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| **CHƯƠNG 3: BÀI ĐỌC KÉP (DOUBLE PASSAGES)** |

**I. CÁC BÀI ĐỌC KÉP LIÊN QUAN ĐẾN E-MAIL HOẶC THƯ**

**1.** Trong Part 7, từ câu 181 đến 200 nằm trong 4 cặp bài đọc, mỗi cặp bài đọc tương ứng với 5 câu hỏi, phần này được gọi là phần bài đọc kép.

Đối với các bài đọc kép liên quan đến e-mail hoặc thư, thì bài đọc thứ nhất là e-mail hoặc thư; bài đọc thứ hai có thể là một e-mail hoặc thư khác, hoặc là hoá đơn (invoice), thông báo (announcement), v.v. có liên quan hoặc là để phản hồi với bài đọc thứ nhất.

**2.** Những dạng bài đọc thường gặp và hướng dẫn làm bài

**a.** Những dạng bài đọc thường gặp

E-mail & E-mail: E-mail thứ nhất yêu cầu một sự thay đổi kế hoạch, lịch biểu.

E-mail thứ hai phản hồi về yêu cầu đó.

E-mail & Order: Bài đọc thứ nhất là một e-mail từ một khách hàng gửi đến một công ty hoặc cửa hàng nào đó yêu cầu hoặc đặt mua một số món đồ. Bài đọc thứ hai là một đơn hàng được giao đến nơi gồm những mặt hàng được yêu cầu.

E-mail & Bài đọc thứ nhất là một e-mail mời một cá nhân/tập thể đến

Announcement: tham dự một sự kiện nào đó. Bài đọc thứ hai là một thông báo

chi tiết về sự kiện đó bao gồm ngày, giờ, địa điểm, các phần trong sự kiện…

Letter & E-mail: Bài đọc thứ nhất là một lá thư giới thiệu quảng cáo khuyến mãi hoặc đề xuất việc làm. Bài đọc thứ hai là một e-mail chấp thuận đề nghị đó.

**b.** Hướng dẫn làm bài

**Bước 1:** Xác định từ khoá (keywords) trong các câu hỏi để biết được cần phải xem bài đọc nào để trả lời câu hỏi. Đối với các bài đọc kép có dạng e-mail hoặc lá thư, thì tên người gửi, người nhận và động từ trong câu hỏi thường chính là từ khoá. Sau đó, bạn có thể nhìn vào phần From: … và To: … để nhanh chóng tìm thông tin.

**Bước 2:** Tìm gợi ý thứ nhất liên quan đến từ khoá ở một trong hai bài đọc, sau đó tìm gợi ý thứ hai ở bài đọc còn lại và liên kết 2 gợi ý đó để đưa ra câu trả lời đúng.

**\*Lưu ý:** đối với các dạng bài đọc kép, trong số 5 câu hỏi luôn có ít nhất 1 câu hỏi mà thí sinh cần phải tổng hợp thông tin ở cả 2 bài đọc để trả lời đúng.

Example 01: E-mail & E-mail (Questions 181-185, Test 02, ETS 1200)

**Questions 181-185** refer to the following e-mails.

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

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| --- | --- | --- | --- | --- | --- |
| |  | | --- | | January 27 |   Date:   |  | | --- | | Paul Han <phan@nj.universaltechsoftware.com> |   From:   |  | | --- | | Tori Ray <tray@alvertonfinancecorp.com> |   To:   |  | | --- | | Re: Update on the workshop on Friday, February 3 |   Subject:   |  | | --- | | Ms. Ray,  Thank you for your e-mail. I am looking forward to showing you and your employees how our software can help you with your client database. I am confident that you will find this software quite useful.  On the day of the workshop, I will bring my colleague Josh Morton, who will take care of the technical issues. He is one of the computer programmers who developed this software, so he will be able to answer any technical questions your employees may have about it.  As for handouts, I will contact your assistant on Monday the 30th. There will only be a few pages, as most of the demonstration will be given on a computer that we will bring with us.  See you next week.  Paul Han | |

**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

**182.** What should Mr. Han do when he

arrives at Alverton Finance

Corporation?

(A) Call Ms. Ray at her office  
 (B) Pick up a security pass  
 (C) Go to room 135  
 (D) Contact Ms. Ray's assistant

**183.** When will Ms. Ray and Mr. Han meet?

(A) On January 25  
 (B) On January 27  
 (C) On February 1  
 (D) On February 3

**184.** Who is Josh Morton?

(A) An administrative assistant  
 (B) A security guard  
 (C) A computer programmer  
 (D) A sales representative

**185.** What will Mr. Han do on Monday?

(A) Demonstrate a new software

program  
 (B) Print copies of handouts  
 (C) Send documents to Ms. Rigby  
 (D) Introduce Mr. Morton to a client

Example 02: Letter & E-mail (Questions 186-190, Test 04, ETS 1000)

**Questions 186-190** refer to the following letter and e-mail.

January 28

Dr. Adriana Novakova  
Karlova 12  
100 01 Prague 1  
Czech Republic

Dear Dr. Novakova,

On behalf of the International Architectural Preservation Society, I'd like to invite you to give the opening keynote address at our conference in Budapest from August 31 to September 3. This would be on August 31 at 2:00 P.M. at the Hotel Danube, where the conference will be held.

The Preservation Society is impressed by your leadership in the recent restoration of the Opera Towers in your city. Your commitment to preserving the architectural elements of such an important landmark is a shining example of the best efforts preservationists strive to put forth. I am certain that conference attendees from around the world will be very interested in the processes and methods you used to bring the towers back to their original seventeenth-century splendor.

We hope you will consider speaking at the conference. Please contact me at +43-8664-42332 or by e-mail at jbaumgarten@goetzuniversity.ac.at.

Sincerely

Jutta Baumgarten

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| --- |
| E-mail Message |
| From: Adriana Novakova <anovakova@historicrestorations.cz> To: Jutta Baumgarten <jbaumgarten@goetzuniversity.ac.at> Subject: Your letter Date: February 5 |
| Dear Dr. Baumgarten,  I was thrilled to receive your letter and to hear that my work is well regarded, especially by such an esteemed organization as yours. Of course, I would be honored to be a part of the conference and will be happy to talk about a subject that is so important to me, the restoration of the Opera Towers.  I do have a conflict, however, on day one of the conference. I have an important appointment with a grant-giving foundation that afternoon, which is of great importance to my next project, the restoration of a historic school building in Potsdam. Would it be possible for me to speak some time during the second or third day of the conference? Perhaps I could give the closing address.  I’d very much like to participate. Please let me know if this would work.  Sincerely,  Adriana Novakova |

**186.** Why was the letter written?

(A) To request an architectural plan  
 (B) To invite someone to give a speech  
 (C) To offer advice on a project  
 (D) To cancel an engagement

**187.** What is suggested about the Opera  
 Towers?

(A) They have historical significance.  
 (B) They will be moved to a new

location.  
 (C) They are currently under

construction.  
 (D) They are located in Dr.

Baumgarten's hometown.

**188.** When will Dr. Novakova have a

meeting about a school restoration

project?

(A) In January  
 (B) In February  
 (C) In August  
 (D) In September

**189.** What is indicated about Dr. Novakova?

(A) She is hesitant to give information

about her projects.  
 (B) She has worked with Dr.

Baumgarten on a previous occasion.  
 (C) She is a member of the International  
 Architectural Preservation Society.  
 (D) She is unable to be in Budapest for

the beginning of the conference.

**190.** Where will Dr. Novakova work next?

(A) In Potsdam  
 (B) In Salzburg  
 (C) In Prague  
 (D) In Budapest

**3. Reading practice:**

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

Passage 01: E-mail & E-mail (Questions 191-195, Test 02, ETS 1200)

**Questions 191-195** refer to the following e-mails.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | Alan P. Hall <aphall@smith&jones.com> |   From:   |  | | --- | | Maria Quintana, Technical Support <mquintana@smith&jones.com> |   To:   |  | | --- | | October 17 |   Date:   |  | | --- | | Difficulty with Web Access |   Re:   |  | | --- | | Dear Ms. Quintana,  I am suddenly having difficulty accessing the Internet from my workstation . I had no problems this morning, but since I returned from lunch, I have not been able to access any Web sites outside our company network. I contacted the technical support manager immediately, but I haven’t gotten a response yet. My colleague Audrey Wood said you helped her solve a technical problem before and suggested that I write to you directly.  Is there a problem throughout the company, or is this situation unique to my workstation?  Thank you very much for your help.  Alan Hall | |

|  |
| --- |
| E-mail Message |
| From: Maria Quintana <mquintana@smith&jones.com> To: Alan P. Hall <aphall@smith&jones.com> Date: October 17 Re: Re: Difficulty with Web Access |
| 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.  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.  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.  Maria Quintana Technical Support |

**191.** What is true about Alan Hall’s

computer problem?

(A) The problem first occurred in the

morning.  
 (B) The problem is unique to his  
 workstation.  
 (C) The problem is the result of

running too many programs.  
 (D) The cause of the problem is

unknown.

**192.** Who was the first person Alan Hall

contacted about the problem?

(A) Ronald Chen  
 (B) Maria Quintana  
 (C) Jack Harrison  
 (D) Audrey Wood

**193.** In the second e-mail, the word

“randomly” in paragraph 1, line 3, is

closest in meaning to

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

**194.** How is Maria trying to solve the

problem?

(A) By consulting a manual  
 (B) By purchasing new equipment  
 (C) By sending a computer technician  
 (D) By consulting system administrators

**195.** What is Alan Hall instructed to do?

(A) Use a computer at a different  
 workstation  
 (B) Delete some files  
 (C) Report the problem to another  
 department  
 (D) Shut down his computer

Passage 02: Letter & E-mail (Questions 186-190, Test 09, ETS 1000)

**Questions 186-190** refer to the following letter and e-mail

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| --- |
| **The South Florida Observer** 617 Coral Way, Miami, FL 33131 (305) 555-0137 www.miamipublications.net  Alicia Mendes 25 Bayside Ave., Apt. 331 North Miami Beach, FL 33160  October 1  Dear Ms. Mendes,  The reason I’m contacting you is that I’m putting together a feature on “Rising Young Entrepreneurs,” and I was wondering if you would be willing to be interviewed. At a recent conference, a colleague of mine, Jason Forester, introduced me to Cristina Luna, who began talking to me about you and your amazing jewelry store. Only later did I learn that she had observed firsthand just how hard you’ve worked to make your store a success.  Would you be available for an interview some time during the week of October 20? I would come to your store, and if you wouldn't object, I'd also like to have a photographer at our meeting. You can call me at 305-555-0137, extension 152, or send me an e-mail at pdonovan@miamipublications.net.  With best wishes, Pete Donovan |

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| --- |
| E-mail Message |
| To: Pete Donovan <pdonovan@miamipublications.net> From: Alicia Mendes <amendes@brightsky.com> Subject: Information Date: October 10 |
| Dear Mr. Donovan:  Thank you for your letter. How interesting that you met my aunt! She has always been a big fan of my jewelry, and she helped me find a location for my store.  I would be delighted to meet you. Would October 22 work for you? Perhaps we could make it after lunch, at around 2 P.M.? Normally, the store is not very busy at that time, so this would be convenient for me.  Best regards, Alicia Mendes |

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

(A) To request a meeting  
 (B) To ask about a conference  
 (C) To apologize for changing a plan  
 (D) To inquire about some jewelry

**187.** In the letter, the word “feature” in  
 paragraph 1, line 1, is closest in

meaning to

(A) characteristic  
 (B) detail  
 (C) article  
 (D) proposal

**188.** What does Mr. Donovan say he could

do?

(A) Take some time off in October  
 (B) Visit a store  
 (C) Meet with Mr. Forester  
 (D) Reschedule a conference

**189.** Who is Cristina Luna?

(A) A jewelry designer  
 (B) A store owner  
 (C) Mr. Donovan’s colleague  
 (D) Ms. Mendes' aunt

**190.** What does Ms. Mendes agree to do on  
 October 22?

(A) Attend a conference  
 (B) Participate in an interview  
 (C) Go to a restaurant for lunch  
 (D) Open a store

Passage 03: E-mail & Table (Questions 186-190, Test 05, ETS 1200)

**Questions 186-190** refer to the following e-mail and table

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | Alan P. Hall <aphall@smith&jones.com> |   To:   |  | | --- | | Maria Quintana, Technical Support <mquintana@smith&jones.com> |   From:   |  | | --- | | October 17 |   Sent:   |  | | --- | | Difficulty with Web Access |   Subject:   |  | | --- | | 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 | |

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| --- | --- | --- | --- | --- |
| **Technical Support for Presentation Sessions** | | | | |
|  | | **Room 104** | **Room 106** | **Room 108** |
| 1st session: | 8:45 | Adam Narozny | Julia Kovacs | Jim Dawkins |
| Morning break | 10:45 - 11:00 |  | | |
| 2nd session | 11:00 | Maria Faustini | Julia Kovacs | Jim Dawkins |
| Lunch break | 1:00 - 2:00 |  | | |
| 3rd break | 2:00 | Adam Narozny | Jim Dawkins | Maria Faustini |
| Afternoon break | 4:00 - 4:15 |  | | |
| 4th session | 4:15 | Julia Kovacs | Adam Narozny | Maria Faustini |

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

(A) To inquire about a problem  
 (B) To change a policy  
 (C) To give instructions  
 (D) To correct an error

**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

**188.** What will the technical support team  
 NOT do?

(A) Check sound equipment  
 (B) Record speakers  
 (C) Videotape presentations  
 (D) Adjust lighting

**189.** What problem does Hanna Sanchez  
 mention?

(A) The lighting in room 106 does not

work properly.  
 (B) One of the rooms is not fully

equipped for the presentations.  
 (C) The technicians do not have enough  
 time between sessions.  
 (D) One of the presentations will need

to be rescheduled.

**190.** Who will need to move a laptop

computer?

(A) Hanna Sanchez  
 (B) Adam Narozny  
 (C) Maria Faustini  
 (D) Jim Dawkins