coverage	Satellite
Edition	Subscription
Exclusive	

**Đời sống cá nhân (Private life)*

Apologize	Favorable
Apparel	Household
Appreciate	Personal belongings
Attire	Preferable
Complimentary	Reluctant
Dietary	Utility
Disappointed	

Questions 158-159 refer to the following resume.

Sandra Ellison

14695 Brooks Ct., SE, Florence, IN 46521

Home phone: (645) 345-7886

Cellular phone: (010) 534-8889

E-mail: ellisos@mailbank.com

Employment Objective

To obtain a position in a successful and creative film company.

Experience

May 2005-August 2005

Director, *Flowers for Emily*, Sydney Drama Guild

April 2004-August 2004

Director, *Mother's Garden*, Sydney Drama Guild

November 2002-February 2003

Asst. Director, *The Life of Benjamin Franklin*, Tree-star Theatre Group

January 2002

Writing and production of the 16mm short film *Falling*, I oversaw all of the making of this black and white, 50-minute film about a girl who is committed to an insane asylum.

October 1996

Writing and production of the color film *In Your neighbor*, I oversaw all aspects of the making of this documentary about toxic waste dumps in America.

Education

June 2002

Bachelor of Arts, University of Melbourne

Major in Drama, Minor in Film History

References

Jeniffer Hudson, Ph.D., University of Melbourne - (042) 484-9444, ext. 6888

Allen Scottfield, Owner of Sydney Drama Guild - (051) 551-9900

Ray Levin, Owner of Tree-star Theatre Group - (042) 362-5000

Special Skills

I am especially talented at jobs such as producing and editing.

158. Which was the last production Sandra Ellison took part in?

- (A) *Flowers for Emily*
- (B) *Mother's Garden*
- (C) *The Life of Benjamin Franklin*
- (D) *Falling*

159. How long did Sandra Ellison work for Ray Levin?

- (A) About a month
- (B) About four months
- (C) A year and a half
- (D) More than three year