|  |
| --- |
| **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 thisadvertisement?

(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 onwer 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 shoule 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 kĩ 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 lí 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)

|  |
| --- |
| IntersiI 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):**

**1.** 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.

**2.** Dạng câu hỏi thường gặp và hướng dẫn làm bài:

**a.** Dạng câu hỏi thường gặp:

The word “run” in paragraph 1, line 5 is closet in meaning to

**b.** 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.

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

|  |  |
| --- | --- |
| **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. |
| **Liable** | **= 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 girm 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 jewellry. |
| **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). |

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 modem 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” inline 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)

|  |
| --- |
| IntersiI 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 five 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

Cargo

Clause

Commerce

Commission

Consignment

Contract

Courier

Custioms

Delivery

Embargo

Freight

Invoice

Multilateral

Mutual funds

Order

Overcharge

Postage

Quota

Quote

Shipment

Specification

Subcontractor

Tariff

Trade

Transaction

Transit

Vendor

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

Catalog

Charge

Client

Commodity

Customer

Discount

Distribution

Goods

Inventory

Merchandise

Net price

Outlet

Purchase order

Retailer

Stock

Supplier

Transport

Warehouse

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

Account

Bank statement

Bounced check

Cardholder

Cash a check

Checking account

Collection notice

Credit

Creditor

Debit card

Debt

Deduct

Delinquent

Deposit

Due date

Endorse

Insurance

Insurance policy

Interest

Loan

Mortgage

Outstanding balance

Overdraw

Overdue

Premium

Savings account

Transaction record

Utility bill

Wire

*\*Nhà ở (Accommodation)*

Building

Cozy

Demolition

Dweller

Estimate

Evacuate

Furnished

Garage

Inhabitant

Landlord

Lease

Let

Occupant

Outskirts

Parlor

Premises

Real estate

Remote

Rent

Residence

Spacious

Storage room

Tenant

Tenure

Vacant

Valuation

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

**Questions 165-167** refer to the following e-mail

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

**166.** When did Ms. Jonsen report a problem

with her order?

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

**167.** How does Mr. Wittern propose to

resolve the problem?

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

Example 02: Letter (Questions 172-175, Test 01, ETS 5 Tests)

**Questions 172-175** refer to the following letter

4 April

Charles Tang  
350 Lady Jane Way  
Melbourne VIC 3004  
Australia

Dear Mr. Tang:

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

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

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

Sincerely,

Nandita Rajawat

Nandita Rajawat  
Human Resources  
Telefibro Systems Ltd

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

(A) To revise the terms of a contract  
 (B) To request information about a

company  
 (C) To recruit a new employee  
 (D) To announce an upcoming talk

**173.** According to the letter, what did Mr. Tang

do in March?

(A) Attend a trade conference  
 (B) Take a course in Spanish  
 (C) Sign up for a training session  
 (D) Create a resume

**174.** What does Ms. Rajawat mention that her

company is planning to do?

(A) Reduce its sales staff  
 (B) Change its business model  
 (C) Hold an annual trade show  
 (D) Open a new office

**175.** Where is Telefibro Systems based?

(A) In Buenos Aires  
 (B) In Melbourne  
 (C) In Sydney  
 (D) In New Delhi

Example 03: Letter (Questions 176-180, Test 05, ETS 5 Tests)

**Questions 176-180** refer to the following letter

|  |
| --- |
| **Meadlin Books**  147 Woodland Ave. Roanoke, VA 24016 Phone: (540) 555-0128 • Fax: (540) 555-0139 www.meadlinbooks.com  Hyun Sil Kim 451 Aspen Drive Richmond, VA 23219  July 15  Dear Ms. Kim:  Thank you for becoming a preferred member of Meadlin Books.Your preferred member number is H2389X, and your membership is valid for one year.  Our records indicate that the e-mail address associated with your account is hskim@redkin.net. As you have requested, all correspondence will be sent to you by both postal mail and e-mail. If you wish to change your contact details, please call us at (540) 555-0128 between the hours of 9:00 A.M. and 6:00 P.M., Monday through Friday, or visit us online at www.meadlinbooks.com.  You may continue to purchase books from us online, or you may use your membership card at ourstore in Roanoke. As a member, you will save 15% on all new books, and you can preregister online for book signings, question-and-answer sessions with notable authors, and other popular in-store events.  Your business is important to us, and we hope you enjoy your membership. For your convenience, your Meadlin Books membership card is enclosed so that you can take advantage of your savings immediately.  Sincerely,  John Hewitt  John Hewitt Member Services Meadlin Books  Enclosure |

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

(A) To confirm a deadline  
 (B) To ask for a donation  
 (C) To renew an account  
 (D) To provide membership details

**177.** What is suggested about Ms. Kim?

(A) She has organized a book fair.  
 (B) She has designed a Web site.  
 (C) She buys books on the Internet.  
 (D) She manages a bookstore.

**178.** What is indicated about Meadlin Books?

(A) It holds promotional events in the store.  
 (B) It offers discounts on magazines.  
 (C) It contains a large selection of travel

books.

(D) It advertises in area newspapers

**179.** The word “savings” in paragraph 4, line 3,

is closest in meaning to

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

**180.** What did Mr. Hewitt send with the letter?

(A) A receipt  
 (B) A card  
 (C) An order form  
 (D) A catalog

**4. Reading practice:**

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

Passage 01: E-mail (Questions 153-154, Test 02, ETS 1200)

**Questions 153-154** refer to the following e-mail.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | Any Patel <a2atel@southeastind.com> |   From:   |  | | --- | | Tom Ramon <tramon@southeastind.com> |   To:   |  | | --- | | Ceremony for Josephine Coletti |   Subject:   |  | | --- | | June 10 |   Date:   |  | | --- | | Hi Tom,  I suppose you’ve heard that we are planning a ceremony to honor Josephine Coletti’s 25 years at Southeast Industries. I’d like to know if you could say a few words about her contributions to your department as well as present her with the award (a plaque and gift certificate). As sales director and Josephine’s immediate supervisor for the past 18 years, you probably know her better than anyone else here. You will receive the official invitation with more details by the end of the week.  Please let Susan Chen, my executive assistant (extension 4092), know if you will beable to attend and if you’d be willing to give a short speech.  Thanks.  Anya Patel, Vice President | |

**153.** Who is Josephine Coletti?

(A) Tom Ramon’s immediate supervisor

(B) A sales department employee

(C) A worker who recently retired

(D) A vice president at Southeast Industries

**154.** What is Mr. Ramon asked to do?

(A) Attend a luncheon

(B) Reserve a meeting room

(C) Order food for a party

(D) Make a presentation

Passage 02: Letter (Questions 169-171, Test 05, ETS 5 Tests)

**Questions 169-171** refer to the following letter

|  |
| --- |
| Gedman and Associates  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  17 Commerce Parkway • Cumberland, CA 93041  Carlos Guerrero 17 Dawson Lane Ralston, CA 93007  November 6  Dear Mr. Guerrero,  Thank you for taking the time to complete an application for employment with Gedman and Associates. As you know, we make every effort to recruit attorneys with a demonstrated record of professional excellence. Our corporate clients depend on us for both our expertise and our commitment to providing superior legal representation on matters of business and tax law.  We were impressed by your skills and experience, and we would like to invite you to interview for the position of junior attorney. The enclosed form provides important details about the interview, including the date, time, and location, as well as my personal contact information. Please let me know no later than November 13 whether you will attend the interview.  Also, if you have any questions about the schedule, please do not hesitate to ask me. I look forward to hearing from you soon, and thank you again.  Best regards,  Noriko Kasahara  Noriko Kasahara Director of Human Resources nkasahara@gedmanassociates.com (831) 555-0154 |

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

(A) To request employment references  
 (B) To set up an interview with an applicant  
 (C) To make an offer of employment  
 (D) To change a scheduled meeting

**170.** When must Mr. Guerrero respond to the

letter?

(A) By November 4  
 (B) By November 6

(C) By November 13  
 (D) By November 15

**171.** What kind of business is Gedman and  
 Associates?

(A) A law firm  
 (B) An accounting firm  
 (C) An architectural firm  
 (D) A marketing firm

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

**Questions 169-173** refer to the following letter.

Kyushu Technology

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

October 5

Ms. Chatura Visweswaran

Senior Researcher

Supertech Microelectronics

Mumbai, India

Dear Ms. Visweswaran,

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

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

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

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

Kaori Inose

Kaori Inose

Laser Mechanics Division

Kyushu Technologies

Fukuoka, Japan

**169.** What does the letter suggest about

Ms. Visweswaran?

(A) She works in Fukuoka.

(B) She contacted Ms. Inose earlier.

(C) She is interested in hiring Ms. Inose’s

technicians.

(D) She has just completed a project on

memory recording devices.

**170.** The word “engagement” in paragraph 1,

line 2, is closest in meaning to

(A) obligation

(B) encounter

(C) proposal

(D) purpose

**171.** What proposal does Ms. Inose make?

(A) That she conduct a workshop

(B) That her technicians attend the entire

conference

(C) That the registration deadline be

extended

(D) That the two companies work together

**172.** When will Ms. Visweswaran give her

presentation?

(A) On November 10

(B) On November 11

(C) On November 12

(D) On November 13

**173.** How will Ms. Inose learn the details of

Ms. Visweswaran’s presentation?

(A) She will attend in person.

(B) Her technicians will give her a

summary.

(C) She will watch a video recording.

(D) She will read a written version.

**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 require 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

Apply for

Be fluent in

Bilingual

Candidate

Certificate

Communication skills

Competent

Cover letter

Dependable

Diploma

Employ

Employment

Experienced

Hire

In-house job posting

Interview

Job vacancy

Job opening

Prerequisite

Professional

Proficient

Qualification

Recruit

Reference letter

Résumé

Skill

Specialist

Trustworthy

*\*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

**157.** How long is each session?

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

**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

Example 03: (Questions 155-158, Test 05, ETS 1200)

**Questions 155-158** refer to the following advertisement.

|  |
| --- |
| Living Well  invites you to  **REWARD YOURSELF!**  Let us help you get fit, increase your energy, and feel great!  • All new members get two free sessions with a personal trainer! • There are no annual contracts-membership renews month to month. • Choose from a wide array of aerobic dance and exercise classes! • Going on vacation? We'll hold your place until you return. • We love kids! Let our child care specialists supervise your children in our new playroom ($10/hour fee applies) .  *This Week’s Special!!* **Join us this week and save $50 off the $150 enrollment fee!**  105 East Devonia Street • Newark, DE 19702 • 302-555-9764 |

**155.** What kind of business is Living Well?

(A) A fitness club

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

**157.** What can new members receive for free?

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

**156.** How frequently are memberships

renewed?

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

**158.** What is the usual enrollment fee?

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

**4. Reading practice:**

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

Passage 01: (Questions 153-154, Test 03, ETS 1200)

**Questions 153-154** refer to the following advertisement.

|  |
| --- |
| The Mountain View **in the heart of beautiful Basel, Switzerland**  **GRAND OPENING**  Reduced rates – from September to November, all rooms are 20% reduced! Great location – within walking distance to old city center and museums Modern facilities – luxury suites, Internet access, fitness room Complimentary breakfast!  *For more information or to book a room, please contact us at:* **The Mountain View Neue Gasse 34 8008 Basel Switzerland 41 44 555 41 67** Or visit us online at www.mountainview.com |

**153.** What is the purpose of this advertisement?

(A) To announce a conference

(B) To promote the opening of a

museum  
 (C) To introduce a new fitness center  
 (D) To publicize a new hotel

**154.** What is NOT one of the attractive

features offered?

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

Passage 02: (Questions 155-156, Test 03, ETS 1200)

**Questions 155-156** refer to the following advertisement.

|  |
| --- |
| **Captain Pete’s,** Canada’s favorite seafood restaurant chain, has an immediate opening for a Marketing Manager. Based in our corporate offices in Ottawa, this individual will have responsibility for all print and television advertising. **Captain Pete’s** is a growing company, with 1,500 employees at 45 locations, including our latest openings in Sudbury and Sherbrooke.  *Requirements*  \* Minimum 5 years managerial experience \* Working knowledge of Canada’s media markets \* Bilingual in English-French  Interested parties should forward resumes to hiring@captpete.com or fax them to **980-555-6228.** |

**155.** Where will the successful applicant

work?

(A) In a restaurant

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

**156.** What is a stated requirement for the

job?

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

Passage 03: (Questions 157-159, Test 04, ETS 1200)

**Questions 157-159** refer to the following job advertisement.

|  |
| --- |
| Posted April 9  **Part-Time Help Wanted!**  Lomoxi Sporting Goods 213 Elmwood Highway Flemington, NJ 08822 908-555-2150  Lomoxi Sporting Goods has an opening for part-time help starting in June. Applicants must enjoy working with customers and be comfortable using a computer. At least one year of retail experience is preferred. Applicants must be available to work all of the hours stated below. Knowledge of sporting goods is helpful but not necessary.  The hours are Mondays, Tuesdays, and Thursdays from 10 A.M. to 4 P.M.; Saturdays from 10 A.M. to 3 P.M.; and Sundays from 12 P.M. to 4 P.M.  The starting wage is $7.50 per hour on weekdays and $8.00 per hour on the weekends. After a month of successful employment, the wage will be raised to $8.50 and $9.00, respectively.  Individuals interested in the position should apply by contacting Louisa Alaniz in the customer relations office at 908-555-2155 or lalaniz @lomoxi.com no later than April 30. Interviews will be conducted in the week of May 10. |

**157.** What is suggested in the advertisement?

(A) The working hours are flexible.  
 (B) The job includes some computer

use.  
 (C) Candidates must be available to

start work on May 10.  
 (D) Applicants should apply in

person at the store.

**158.** What is a requirement for applicants?

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

weekends

**159.** What is the hourly rate of pay for

weekdays during the first month of

employment?

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

**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

Acqusition

Agenda

Assign

Assignment

Circulate

Compromise

Consensus

Coordinate

Correspondence

Dispute

Dress code

Embark

Evaluate

Implement

Mediate

Negotiation

Oversee

Performance

Recipient

Reimburse

Routine

Set out to do

Submission

Take on

Undertake

Workload

*\*Sản xuất (Production)*

Apparatus

Assembly

Component

Construct

Conveyor

Defect

Device

Equipment

Facilitate

Facilities

Fully-equipped

Inspection

Instrument

Machinery

Maintenance

Malfunction

Manufacture

Maximize

Mechanical

Output

Outsourcing

Plant

Process

Produce

Productivity

Prototype

Quality

Quantity

Renovate

Resources

Shift

Standardize

Unit

Update

Upgrade

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

Example 02: Notice (Questions 174-176, Test 06, ETS 1200)

**Questions 174-1 76** refer to the following notice.

|  |
| --- |
| **Atherton Township Division of Public Recreation** Atherton Municipal Building  Please refamiliarize yourselves with the following pool safety precautions. As a recreation manager, you are responsible for discussing these regulations with your staff at your next weekly meeting. We must be sure that our facility is in full compliance with the laws and regulations of Atherton Township.  • General pool safety and conduct rules must be posted in an area clearly visible to all pool patrons.  • Gate must be locked and secured whenever lifeguard staff are not on duty.  • Pools must maintain appropriate chlorine levels at all times to ensure the health of guests.  • Patio and grass areas surrounding pools must be inspected once every hour and kept free of debris.  • Emergency phone numbers for police and ambulance services must be provided to all your lifeguards while on duty.  Any questions or concerns with regard to these regulations may be directed to:  Len Shrove, Division of Public Safety,  Atherton Municipal Building,  38 Woodbridge Drive, Atherton, ON L4W 152 |

**174.** What is the purpose of this notice?

(A) To advertise a recreational facility

(B) To ensure that management staff

follow regulations  
 (C) To announce job openings for

lifeguards  
 (D) To instruct guests about swimming

pool use

**175.** For whom is this notice most likely  
 intended?

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

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

(A) Emergency telephone numbers  
 (B) The address of the municipal

building  
 (C) A list of local health care centers  
 (D) A key to the swimming pool gate

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

**Questions 165-168** refer to the following notice

|  |
| --- |
| **WASTE PREVENTION – HOW YOU CAN HELP**  ***Photocopies*** o Eliminate unnecessary photocopies by storing documents on a shared directory. o Create a central filing system instead of maintaining duplicate files. o Invest in a program that allows fax transmission directly from your computer. o Redesign forms and reports to reduce margins (and the number of copies required). o Prepare executive summaries for lengthy documents. Provide full document only on  request. o Use e-mail and voice mail for interoffice messages. o Post information on a bulletin board instead of making copies.  ***Equipment*** o Rent (rather than buy) equipment that is used only occasionally. o Buy high-quality equipment; it usually lasts longer and requires fewer repairs. o Buy remanufactured office equipment that comes with an extended warranty. o Schedule regular maintenance to prolong the life of equipment. o Recycle usable parts from outdated equipment.  ***Donations*** o Donate old office furniture and equipment or surplus supplies to local schools. o As an alternative to recycling, donate magazines to hospitals or clinics. |

**165.** What is the main topic of the notice?

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

**166.** What is NOT a suggested way to

reduce photocopying?

(A) Post a list of guidelines for

photocopying  
 (B) Use a shared-document directory  
 (C) Write executive summaries  
 (D) Decrease margins on documents

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

(A) Turning off equipment when not in

use  
 (B) Purchasing a supply of replacement

parts  
 (C) Having equipment serviced

regularly  
 (D) Replacing older models with newer

ones

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

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

**4. Reading practice:**

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

Passage 01: Notice (Questions 153-154, Test 04, ETS 5 Tests)

Questions 153-154 refer to the following notice

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

**153.** Where will the gathering be held?

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

**154.** What should people who wish to attend

the gathering do?

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

Hortensen  
 (D) Telephone Patricia Johnson

Passage 02: Notice (Questions 164-166, Test 06, ETS 1200)

**Questions 164-166** refer to the following notice.

|  |
| --- |
| **SIMPLE TIPS FOR BETTER TRIPS**  **Don’t Be Left Behind**  Always allow plenty of time to catch your bus. Arrive early and be sure you are at the correct bus stop. Ask the bus driver to give you a schedule if you need one.  **Save Time**  Have your money, bus pass, or ticket ready as soon as you board the bus. Have the exact fare, because the bus driver cannot make change.  **Be Safe**  When exiting the bus, immediately step ontothe sidewalk. Make sure it is safe before crossing the street.  **Be Courteous**  Allow riders to get off the bus before you get on. Use earphones with your radio. Please be seated quickly and do not block the aisles with your belongings.  **Thank you for riding Blue Point Bus Lines.** |

**164.** What is the purpose of the notice?

(A) To provide suggestions to bus

passengers

(B) To advertise a new bus company  
 (C) To answer questions about bus

routes  
 (D) To inform tourists about bus tours

**165.** What are readers asked to do?

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

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

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

Passage 03: Announcement (Questions 172-175, Test 02, ETS 1200)

**Questions 172-175** refer to the following announcement.

Roger Wilkinson to Join  
Pace and Brown Architects, Inc.

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

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

**172.** Where would this announcement most  
 likely appear?

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

**173.** Who is Keira Powells?

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

**174.** How long has Roger Wilkinson lived in

London?

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

**175.** According to the announcement, what

is Roger Wilkinson known for?

(A) Directing restoration projects at

Pace and Brown  
 (B) Being Bershire Blakeburns’  
 longest-serving director  
 (C) Renovating a historic building in  
 Melbourne

(D) Winning a major design award in

London

**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 is 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 good 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

Bankrupt

Boom

Boost

Capital

Circulation

Currency

Downturn

Flourish

Fluctuate

Inflation

Market research

Market share

Marketability

Merge

Monetary

Monopoly

Prosperity

Recession

Remit

Sluggish

Soar

Speculation

Stagnation

Stimulate

Surge

Tax exemption

Tax-deductible

Thrifty

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

Accounting

Analysis

Analyst

Assets

Audit

Budget

Dividend

Downsize

Earnings

Finance

Fiscal year

Liability

Overhead

Portfolio

Profitability

Revenue

Set up a business

Strategy

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

Be in the black

Be in the red

Benefit

Cost

Damage

Deficit

Expenditure

Expense

Gross

Gross income

Income

Los

Lucrative

Margin

Net profit

Profit

Profitable

Surcharge

Surplus

*\*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 khoẻ & 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

Example 01: Article (Questions 157-159, Test 02, ETS 1200)

**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

Example 02: Article (Questions 168-171, Test 01, ETS 5 Tests)

**Questions 168-171** refer to the following article.

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

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

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

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

to visit Africa.”

**168.** What is the purpose of the article?

(A) To profile a company’s new chief  
 executive officer  
 (B) To compare airports in different

cities  
 (C) To publicize the merger of two  
 companies  
 (D) To announce the upcoming

renovation of an airport

**169.** What does Ms. Odoyo suggest about  
 tickets?

(A) Tickets purchased six months in  
 advance will receive a discount.  
 (B) More tickets will become

available for purchase online.  
 (C) Some tickets may not be transferable.  
 (D) Ticket prices may change in the

future.

**170.** The word “honored” in paragraph 3,

line 10, is closest in meaning to

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

**171.** What is indicated about Mr. Parida?

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

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

**Questions 176-180** refer to the following article.

Public Opinion Divided over Water

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

Perchain pointed out that while only 15% of the region’s gross product stems directly from the sale of farm goods, agriculture sustains the economy in other ways. Farmers are the main customers of the tractors manufactured in the Samplena industrial district. Also, the transportation of agricultural products to other areas of the country maintains Samplena’s key position in the trucking industry.

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

**176.** Why does Mr. Perchain object to the

city’s project?

(A) It is not large enough to support

the increase in population.  
 (B) It was approved without proper  
 authorization.  
 (C) It was not researched by his  
 organization.  
 (D) It will divert resources from the

people he represents.

**177.** What is stated about the Samplena

area?

(A) Its economy is based mainly on

farm goods.  
 (B) The rainfall is lower this year

than last year.  
 (C) The number of inhabitants is

increasing.  
 (D) It is surrounded by mountains.

**178.** According to Mr. Perchain, why is  
 agriculture important for Samplena?

(A) The farming industry contributes

to other economic activities of the

area.  
 (B) Agricultural products cannot be  
 imported to the area efficiently.  
 (C) Samplena imports 15 percent of its

agricultural products from abroad.  
 (D) Farming is an important part of the

history and culture of Samplena.

**179.** What does the article NOT give as a

use for water?

(A) Providing drinking water  
 (B) Cooling buildings  
 (C) Processing chemicals  
 (D) Irrigating farms

**180.** The word “sustains” in paragraph 2,

line 4, is closest in meaning to

(A) prolongs  
 (B) allows  
 (C) supports  
 (D) proves

**4. Reading practice:**

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

Passage 01: Article (Questions 155-156, Test 02, ETS 5 Tests)

**Questions 155-156** refer to the following article.

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

**155.** What is the purpose of the article?

(A) To announce a book release date  
 (B) To profile an acclaimed actress  
 (C) To review a new television series

(D) To offer an opinion about a book

**156.** What is suggested about Ms. Martino?

(A) She has been an author for over ten

years.  
 (B) She has two children.  
 (C) She changed careers.  
 (D) She recently moved to South Africa

Passage 02: Article (Questions 174-177, Test 01, ETS 1200)

**Questions 174-177** refer to the following article.

**BAC Welcomes  
*Timothy Kang***

***-------------------------------------------------------------------------------***

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

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

**174.** According to the article, what is Kang

best known for?

(A) His experience as an educator  
 (B) His expertise in product marketing  
 (C) The software he has developed  
 (D) The work he has done overseas

**175.** What type of business is BAC, Inc.?

(A) A software provider  
 (B) A computer retailer  
 (C) An advertising agency  
 (D) A marketing consultant firm

**176.** What is stated about Kang’s work at  
 Tobbier Corporation?

(A) He received an award.  
 (B) He left the company after only a

few months.  
 (C) He increased revenues.  
 (D) He created advertisements for

software.

**177**. What company did Kang start?

(A) BAC, Inc.  
 (B) SAGE Software Company  
 (C) Tobbler Corporation  
 (D) Greenwood Partners, Inc.

Passage 03: Excerpt form an article (Questions 166-170, Test 04, ETS 1200)

**Questions 166-170** refer to the following excerpt from an article.

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

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

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

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

their workers to the office.

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

(A) Companies that offer flexible

working situations are more likely

to retain their employees.  
 (B) Employees who work at home are

less productive than employees who

work in the office.  
 (C) Employees with flexible schedules

need more management than

traditional employees.

(D) Companies that allow employees to

set their own schedules are able to

save money on transportation costs.

**167.** How was information gathered for the

study mentioned in the article?

(A) Researchers conducted tests in a

laboratory.  
 (B) Employees completed surveys

about their work.  
 (C) The author visited employees

working from home.  
 (D) Supervisors provided information

on their employees' productivity.

**168.** The word “set” in paragraph 3, line 1,  
 is closest in meaning to

(A) solidify  
 (B) place  
 (C) collect  
 (D) establish

**169.** According to the article, how do

companies benefit from allowing

employees to work at home?

(A) Companies reduce the amount of

time they spend training employees.  
 (B) Companies are able to increase

their numbers of employees.  
 (C) Companies can afford to expand

their office space.  
 (D) Companies spend less money on

energy costs.

**170.** What advantage of working from home

is NOT mentioned by employees?

(A) Enjoying more flexibility in

scheduling  
 (B) Avoiding long commutes to work  
 (C) Achieving greater productivity  
 (D) Working in a quieter space

**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 Profile

Appoint Promote

Appraisal Qualified

Aptitude Quit

Curtail Relocate

Cut back Replacement

Dismiss Resign

Dispatch Resignation

Field Retirement

Fire Training session

Get a promotion Transferred

Incumbent Turnover

Layoff

*\*Quản lí (Management)*

Advise Managerial

Alter Proper

Appropriate Relevant

Assign Review

Consult Streamline

Demanding Supervise

Head Time-consuming

Manage

*\*Tổ chức kinh doanh (Enterprises)*

Affiliate Expansion

Branch Firm

Colleague Head office

Company Headquarters

Competitor Inc. (Incorporated)

Conglomerate Ltd. (Limited)

Corporation Merge

Division Parent company

Enterprise Subsidiary company

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

Administrative Executive

Administrative assistant Immediate supervisor

Assistant Manager

Associate Managerial position

CEO (Chief Executive Office) Ownership

Chairman Position

Consultant Representative

Coordinator Senior

Deputy Staff

Director Supervisor

Employee Trainee

Employer Vice president

Entrepreneur

*\*Bộ phận, phòng ban (Departments)*

Accounting department Overseas division

Board of directors Payroll department

Consumer affairs department Personnel department

Engineering department Public relations department

Head office Sales department

Human resources department Shipping department

Marketing 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

Example 02 (Questions 166-168, Practice Exam)

**Questions 166 – 168** refer to the following memo.

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

**166.** What is the purpose of this memo?

(A) To announce changes in company

structure  
 (B) To declare a merger with FGA

United  
 (C) To motivate employees to work

harder  
 (D) To request attendance at upcoming

meetings

**167.** When will employees be informed

about their company status?

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

**168.** According to the memo, what is TRUE?

(A) FGA United will secure jobs for all

employees.  
 (B) No executives will be made

redundant.  
 (C) Not all departments are affected by

the merger.

(D) Some employees will receive a

bonus.

Example 03 (Questions 170-173, Test 01, Economy 03)

**Questions 170-173** refer to the following memo.

|  |
| --- |
| From : Jack Wells, Executive Vice President To : All Employees Date : July 1 Re : Corporate Volunteer Project – Days of Caring  Days of Caring is an exciting opportunity for corporations in Morris County to get acquainted with local health and human services agencies. Our company has participated in the project for ten years now, and I'd like to encourage you to share this valuable experience with other volunteers.  This year’s Days of Caring will be held from September 12 to September 18. During this period, industry employees will provide three or more hours of service to nonprofit institutions in their communities. Days of Caring projects include simple repairs, landscaping, spring-cleaning, painting, and interaction with children and the elderly.  Last year, approximately 3,000 workers from two different brewing companies, including ourselves, took part in nearly 200 service projects, contributing over 11,000 volunteer hours to the communities where the businesses were located.  The company will offer paid time off to participating employees. We invite you to get involved by completing the attached registration form and submitting it to Glenn Casamassa in the Social Responsibility Department by the end of this month. |

**170.** Why was the memo written?

(A) To organize a new team of  
 volunteers  
 (B) To announce a change in an event  
 (C) To inform employees of a new

policy  
 (D) To persuade employees to take

part in an event

**171.** Where does Mr. Wells work?

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

**172.** What is NOT mentioned about the  
 upcoming event?

(A) It will last for a week.  
 (B) Staff who attend the event will get

a paid vacation.  
 (C) It is not a nation-wide event.  
 (D) About 3,000 people will participate.

**173.** According to the memo, by when must

registration forms be submitted?

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

**4. Reading practice:**

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

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

**Questions 163-164** refer to the following memo.

|  |
| --- |
| **Goodman Theater Company**  **CONFIDENTIAL**  Date: July 11 To : Charlie Ullman From: Gordon Furr Re : Budget Approval Concerns  Thank you for attending W ednesday’s meeting. I'm glad that after exploring several possibilities we were able to come to an agreement on ways to reduce spending in next year's equipment budget. Because of this $2,000 reduction , I have no doubt that our chairperson Renee Walker will approve the new budget at Friday’s meeting. See you in the conference room on Friday. |

**163.** What problem is mentioned in the

memo?

(A) A meeting had to be rescheduled.

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

**164.** What is Renee Walker expected to do

on Friday?

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

Passage 02 (Questions 165-167, Test 07, Economy 03)

**Questions 165-167** refer to the following memorandum.

|  |
| --- |
| To: *Virtual Magazine* employees From: Lauren Popko, General Affairs Director Date: May 3 Subject: Computer security software update  We are contacting you today to make you aware that the Technology Security Division of our company will be running an upgrade of our firm's computer security software on May 18 from 6 P.M. to roughly 9 P.M. This will involve total virus and spyware protection and a real-time upgrade of our current antivirus software.  While we admit that it may cause some inconvenience, this work is necessary to protect our computers from the risk of attacks. While the installation is going on, you are not allowed to use computers to access the Internet and please make the necessary arrangements and back up any important data, as this might delete files from your hard drive.  If you have any questions, please contact David Orr in the Technology Security Division. He can be reached at 5429-3290 or at extension 128. Please do not contact the General Affairs Division as it has nothing to do with any technical issues of the software update.  Regards,  Lauren Popko  Lauren Popko |

**165.** What will take place from 6 p.m. to 9  
 p.m.?

(A) An upgrade of the company’s  
 computer access  
 (B) An improvement of the company’s

computer safety systems  
 (C) An enhancement of the company’s

electronic technology  
 (D) An installation of new facility  
 maintenance systems

**166.** What is NOT mentioned about the  
 installation process?

(A) All current work should be saved.  
 (B) The use of the Internet is forbidden.  
 (C) Important information should be  
 copied onto other media.  
 (D) Computers should be unplugged.

**167.** What should people do if they have  
 problems?

(A) E-mail or phone the General

Affairs Division  
 (B) Get in touch with Ms. Popko  
 (C) Contact Mr. Orr  
 (D) Refer to the relevant page from

the magazine

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

**Questions 166-169** refer to the following memorandum.

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

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

Thank you,

Ben Francis

**166.** What is the subject of this memo?

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

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

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

**168.** Which of the following information

must be included on the return form?

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

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

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

**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 kĩ những chi tiết về người cần đọc và nội dung của đoạn thông tin. Quan trọng hơn, thong 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-fiendly

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 Temperature

Hail Torrential

Inclement Weather

Overflow Weather forecast

Precipitation

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

Example 02 (Questions 158-160, Test 04, Economy 03)

**Questions 158-160** refer to the following information.

|  |
| --- |
| **Benhamn Reeves Band Concerts in Fancy Costumes**  With each ticket you receive a free anniversary poster to commemorate the 10th annual Benhamn Reeves Band concert.  The Benhamn Reeves Band will perform with internationally renowned singers and dancers in magnificent costumes. The concert also will create a special atmosphere in City Arena and Golden Hall, the largest and most famous concert halls in and around Benhamn Reeves City.  The Benhamn Reeves Band concerts will even fulfill the wishes of Strauss lovers by performing the most impressive pieces by the Strauss Dynasty, such as *The Blue Danube Waltz* and *The Radetzky March.* You are sure to enjoy the Benhamn Reeves Band concerts.  For further information please check our web site : www.benhamnreeves.com or contact us at 072-5382-5566.  o The tickets should be ordered at least eight weeks before the event is held. o We have the right to resell the tickets in case of delay in payment. o You can cancel your booked tickets up to 24 hours before the concert with a 30% cancellation fee.  **Dates** **August 2010** 11 .08.2010, Fri-20:15 12.08.2010, Sat-20:15  **September 2010** 02.09.2010, Sat-20:15 03.09.2010, Sun- 19:30 09.09.2010, Sat-20:15 |

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

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

**159.** What is *The Radetzky March?*

(A) Another name for the band  
 (B) The name of a Strauss fan club  
 (C) The nickname of one member of

the band  
 (D) A piece of music composed by an

artist

**160.** When does the Benhamn Reeves Band

plan to play?

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

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

**Questions 160-162** refer to the following information.

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

**160.** What is scheduled to take place on  
 Thursday?

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

**161.** What is stated about the Flying Fires’  
 concert?

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

**162.** Where will the free event be held?

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

**4. Reading practice:**

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

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

**Questions 156-157** refer to the following information.

|  |
| --- |
| ***Manorville*** *Cosmetic Company*  **Your Opinion Could Be Worth $500**  The Manorville Cosmetics Company is committed to providing you with quality products and excellent service. That is why we want to learn more about your shopping needs and expectations. Please complete the brief survey on the back of this card and mail it to us using the envelope provided. No postage is necessary.  Once we have received your response, your name will automatically be entered in a drawing and the lucky winner will be awarded a $500 gift certificate, good for one or more of our products.  The deadline for submission of your response is May 20. Thank you!  Sincerely,  Mary Cartwright  Mary Cartwright Director of Customer Relations |

**156.** What is the purpose of this note?

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

service

**157.** What will one of the customers

receive?

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

Passage 02 (Questions 162-164, Test 05, ETS 5 Tests)

**Questions 162-164** refer to the following information.

|  |
| --- |
| **VEA Print**  ***Frequently Asked Questions***  A few of our most frequently asked questions about ordering business cards appear below. If you cannot find what you are looking for, please contact us by calling 020 0003 7664 or by e-mailing us at information@veaprint.co.uk.  **Can I place my order by phone or post?** All orders need to be placed on our Web site. Special online order forms are provided that allow you to choose the design ofyour business card and provide your personal information.  **What if inaccurate information is printed on the business cards that I order?** We take great care to print all information according to the specifications you provide. Should you notice any inaccuracies, we will be happy to print your cards again and fill all of your future orders free of charge.  **Can an order be canceled after it has been placed?** To cancel an existing order, you will need to enter your customer code on our Web site. This code will automatically be sent to your e-mail account when we receive your order. |

**162.** What is the purpose of the information?

(A) To notify customers of a delay  
 (B) To answer questions about orders  
 (C) To inform employees of a change

in procedure  
 (D) To apologize for an error

**163.** What is stated about order forms?

(A) They can be mailed to VEA Print.  
 (B) They must be signed by a customer.  
 (C) They must be reviewed by a

manager.  
 (D) They can be found on a Web site.

**164.** According to the information, what is a

customer code required for?

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

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

**Questions 172-175** refer to the following information.

|  |
| --- |
| **Demy NX-Getting Started** p. 4  Congratulations on purchasing a Demy NX Cordless Electric Drill! The following pages will explain the basic guidelines for operating this state-of-the-art power tool.  **Batteries** Your Demy NX Cordless Electric Drill is powered by two Demy rechargeable 18-volt batteries (included in packaging). These are specifically designed for compatibility with your NX Cordless Electric Drill and with the Demy 18-Volt Battery Charger (also included). Before using the drill for the first time, charge the batteries in the charger for at least six hours. Then insert them into the drill’s battery compartment (see page 7 for a detailed diagram).  Because your Demy 18-Volt Battery Charger makes use of the latest in battery charging technology, you should leave your batteries in the charger indefinitely between uses, thus ensuring that your Demy NX Cordless Electric Drill is ready to use at a moment’s notice. The average life of Demy rechargeable 18-volt batteries varies depending on use. To avoid possible damage to your charger or drill, use only Demy brand batteries. |

**172.** Where would the information most

likely be found?

(A) In an advertisement for a Demy

product  
 (B) In an instruction manual for a

power tool  
 (C) In a book on home improvement  
 techniques  
 (D) In a review of popular brands of

tools

**173.** What is indicated about the batteries?

(A) They should be charged every two  
 weeks.  
 (B) They were charged at the factory.  
 (C) They are covered by a limited

warranty.  
 (D) They were designed for use with

the product.

**174.** According to the information, where

should the batteries be stored?

(A) In an air-conditioned location  
 (B) Inside the battery charger  
 (C) Inside the power tool  
 (D) In a protective case

**175.** What does the information warn

against?

(A) Using a battery with a low charge  
 (B) Recharging a battery more than

once in a two-week period  
 (C) Using batteries made by other  
 manufacturers  
 (D) Opening the charger before the

batteries are fully charged

**VII. CÁC DẠNG BÀI ĐỌC KHÁC**

**1.** Trong Part 7, các bài đọc có thể chứa các từ ngữ không liền 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 kĩ những thông tin trên.

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

*\*Lịch biểu (Schedule)*

Agenda Notification

Call off Registration

Cancellation Schedule

Conference Seminar

Convention Speech

Enroll Tentative schedule

Make arrangements Workshop

Meeting

*\*Sự kiện (Events)*

Annual Fundraising

Association Invitation

Attendance Keynote address

Auditorium Nominate

Banquet Participant

Charity Preside over a meeting

Committee Representative

Contribute Session

Donate Turnout

Exhibit Voluntary

Foundation

*\*Vấn đề xã hội (Social matters)*

Arbitration Infringement

Boycott Litigation

Commit Obliged

Controversial Ordinance

Copyright Patent

Counterfeit Plaintiff

Custody Press conference

Detention Prosecutor

Forfeit Provision

Forgery Punishment

Fraud Settlement

Illegal Strike

Indict Violation

*\*Tranh luận (Debate)*

Accommodate Discuss

Approve Negotiate

Argument Object to

Assert Opposition

Brainstorming Persuade

Briefing Presentation

Clash Proponent

Concede Proposal

Consent Refuse

Deadlock Unanimous

Debate Withstand

Disapprove

*\*Trao đổi qua điện thoại (Telephoning)*

Answer the phone Leave a message

Contact Pick up the phone

Disconnect Return one’s call

Extension Take a message

Give a call Voicemail

Hang up

*\*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

Example 01: Resume (Questions 158-159, Test 07, Economy 03)

**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

Example 02: **Questions 162-164** refer to the following invoice.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Golden Day Supply**  4 Dunwood Avenue • Winnipeg, MB R2C 1SB • (204) 555-0180  **Order type:** Online **Order date:** May 18 **Ship date:** May 21  **Customer information: Delivery:** Name: Edith Boulanger To customer address Address: 42 York Avenue  Selkirk. MB RlA 2J7  **In this Shipment: On back order:**   |  |  | | --- | --- | | **Item Description and Number** | **Price** | | Pina Water Bottle (XF52) | $4.50 | | Trillium Rain Hat (GVl 1) | $13.00 | | Explorer Rain Jacket (HF77) | $42.00 | | Gregson Hiking Boots (KL944) | $78.00 | | **Merchandise Total:** | $137.50 | | **Shipping:** | FREE | | **Tax:** | $16.50 | | **Total:** | $154.00 |  |  |  | | --- | --- | | Camping and Sport Backpack (YX99) | $85.00 | | **Tax:** | $10.20 | | **Total:** | $95.20 |     Congratulations! As a regular customer, you qualify for free shipping!  **Payment information:** Credit Card #XXXXXXXXXXXX9960 charged on day of shipment  Estimated ship date of back-ordered item(s) is June 10. Credit card will not be charged for back-ordered item(s) until date of shipment. There are no additional shipping charges. |

**162.** What is indicated about Golden Day

Supply?

(A) It has a warehouse in Selkirk.  
 (B) It offers same-day shipping.  
 (C) It sells items intended for outdoor

use.  
 (D) Its merchandise is not available in  
 stores.

**163.** Why did Ms. Boulanger receive free  
 shipping?

(A) She has previously purchased items  
 from Golden Day.  
 (B) Her order cost more than $100.  
 (C) She is a Golden Day customer

service representative.  
 (D) Her order was placed before May

21.

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

(A) $78.00  
 (B) $95.20

(C) $137.50  
 (D) $154.00

Example 03: Form (Questions 162-165, Test 04, ETS 1200)

**Questions 162-165** refer to the following form.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Dear Guest: Your opinions and ideas matter to us. Please take a few minutes to complete this survey form. Thank you! ***The Management***  For each of the following, please check (X) the category that best describes your experience with us.   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | |  | *Excellent* | *Good* | *Average* | *Fair* | *Poor* | | Ease of checking in and out |  | X |  |  |  | | Condition of the room |  | X |  |  |  | | Overall quality of service | X |  |  |  |  | | Housekeeping services |  |  | X |  |  | | Overall cleanliness |  | X |  |  |  | | Quality of food and beverages |  |  |  | X |  | | Price |  |  | X |  |  |   *Additional Comments* Initially, my husband and I thought that coming here was a mistake. We were upset when, at check-in, we learned that there was no record of our reservation, even though we had booked months in advance and had a confirmation number. However, the clerk at the reception desk resolved the matter satisfactorily by offering us a room that was more comfortable and spacious than the one we had originally reserved. Overall, we were pleased with the professional attitude of your personnel, including the housekeeping staff, the waiters at the restaurant, and the driver of the hotel shuttle bus. We are looking forward to visiting again.  Lisa Browning |

**162.** What is the purpose of this form?

(A) To ask for opinions about a hotel  
 (B) To book a room at a hotel  
 (C) To express interest in employment

at a hotel  
 (D) To indicate methods of payment at  
 a hotel

**163.** To wham is Ms. Browning addressing  
 her comments?

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

**164.** Why was Ms. Browning initially upset?

(A) The hotel rate was higher than

expected.  
 (B) The hotel had no record of her  
 reservation.  
 (C) Her husband had forgotten to book  
 a room.  
 (D) She had lost her confirmation

number.

**165.** What did Ms. Browning like the least

about the hotel?

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

**4. Reading practice:**

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

Passage 01: Form (Questions 164-165, Test 05, ETS 1200)

**Questions 164-165** refer to the following form

**FACSIMILE TRANSMISSION**

**RECIPIENT FAX NUMBER: 7246-11-9137**

**DATE:** March 10\_\_\_\_\_\_\_\_\_\_\_\_\_

**TO:** Janet Alexander, Senior Architect, Infinity Architects\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**FROM:** Marc Ogden, Manager, Bayes Construction\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**NUMBER:** fax: 7246-80-2806 phone: 22-1327, extension 108­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_

**PAGES** (**including cover sheet):** 8\_ \_\_\_

Dear Ms. Alexander,\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
I hope that all is well with you. I am sending you the most recent blueprints for the new wing at Spruce Hill Plaza, as you requested. These contain minor\_\_\_\_\_\_\_ modifications to the placement of water and electricity lines, which I have\_\_\_\_\_ circled. Please review the changes and let me know whether you approve. I can\_ be reached at the above numbers.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Thanks very much.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Marc\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**164.** What is the purpose of the note?

(A) To submit a request for housing  
 (B) To apply for a construction permit  
 (C) To describe some documents  
 (D) To relay a telephone message

**165.** What does Mr. Ogden request that  
 Ms. Alexander do?

(A) Draw diagrams for Spruce Hill

Plaza  
 (B) Examine changes to building plans  
 (C) Telephone an electricity provider  
 (D) Confirm receipt of eight pages

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

**Questions 162-165** refer to the following receipt.

|  |
| --- |
| Suterland's  **------------------------------------------**  **8000 Oak Ridge Road Farmington, Connecticut 06032 Tel (860) 555-0190**  **February 7 store #: 76 3:32 P.M. Cashier: Ben M.**  **SAWZALL 12 AMP RECIPROCATING SAW** 74.97 **SKU #96010** Qty / Price 1 @ 99.95 25% Special Discount -24.98  **ROTOR 18-VOLT CORDLESS DRILL** 56.22 **SKU #20144** Qty / Price 1 @ 74.95 25% Special Discount -18.73  **ECO CFL 16-WATT LIGHTBULB 2-PK** 38.97 **SKU #89109** Qty / Price 3 @ 12.99  Subtotal 170.16 T1 Taxable Amount 131. 19 T1 Tax (@ 6.35%) 8.33 Total 178.49 PURCHASE CODE: ZYB3487  Unused, defective, or damaged merchandise may be returned to any Suterland’s store in the United States within60 days of purchase if accompanied by a receipt. A return without a receipt is accepted only at the place of purchase and within 30 days. Item must be unused and in the original packaging. Merchandise marked “NR” for “no return” is final sale. No returns or exchanges are permitted on final-sale items. “ECO” items are not subject to sales tax.  Customer satisfaction is important to us! Please log onto our Web site (www.suterlandco.com) and take a quick survey about your experience shopping at our store. Customers who complete the online survey will receive a 10%discount coupon toward a future purchase. |

**162.** What kind of store most likely is

Suterland’s?

(A) A toy store  
 (B) A grocery store  
 (C) A hardware store  
 (D) A clothing store

**163.** How much tax was the customer

required to pay?

(A) $3.32  
 (B) $8.33  
 (C) $24.98  
 (D) $131.19

**164.** According to the receipt, what is not  
 returnable?

(A) Items w ith a special marking  
 (B) Items that were damaged  
 (C) Items with original packaging  
 (D) Items purchased more than 30 days

ago

**165.** Where can a customer find a coupon?

(A) At the store  
 (B) In a newspaper  
 (C) On a receipt  
 (D) On the store’s Web site

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

**Questions 155-159** refer to thefollowing form.

|  |
| --- |
| Dear Customer,  Rockton Electronics Company wishes to provide you with products that meet your needs and service that is customer friendly and efficient. We welcome your comments, questions, and suggestions.  Please take a moment to let us know how we are doing by completing this questionnaire. Be assured that we will read it carefully to see how we can turn your suggestions into benefits for you, the customer!  Please send back the completed survey by August 10. As a token of appreciation, after we receive the survey, we will send a coupon for 15 percent off any Rockton product.  Sincerely,  Alex Sullivan  Alex Sullivan Marketing Services Director  1. What Rockton Electronics products have you purchased in the past year?  \_\_\_\_\_\_\_ Telephone \_\_\_\_\_\_\_ Computer \_\_\_\_X\_\_ Camera \_\_\_\_\_\_\_ Game  2. How satisfied have you been with your purchase?  \_\_\_X\_\_\_ Very \_\_\_\_\_\_\_ Somewhat \_\_\_\_\_\_\_ Not Satisfied  3. Where did you purchase your product?  \_\_\_X\_\_\_ Store \_\_\_\_\_\_\_ Mail-order Catalog \_\_\_\_\_\_\_ Web site  4. What motivated you to buy a product from Rockton Electronics?  \_\_\_\_\_\_\_ Store Display \_\_\_X\_\_\_ Print Advertisement \_\_\_\_\_\_\_ Friend  \_\_\_\_\_\_\_ Web site \_\_\_\_\_\_\_ Other  Name: \_\_\_\_Jennifer Chang**\_\_\_\_** Street Address: \_\_\_\_357 Parker Road\_\_\_\_  City: \_\_\_\_Boston\_\_\_\_ State: \_\_\_\_MA\_\_\_\_ Zip code: \_\_\_\_02990\_\_\_\_ |

**155.** Why did Ms. Chang complete this

form?

(A) To request details about a warranty  
 (B) To register a complaint with a

company  
 (C) To place an order for a product  
 (D) To provide a company with

information

**156.** What does Mr. Sullivan offer?

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

**157.** What does Ms. Chang report on the

form?

(A) She recently bought a computer

game.  
 (B) She sometimes orders products on

the Internet.  
 (C) She likes the camera that she owns.  
 (D) She told a friend about Rockton’s  
 products.

**158.** Why did Ms. Chang decide to buy a

Rockton Electronics product?

(A) She saw an advertisement about it.  
 (B) She received a coupon for a

discount.  
 (C) She noticed a store display.  
 (D) She received a recommendation

from a friend.

**159.** The word “appreciation” in paragraph

3, line 1, is closest in meaning to

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

|  |
| --- |
| **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: **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 | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | 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: **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

|  |
| --- |
| 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: **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

|  |
| --- |
| **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 |

|  |
| --- |
| 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 | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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

**II. CÁC BÀI ĐỌC KÉP LIÊN QUAN ĐẾN QUẢNG CÁO**

**1.** Đối với các bài đọc kép liên quan đến quảng cáo, bài đọc thứ nhất là một bài quảng cáo về sản phẩm, dịch vụ, sự kiện hoặc là quảng cáo việc làm; bài đọc thứ hai có thể là một lá thư hoặc e-mail, một bài báo, cũng có thể là bài đọc nằm trong các dạng bài đọc khác được liệt kê ở phần VII chương 2.

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

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

Advertisement & Bài đọc thứ nhất là quảng cáo về sản phẩm, dịch vụ, sự

Email/Letter: kiện hoặc quảng cáo việc làm. Bài đọc thứ hai là một e-mail hoặc lá thư yêu cầu thông tin chi tiết về sản phẩm, dịch vụ; hoặc những yêu cầu, những thứ cần mang theo khi tham gia sự kiện; hoặc là e-mail / thư ứng tuyển vị trí công việc được quảng cáo.

Advertisement & Bài đọc thứ nhất là quảng cáo về một sản phẩm hoặc dịch

Article: vụ. Bài đọc thứ hai là một bài báo nói về những nhận xét, đánh giá, ý kiến về sản phẩm hoặc dịch vụ đó.

Advertisement & Bài đọc thứ nhất là quảng cáo về một sản phẩm. Bài đọc

Dạng bài đọc khác thứ hai là một bài hướng dẫn (instruction) sử dụng sản phẩm đó; một biểu mẫu (form) để tham gia vào dịch vụ mới được quảng cáo, v.v.

**b.** Hướng dẫn làm bài

**Bước 1:** Xác định từ khoá (keyword) trong các câu hỏi để biết được cần phải tìm

thông tin trong bài đọc nào.

**Bước 2:** Tìm gợi ý thứ nhất liên quan đến từ khoá ở một trong hai bài đọc, sau đó

tìm gợi ý thứ 2 ở bài đọc còn lại và liên kết các gợi ý đó để chọn câu trả lời

đúng.

Example 01: Advertisement & E-mail (Questions 181-185, Test 05, ETS 5 Tests)

Questions 181-185 refer to the following advertisement and e-mail.

|  |  |  |
| --- | --- | --- |
| **Drive Right Rent-A-Car Special Prices for Spring Getaways–Valid March 30–June 15** | | |
| **Vehicle Class** | **Features** | **Base Price** |
| ***Economy*** | 2 doors  Air-conditioning AM/FM stereo Room for four passengers | **Now only $39/day!** |
| ***Intermediate*** | 2 doors  Air-conditioning AM/FM stereo with CD player Room for four passengers | **Now only $45/day!** |
| ***Standard*** | 4 doors Air-conditioning AM/FM stereo with CD player Room for five passengers | **Now only $50/day!** |
| ***Premium*** | 4 doors Air-conditioning AM/FM stereo with CD player Room for seven passengers | **Now only $68/day!** |
| *Limited-time offer. Rental car must be returned by June 15 in order to qualify for base price listed. Base prices do not include surcharges assessed for cars rented at any of our airport locations. We regret that your desired vehicle class may not be available at all Drive Right locations.* | | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | amanda.j.mitchell@raewyncorp.com |   To:   |  | | --- | | ting.c.hwang@raewyncorp.com |   From:   |  | | --- | | June 3 |   Date:   |  | | --- | | New reservation |   Subject:   |  | | --- | | @ Kelleysville reservation.pdf |   Attachment:   |  | | --- | | Hi Amanda,  I need to ask for your help again with my upcoming trip to the Kelleysville office. Mr. Jordan has just asked me and our team from the Kelleysville office to go together to a meeting in Riccardi City. For this reason, please change the car rental reservation you made for me earlier. I will pick up the car from the Kelleysville airport on June 13 as originally planned, but then I'll keep it longer than planned; I will drive the group from the Kelleysville office to Riccardi City for the meeting there on June 15. To accommodate the group, I'll need a car that seats six people. I will now be returning the car to the Kelleysville airport on June 17. Finally, if you could change my flight reservation so that I'll return from Kelleysville on the evening of June 17, I would appreciate it.  In case you deleted the e-mail message I sent you a few days ago , I've attached a copy of the advertisement I found for the rental car company I usually use when I travel to Kelleysville on business. I've found this company to be very helpful in the past when we have had to make changes to a reservation.  Thanks!  Ting-Chun | |

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

(A) To cancel a business trip to

Kelleysville  
 (B) To request that a travel itinerary be  
 changed  
 (C) To ask how many people will be  
 attending a meeting  
 (D) To inquire about accommodations

at a hotel in Kelleysville

**182.** When will Ting-Chun Hwang attend  
 a meeting in Riccardi City?

(A) On June 3  
 (B) On June 13  
 (C) On June 15  
 (D) On June 17

**183.** What class of car will most likely be  
 reserved for Ting-Chun Hwang?

(A) Economy  
 (B) Intermediate  
 (C) Standard  
 (D) Premium

**184.** What is true about all of the classes of

cars in the advertisement?

(A) They have air-conditioning.  
 (B) They have CD players.  
 (C) They have four doors.  
 (D) They are always available at each

Drive Right location.

**185.** What is suggested about the base price

that Ting-Chun Hwang will pay to rent

a car?

(A) It is a special price for business

travelers.  
 (B) It will be different from the base

price listed in the advertisement.  
 (C) It is higher than the price he would

pay to rent a car in Riccardi City.  
 (D) It will be lower because he has

rented the car from an airport

location.

Example 02: Advertisement & Application form (Questions 181-185, Test 03, ETS 1200)

**Questions 181-185** refer to the following advertisement and application form.

|  |
| --- |
| **Call for Applications**  LANGO Corporation is looking for an energetic, talented individual to direct its international training department. We are a New York-based pharmaceutical company with offices in Madrid, Rome, Tokyo, and Sydney. The ideal candidate will have a bachelor's degree or higher in a science discipline, as well as some experience (two years minimum) working in the health services profession. Fluency in Spanish or Italian is required. Some Japanese competency is desirable, but not mandatory. Application forms can be printed from our Web site at www.langocorp.com or obtained by writing to us directly. Please send completed forms, including references, to  Recruiting Department, Lango Corp.,  58 West Bradley Avenue, New York City, NY Reference #7681. |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | #7681 |   LANGO Job Application Form Job Reference   |  | | --- | | Sophie Beauchamp |   Name   |  | | --- | | 1582 Baydale Avenue, New York, NY 10025 |   Address   |  | | --- | | 212-555-2951 |   Telephone   |  | | --- | | sbeauchamp@email.net |   Email address   |  | | --- | | Bannon University, Master of Arts in Spanish Language and Literature American Polytechnic University, Bachelor of Science inBiology |   Education   |  | | --- | | Senior Researcher, Drexel Health Institute (Dietary Studies Division),  2004 – present Nursing Assistant, Bannon Hospital, 2001-2003 French Instructor, Alton Preparatory School, 1999-2001 |   Employment   |  | | --- | | Dr. James Chen, Drexel Health Institute, jchen@dhinst.med Dr. Kimberly Suzuki, Drexel Health Institute, suzuki@dhinst.med Dr. Marietta Fellini, Bannon Hospital, fellini@bannon.net |   References |

**181.** What position is being advertised?

(A) Training director  
 (B) Spanish-language instructor  
 (C) Medical assistant  
 (D) Recruiting manager

**182.** What is NOT mentioned as a

requirement for the position?

(A) A university education  
 (B) Knowledge of another language  
 (C) Willingness to travel  
 (D) Experience in a health profession

**183.** How should applications be submitted?

(A) By e-mail  
 (B) By regular mail  
 (C) By fax  
 (D) In person

**184.** What part of Sophie Beauchamp's  
 background fulfills the job's language  
 requirement?

(A) Her work as a language teacher  
 (B) Her experience working in other  
 countries  
 (C) Her degree from Bannon University  
 (D) Her current employment at Drexel  
 Health Institute

**185.** What is probably true about Dr.

Fellini?

(A) She worked with Sophie

Beauchamp at a medical facility.  
 (B) She was in the same master's

program as Sophie Beauchamp.  
 (C) She has applied for a position at

Lango Corporation.  
 (D) She works with Dr. Kimberly

Suzuki.

**3. Reading practice:**

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

Passage 01: **Questions 191-195** refer to the following advertisement and e-mail.

|  |  |
| --- | --- |
| ***Check out these vacation package deals from Canale Travel.***  Lake Beauty, *6 days/5 nights:* Explore England’s famed Lake District. Enjoy some of the area’s most picturesque lakes and walking trails. From $499.  Nature Escape, *5 days/4 nights:* Discover aquatic creatures and exotic animals with this Costa Rica package. Tour Monteverde Rainforest and relax on Jaco Beach. From $499.  Scenic Heritage, *4 days/3 nights:* Go back in time on this visit to Cape Breton Island, one of Canada’s most beautiful spots. Enjoy scenic drives and visits to some of the area’s historical sites. From $399.  Southern Safari, *JO days/9 nights:* Witness wildlife at Galana National Park in southern Kenya and see Grand Falon Falls. From $1099.  Packages include lodging, daily breakfast, and sightseeing tours. Prices listed are per person and may vary based on date of travel and upgrades selected.  Call 907-555-0113 or visit www.canoletravel.com for details.   |  | | --- | | **Canole Travel** | |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| |  | | --- | | krosenthal@merinmar.org |   To:   |  | | --- | | dee wong@canoletravel.com |   From:   |  | | --- | | October 29 |   Date:   |  | | --- | | Your inquiry |   Subject:   |  | | --- | | @ Invoice\_1029103.txt |   Attachment:   |  | | --- | | Dear Mr. Rosenthal,  We are pleased that you have selected from among our exciting package offerings for your next vacation. In order to accommodate your request for a room with ocean views, your three-night stay has been reserved at Bild’s Peak Hotel. For more information, I recommend that you go to the hotel's Web site directly (www.bildspeak.ca) or follow the links on Canole Travel’s Web site (www.canoletravel.com/hotels).  I have updated your invoice to include the cost of the hotel upgrade; please see the attached file. The bill must be paid in full at least one week before your departure date. Feel free to contact me with any questions you may have.  Sincerely  Dee Wong, Canole Travel | |

**191.** According to the advertisement, where

will travelers visit a waterfall?

(A) In England  
 (B) In Costa Rica  
 (C) In Canada  
 (D) In Kenya

**192.** What is NOT mentioned as included in

the cost of the packages?

(A) Accommodations  
 (B) Sightseeing trips  
 (C) A meal  
 (D) Airfare

**193.** What package did Mr. Rosenthal most

likely choose?

(A) Lake Beauty  
 (B) Nature Escape  
 (C) Scenic Heritage  
 (D) Southern Safari

**194.** What does Ms. Wong suggest that  
 Mr. Rosenthal do?

(A) Call the hotel  
 (B) Visit a Web site  
 (C) Select a different package  
 (D) Book a future vacation

**195.** What is suggested about the invoice?

(A) It has been modified by Ms. Wong.  
 (B) It has been paid by Mr. Rosenthal.  
 (C) It will be sent along with the

itinerary.  
 (D) It does not include service fees.

Passage 02: Advertisement & Form (Questions 186-190, Test 05, ETS 5 Tests)

**Questions 186-190** refer to the following advertisement and form.

|  |
| --- |
| **McEvan’s Supermarkets to Mark its Twentieth Anniversary on October 24!**  We would like you to join us on October 24. On this special day, we will be giving you even more ways to save. Plus, there will be live music, free food samples, and contests throughout the day. There are more reasons than ever to come to McEvan’s on October 24.  We will offer:  • substantial discounts on hundreds of items from nearly every aisle or department,  including the bakery, the dairy farm, and the vegetable garden • discount vouchers for $10.00, $15.00, or $20.00 to the first 100 customers • a McEvan’s Supermarket trivia contest that includes free t-shirts and other giveaways  To learn more about the special events planned for October 24, go to our Web site at www.mcevansupermarket.com or ask any one of our 200 employees for more information. |

|  |  |
| --- | --- |
| **Happy 20th!**   |  | | --- | | **McEvan’s supermarket** |   **October 24 only**  **$10.00 discount**  **Please present to cashier at time of purchase**  Title \_\_\_*ms.***\_\_\_**  First Name \_\_\_\_\_*Helen*\_\_\_\_\_\_ Middle Initial \_\_\_\_\_\_ Last Name \_\_\_*Fettner*\_\_\_\_\_  Mailing Address (including apt. number) \_\_\_\_\_*145 Briggs Street\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*  City \_\_\_*Tilford\_\_\_* State *\_\_\_\_AZ\_\_\_* Zip Code \_\_\_*08521*\_\_\_\_  Would Like to Receive Mail from McEvan’s? *\_\_\_X\_\_* Yes \_\_\_\_\_\_ No  Specials and Information via E-mail? \_\_\_\_\_\_ Yes *\_\_\_X\_\_* No  E-mail Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  **We pledge to keep your information confidential. It will not be sent to any third party.** In the event that your contact information changes, please call us at (520) 555-0318 or e-mail us at info@mcevansupermarket.com. |

**186.** What is advertised in the notice?

(A) A new line of products  
 (B) A store remodeling  
 (C) An anniversary celebration  
 (D) An employee picnic

**187.** What is NOT mentioned about

McEvan’s Supermarket?

(A) It has been in operation for almost  
 twenty years.  
 (B) It is located in downtown Tilford.  
 (C) It has a Web site.  
 (D) It is a business with 200 employees.

**188.** Why did Ms. Fettner receive a voucher?

(A) She was one of the first customers

on October 24.  
 (B) She was the winner of an online

contest on October 24.  
 (C) She was employee of the month in  
 October.  
 (D) She was the first customer in

October.

**189.** How much will Ms. Fettner save with  
 the voucher?

(A) $10.00  
 (B) $15.00  
 (C) $20.00  
 (D) $25.00

**190.** What is stated on the voucher?

(A) All returns must be made within  
 30 days.  
 (B) The discount is valid for one week.  
 (C) A minimum purchase of $20.00 is  
 required.  
 (D) Customer information will be kept  
 private.

Passage 03: Advertisement & Letter (Questions 186-190, Test 03, Economy 03)

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

|  |
| --- |
| Seeking teachers at Advanced Education Center(AEC)  The Best Place for Your Career  **What We Do** Make and Sell Teaching Materials for Children and Adults  **What You Do** Explain various goods intended for children by home tutoring or by phone conversation  **Working Hours** You have three options:  1. 9:00 a.m. - 2:00 p.m. ($9/hour) 2. 2:00 p.m. - 6:00 p.m. ($10/hour) 3. 6:00 p.m. - 9:00 p.m. ($11/hour)  \* There is no overtime pay, as you will never be asked to work overtime.  **Working Days** - We are open on weekdays, from Monday to Saturday. - National holidays and Sundays are holidays. - Choose a flexible work plan that ranges from two to five days a week.  **Qualifications** - No age limitation, teaching experience preferable - More than three years of sales experience preferable  **Contact for Interviews** Email or mail us a resume and a cover letter by January 20, 2010.  Dick Waif Human Resources Department AEC |

|  |
| --- |
| Dear Mr. Walf,  I read your advertisement in the January 2010 issue of *Woman's Life,* and I have a keen interest in working for you. I would like to work from 2 p.m. to 6 p.m. and work four days: Monday, Tuesday, Thursday and Friday. I have four years of experience in the same field of work. I can meet you any day this month except January 20-23.  Also, I have a few questions about the job. First, what kinds of jobs are there except for telephoning people and visiting people’s homes? The other question is whether I can change the number of days I work a week from four to three from January of next year.  Please let me know if and when I can come in for an interview. I am looking forward to hearing from you soon.  Sincerely,  Susan Smith  Susan Smith |

**186.** What is indicated about the Advanced  
 Education Center?

(A) There may be additional pay if  
 performance is good.  
 (B) Some part-timers can work once a  
 week.  
 (C) AEC deals with educational books.  
 (D) *Woman's Life* is issued by AEC.

**187.** What are applicants asked to send to

the personnel office?

(A) A letter of recommendation  
 (B) A personal history  
 (C) A transcript  
 (D) A copy of a teaching certificate

**188.** What is the main purpose of the letter?

(A) To meet the interviewee  
 (B) To express gratitude for employment  
 (C) To request shift work  
 (D) To apply for a position

**189.** What can be inferred about Susan  
 Smith?

(A) Dick and Susan are familiar with  
 each other.  
 (B) Her interview may be scheduled

after January 23.  
 (C) She will work on weekends.  
 (D) Susan has tutored children for more

than five years.

**190.** How much could Susan earn per week in  
 2011?

(A) 40 dollars  
 (B) 120 dollars  
 (C) 160 dollars  
 (D) 176 dollars

**III. CÁC BÀI ĐỌC KÉP LIÊN QUAN ĐẾN THÔNG BÁO**

**1.** Đối với các bài đọc liên quan đến thông bao, bài đọc thứ nhất là một thông báo; bài đọc thứ hai có thể là một e-mail, một bài báo, hoặc một trong số các dạng bài đọc khác được liệt kê ở phần VII chương 2. Hầu hết các bài đọc thứ hai là e-mail phản hồi về thông báo.

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

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

Announcement & Bài đọc thứ nhất là một thông báo về một chương trình

E-mail đào tạo, một hội thảo, cuộc họp, sự kiện… Bài đọc thứ hai là một e-mail yêu cầu thông tin chi tiết về những vấn đề trên.

Bài đọc thứ nhất cũng có thể là một thông báo về lịch trình, kế hoạch. Bài đọc thứ hai là một e-mail đề cập đến một số thay đổi về lịch trình hoặc kế hoạch trên.

Announcement & Bài đọc thứ nhất là một thông báo về hội thảo, sự kiện…

Dạng bài đọc khác Bài đọc thứ hai có thể là biểu mẫu dành cho những người tham dự hội thảo, sự kiện đó.

**b.** Hướng dẫn làm bài

**Bước 1:** Xác định từ khoá (keyword) trong các câu hỏi để biết được cần phải tìm

thông tin trong bài đọc nào.

**Bước 2:** Tìm gợi ý thứ nhất liên quan đến từ khoá ở một trong hai bài đọc, sau đó

tìm gợi ý thứ 2 ở bài đọc còn lại và liên kết các gợi ý đó để chọn câu trả lời

đúng.

Example 01: Announcement & E-mail (Questions 191-195, Test 05, ETS 5 Tests)

**Questions 191-195**refer to the following announcement and e-mail.

|  |
| --- |
| The Camarillo University Medical Center Wednesday Lecture Series Presents  ***Hospital Management in Urban Areas***  **Stephen S. Sebastian, Pottstown University**  **Wednesday, November 12, at 4 P.M.**  **Medical Center Lecture Hall A**  **Introduced by Dr. Jann Ericson, Dean of Medicine**  Dr. Sebastian is an internationally renowned expert in hospital management and healthcare in urban environments. His latest book on the topic, *Urban Hospitals: New Management Challenges,* has just been published. He teaches hospital administration and public health at the Pottstown University School of Medicine.  His lecture will focus on the challenges presented by urban environments to hospital management and administration, with an emphasis on community relations. He will discuss strategies for leadership and organization in urban communities aimed at helping to build better relationships between hospital administrators and local politicians and community leaders.  The Camarillo University Medical Center Wednesday Lecture Series is funded by a generous gift from the Rosemary Fernandez Memorial Trust. Please contact Dana Goode, assistant to the dean of medicine, by e-mail at dgoode@camarillo.edu if you have any questions about the lecture series. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | sssebastian@pottstown.edu |   To:   |  | | --- | | jzericson@camarillo.edu |   From:   |  | | --- | | October 23 |   Date:   |  | | --- | | Final details |   Subject:   |  | | --- | | Dear Stephen,  I'm so pleased that you'll be coming to speak at our next Wednesday lecture series. I just finished reading your latest book, as have several of my colleagues, and we are eager to hear more about the ideas you present in it.  I want to confirm that, as I mentioned when we spoke on the phone recently, my assistant will be meeting you at the train station to take you to the medical center. Also, Dr. Ahmad al-Janabi , our new dean of students here at Camarillo, has asked if you might be available when the lecture ends around 5:30 P.M. to speak for fifteen minutes or so with some of our students who are considering pursuing careers in public health.  Finally, are you still interested in staying to have dinner with some of the faculty here after the lecture? I have made a reservation for dinner at 6:30 P.M. at the Camarillo Inn - you may remember it from your own student days here. One of us will be happy to drive you back to the train station in order for you to get the 8:45 P.M. train back to Pottstown.  Best regards,  Jann | |

**191.** Who is the lecturer?

(A) A hospital administrator  
 (B) A public health official  
 (C) A medical school professor  
 (D) A local politician

**192.** What will probably be discussed during  
 the lecture?

(A) Communication among hospital  
 managers and community leaders  
 (B) The latest trends in hospital

construction  
 (C) Ways to obtain funding for lectures

at medical centers  
 (D) Strategies for attracting more

doctors to work in urban areas

**193.** Who will take Dr. Sebastian to the

medical center?

(A) Jann Ericson  
 (B) Rosemary Fernandez  
 (C) Dana Goode  
 (D) Ahmad al-Janabi

**194.** What will most likely happen at 6:30

P.M. on November 12?

(A) Dr. Sebastian’s lecture will end.  
 (B) Some faculty members will have

dinner together.  
 (C) Some students interested in public  
 health careers will meet Dr.

Sebastian.  
 (D) Dr. Sebastian will take a train back

to Pottstown.

**195.** What is implied about Dr. Sebastian?

(A) He applied for the dean of students  
 position at Camarillo University.  
 (B) He will stay overnight at the

Camarillo Inn.  
 (C) He used to be a student at

Camarillo University.  
 (D) He will present copies of his latest

book to faculty members at

Camarillo University

Example 02: Notice & Letter (Questions 181-185, Test 02, ETS 1000)

**Questions 181-185** refer to the following notice and letter.

|  |
| --- |
| Peak Global Tours  **We make travel fun, exciting, and affordable on tours to countries all over the world!**  **Would you like to travel for free?**  \*Register 15 people for a trip and receive complimentary travel. \*Register 30 people for a trip and receive complimentary travel plus a $100 bonus!  **We will**  • supply guidebooks to group members and handle all bookings and paperwork. • outfit your group members with luggage tags and name tags. • provide a 24-hour hotline for you and your group.  To learn more, call our central office at l-800-555-0154, or visit our Web site at www.peakglobaltours.com. |

|  |
| --- |
| Peak Global Tours  176 New Bridge Road, Suite 204, Singapore 059413 Tel: 6532-0236 www.peakglobaltours.com  Ms. Se Ying Tan 73 Holland Drive Singapore 149735  September 19  Dear Ms. Tan:  We are excited that you have elected to be a group leader! We know that you and the 16 people in your group are going to have a wonderful time on the Peak Global Tours trip to Florence and Rome (May 7 - May 18). Feel free to add more people to your group at any time up to four weeks before the trip; however, anyone who books a trip after December 31 will have to pay additional fees.  We will e-mail periodic updates about the trip to you. In the meantime, please consider joining the group leaders' forum on our Web site to receive valuable travel tips. We will mail you and your group members a departure package with your final itinerary and flight information approximately 10 days before your scheduled departure date.  With best wishes,  Tony SimTony Sim |

**181.** What is the purpose of the notice?

(A) To provide information about

trends in international travel  
 (B) To announce the launch of a new

travel Web site  
 (C) To list services provided by a travel  
 agency  
 (D) To advertise an upcoming tour of

Italy

**182.** What is indicated about Peak Global

Tours?

(A) Its staff can be contacted at any

time.  
 (B) It provides uniforms to its group

leaders.  
 (C) It sells luggage and travel

accessories.  
 (D) It specializes in travel to Europe.

**183.** What is suggested about Ms. Tan?

(A) She will be asked to pay additional

fees.  
 (B) She is eligible to receive a free trip.  
 (C) She has sent a package to Tony Sim.  
 (D) She has posted travel information

on a Web site.

**184.** In the letter, the word "tips" in

paragraph 2, line 2, is closest in

meaning to

(A) pieces of advice  
 (B) pointed ends  
 (C) Web pages  
 (D) gifts of money

**185.** According to the letter, what will most

likely happen in April?

(A) Ms. Tan will travel to Florence and  
 Rome.  
 (B) Ms. Tan will book another trip.  
 (C) Peak Global Tours will send some  
 documents to Ms. Tan.  
 (D) Peak Global Tours will add people

to Ms. Tan’s group.

**3. Reading practice:**

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

Passage 01: Announcement & Letter (Questions 196-200, Test 02, ETS 5 Tests)

**Questions 196-200** refer to the following announcement and letter.

|  |
| --- |
| ***Calling all artists!***  Are you an amateur or professional graphic artist? Would you like to help the Relling Transit system with your original work? RT Center is holding its first ever logo contest. Logos that are related to bus or train travel will be accepted from August 2 to 22 at the RT Central Office, located at Relling Terminal. Thirty finalists will be selected for display in the alcove at Union Street Station. From September 1 to 30, the public will be able to cast a ballot and vote on their favorite logo. Four prizes will be awarded.  **First place: *Yellow pass.***Good for unlimited rides on the RT local train or bus for  five days  **Second place: *Blue pass.***Good for unlimited rides on the RT local train for three  days  **Third place: *Green pass.***Good for one round-trip ticket to any destination on the  RT express train  **Fourth place: *Red pass.***Good for one round-trip ticket to any destination on an RT  express bus  Maximum two logos per entrant. On the back of each submission, write your name and contact details. See www.rellingtransit.gov for complete guidelines. |

Octobers

Nadia Ivankova  
85 Millbrook Road  
Relling Township, DE 19800

Dear Ms. Ivankova:

Congratulations on winning Relling Transit Center's Logo Contest. Enclosed is your prize. Please note that the pass does not have a definite start date. It is valid for any five-day period, beginning whenever you wish.

In addition to displaying your logo at Union Street Station, we would like to include the four top entrants in an exhibition at Relling Transit Central Office for the month of December. Please let me know if you have any objection.

On behalf of Relling Transit Center, I would like to thank you for your contribution.

Sincerely,  
Rita RajwalCommunity Relations Manager, Relling Transit Center

**196.** Why is the contest being held?

(A) To obtain text for an advertisement  
 (B) To choose a symbol for an

organization  
 (C) To raise money to upgrade train

services  
 (D) To promote a new train line

**197.** According to the announcement, what

will happen in September?

(A) Entries will be collected.  
 (B) One winner will be announced.  
 (C) Entries will be returned.  
 (D) Winners will be selected by the

public.

**198.** What is indicated about the image  
 submissions?

(A) They must have a travel theme.  
 (B) They must meet the size

requirements.  
 (C) They must be submitted online.  
 (D) They must use more than one color.

**199.** What did Ms. lvankova receive?

(A) A yellow pass  
 (B) A blue pass  
 (C) A green pass  
 (D) A red pass

**200.** Where will the winning entries be

displayed temporarily?

(A) Inside the train cars  
 (B) On the express bus  
 (C) At Reiling Terminal  
 (D) At Union Street Station

Passage 02: Notice & E-mail (Questions 186-190, Test 08, ETS 1000)

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

|  |
| --- |
| **Casseia Airport**  Lost and Found Items  Items left behind in the Casseia Airport terminals are handed over to the information desk in the terminal where they were found. However, each airline is responsible for any items found on its planes. Please contact the airline directly if ypu believe you have left something on a plane.  All lost articles are logged in the Lost and Found inventory and held at the information desk until the passenger claims them or makes arrangements to have them shipped at the owner’s expense. To inquire about a lost item, write to lostfound@casseiaairport.com or call 555-0103. Make sure to provide a detailed description of the item and the number of the terminal where your item may have been lost. A staff member of the information desk will respond to your e-mail or call within 3 days of receiving your inquiry.  All unclaimed items in the Lost & Found inventory are held at the desk for seven (7) days. After that time, unclaimed items are forwarded to the central baggage service department for processing. Valuable items will be stored there for up to one year. Any clothing or low value items will be disposed of or donated to charity. Please note that the airport and the baggage service department are not responsible for the condition of your item. |

|  |  |
| --- | --- |
| |  | | --- | | **E-MAIL MESSAGE** |   **From:** lostfound@casseiaairport.com **To:** mhartonen@polimail.com **Date:** July 10 **Subject:** Lost item |
| Dear Ms. Hartonen,  This is in reply to your e-mail concerning a lost item: UDF 2800 digital camera.  We have located a camera that matches the description and serial number you provided. You can come and claim it personally at the information desk in Terminal 2, or you can provide us with instructions on where to ship it.  Sincerely, Dan Suorsa |

**186.** According to the notice, what does the  
 information desk do?

(A) Keep an inventory of lost items  
 (B) Donate items to charity  
 (C) Process items left on airplanes  
 (D) Locate owners of lost items

**187.** What are passengers advised to do if

they have lost an item in the airport?

(A) Contact their airline  
 (B) Go to the central baggage service

office  
 (C) E-mail the information desk  
 (D) Fill out a form within three days

**188.** In the notice, the word “condition” in  
 paragraph 3, line 6, is closest in

meaning to

(A) consideration  
 (B) state  
 (C) position  
 (D) term

**189.** What is suggested about Ms.

Hartonen’s camera?

(A) It appears to be damaged.  
 (B) It has been sent to another airport.  
 (C) It was carried in her suitcase.  
 (D) It had been lost for fewer than seven  
 days.

**190.** What had Ms. Hartonen most likely

NOT provided?

(A) Her mailing address  
 (B) The number of the terminal  
 (C) A description of her camera  
 (D) The serial number of her camera

Passage 03: Announcement & E-mail (Questions 181-185, Test 04, ETS 5 Tests)

**Questions 181-185** refer to the following announcement and e-mail.

|  |
| --- |
| Archer Hill Lumber  Back by popular demand is Archer Hill Lumber’s **Beginning Woodworking Class.** Learn the basics of measuring, sanding, cutting, and assembling. Each participant will complete a functional birdhouse that can be taken home and painted. Class size is limited to 10 people. Ages 16 and up only.  **Date:** 9 May  **Time:** 9:00 AM. to noon  **Location:** Archer Hill Lumber in workroom #2  **Cost:** £49 (wood pieces, 1 jar of glue, l box of screws, 1 box of nails, and decorative hardware).  **Participants must supply their own tools:** 1 screwdriver 1 rubber-head hammer 1 circular saw 1 tape measure  If you do not have tools, we offer a beginner's kit with the above tools for £40. The kit comes equipped with a standard-sized tool belt.  Register in the store or online at www.ahlumber.co.uk. |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| |  | | --- | | Angela Webb <awebb@trilbylink.co.uk> |   To:   |  | | --- | | Polly Hobbs <phobbs@ahlumber.co.uk> |   From:   |  | | --- | | 30 April |   Date:   |  | | --- | | Final details |   Subject:   |  | | --- | | Thank you for your e-mail. We did indeed receive your two online registrations for the Beginning Woodworking Class on 9 May.  In regard to your question about the tool kit for your son, you can purchase one at the store on the day of the class. I will make sure we put one aside for you. The cost is £40.  We are looking forward to seeing you and your son on 9 May.  Yours truly, Polly Hobbs | |

**181.** What is indicated about the class?

(A) It will take place in an outdoor area.  
 (B) It has been offered previously.  
 (C) It is taught by experienced  
 bird-watchers.  
 (D) It will be offered at two different

times.

**182.** What is offered to those who purchase a  
 tool kit?

(A) A free class  
 (B) A discount on wood  
 (C) A tool belt  
 (D) An extra hammer

**183.** What is NOT included in the price of

the class?

(A) Pieces of wood  
 (B) A screwdriver  
 (C) A jar of glue  
 (D) Nails

**184.** Why did Ms. Hobbs write to Ms. Webb?

(A) To inform her of the cost of a class  
 (B) To explain how to make a purchase  
 (C) To remind her to bring supplies to

class  
 (D) To recommend a specific brand of

tools

**185.** What is implied about Ms. Webb's son?

(A) He has his own tools.  
 (B) He is an experienced woodworker.  
 (C) He has registered with a group of  
 friends.  
 (D) He is at least sixteen years old.

**IV. CÁC BÀI ĐỌC KÉP LIÊN QUAN ĐẾN BÀI BÁO**

**1.** Đối với các bài đọc liên quan đến bài báo, thì bài đọc thứ nhất là một bài báo, bài đọc thứ hai có thể là một bài báo khác, một lá thư, e-mail hoặc một trong số các dạng bài đọc khác được liệt kê ở phần VII chương 2. Hầu hết, bài đọc thứ hai là e-mail phản hồi về bài báo.

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

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

Article & Article: Bài đọc thứ nhất là một bài báo nói về một sự kiện được tổ chức trong thời gian gần đây. Bài đọc thứ hai là một bài báo giới thiệu sản phẩm, dich vụ của một công ty, doanh nghiệp đã tham gia vào sự kiện đó.

Article & Letter: Bài đọc thứ nhất là một bài báo nhận xét về một cuốn sách, tác phẩm văn học, nghệ thuật. Bài đọc thứ hai là lá thư của tác giả thể hiện sự phản đối về nhận xét đó.

Article & E-mail: Bài đọc thứ nhất là một bài báo giới thiệu sản phẩm, dịch vụ mới. Bài đọc thứ hai là một e-mail của một khách hàng, người sử dụng sản phẩm dịch vụ nêu ra những ý kiến ủng hộ, khen ngợi sản phẩm, dịch vụ đó.

Article & Bài đọc thứ nhất là một bài báo nói về một chương trình

Dạng bài đọc khác khuyến mãi của một doanh nghiệp. Bài đọc thứ hai là một bảng kế hoạch chi tiết của chương trình khuyến mãi.

Bài đọc thứ nhất là một bài báo nói về một dịch vụ, khoá học, chương trình mới mở. Bài đọc thứ hai là một khảo sát (survey) để thu thập ý kiến về dịch vụ, khoá học, chương trình mới mở đó với mục đích cải thiện sau này.

**b.** Hướng dẫn làm bài

**Bước 1:** Xác định từ khoá (keyword) trong các câu hỏi để biết được cần phải tìm

thông tin trong bài đọc nào.

**Bước 2:** Tìm gợi ý thứ nhất liên quan đến từ khoá ở một trong hai bài đọc, sau đó

tìm gợi ý thứ 2 ở bài đọc còn lại và liên kết các gợi ý đó để chọn câu trả lời

đúng.

Example 01: Article & Letter (Questions 196-200, Test 05, Economy 03)

**Questions 196-200** refer to the following article and letter.

|  |
| --- |
| **The New Hope Recycling**  Center is set to open this spring, adding the small town to the growing number of municipalities that recycle. New Hope’s public works director, Phillipa Kolnas, said that the residents have been pressuring city officials to introduce some form of recycling to the community for the past couple years. “State law only requires towns with a population of 5,000 or more to have curbside recycling. Even though our population is two-thirds that, we feel it would be in everyone’s interests to have a recycling program,” she said.  The program aims to collect glass, newspaper, plastic, aluminum and, in some cases, steel. In order to avoid the heavy cost of picking up the recyclable waste, the town will be outfitting its regular garbage trucks to collect the recyclables along with the trash. “In a sense, we're killing two birds with one stone. Many towns lose money by hiring separate staff to pick up the materials, not to mention the detriment to the environment by having additional trucks on the roads,” said Mayor Quincy Bishop.  Although many officials have touted the benefits of the new curbside recycling program, many residents have expressed reservations about the project. “The plan is seriously flawed,” said Michelle Perry, a local resident. "Most towns lose money on recycling projects. It’s going to cost us more to have this program than not.” |

|  |
| --- |
| Dear New Hope Resident,  On Monday, April 5, the town will start its new recycling service. To make this transition as smooth as possible, we are asking for everyone's cooperation on the following items.  1. Please pick up your recycling bins at the New Hope Recycling Center (see attached map).  There is a nominal fee of $36.00 for the use of these bins. 2. Put the bins out on the same day as you do your regular trash. Everything will be  collected on the same day. 3. Only place appropriate items in the recyclable bins. Do NOT mix trash and recyclables. 4. The containers are separated into glass, newspaper, plastic, and aluminum bins. Please do  not mix recyclable materials. (Steel separation only applies to businesses.) 5. If it is raining, please place newspapers in a plastic bag. 6. Do not break glass that you intend to have recycled. Attempting to sort small pieces is not  cost-effective, and they will have to be discarded.  With your help, I'm sure we can all make this program a success. For questions or comments, call (302) 555-320 I, ext. 839, or visit us on the web at www.city.newhope.edu/recycling.  Sincerely,  Phillipa Kolnas Phillipa Kolnas Director of Public Works |

**196.** Why is New Hope building a recycling

center?

(A) The public has been requesting

that one be built.  
 (B) Their population has exceeded

5,000 people.  
 (C) A new state law demands it.  
 (D) It will be profitable for the town.

**197.** What item are New Hope residents

NOT expected to recycle?

(A) Aluminum  
 (B) Newspaper  
 (C) Glass  
 (D) Steel

**198.** How will the town of New Hope try

to save on costs?

(A) By hiring only local companies to

collect trash and recyclables  
 (B) By charging residents for the new  
 service  
 (C) By using existing vehicles to pick

up recyclables  
 (D) By having collection centers

located around town

**199.** In the article, the word “reservations”

in paragraph 3, line 2, is closest in

meaning to

(A) concerns  
 (B) promises  
 (C) withholdings  
 (D) presentations

**200.** What are New Hope residents

expected to do?

(A) Make arrangements to have their  
 bins delivered  
 (B) Put their trash and recyclables out

on separate days  
 (C) Avoid breaking glass items into

small pieces  
 (D) Put recycle bins out in the rain

Example 02: Article & E-mail (Questions 196-200, Test 10, Economy 03)

**Questions 196-200** refer to the following article and e-mail.

|  |
| --- |
| **Home Fixit to Add Environmental Sticker**  By Bruce Hartigan  Home Fixit, the nation’s second largest retailer, announced it will be followi ng Four Mart, the nation's largest retailer, by joining the green movement.  Home Fixit said that starting next week they would affix a sticker to all products that promote energy conservation, are made from recyclable waste, or have been deemed to have a minimal impact on the environment, particularly in the areas of clean air and water. This system for identifying such products could see as many as 7,000 environmentally friendly products labeled in this manner over the next three years. These products will be identifiable by their Home Fixit Eco Friend stickers.  “Although most of these products are more expensive than regular products,” Vivian Lacey, president for environmental innovation at the retailer, says, “Customers have been clamoring for these products.” As concerns over pollution and climate change are raised, consumers are worried about how their shopping habits impact the environment.  Home Fixit plans to devote more shelf space to environmentally friendly products in the future. Suppliers that support the Eco Friend line will also be given preferential treatment at Home Fixit’s stores as long as they produce Eco Friend goods at the same prices as conventional merchandise.  “People want to contribute to a clean environment, but they don’t know how,” says Ms. Lacey. “We are giving them an opportunity to do this as they shop.” |

|  |
| --- |
| From: Tobias Foucan<tfoucan@valusave.com> To: Ivana Dench<idench@valusave.com> Subject: Green Products for ValuSave Date: May 9 Attachment: Productfile.doc  In the past, I know we have been reluctant to classify certain products as “green,” or “environmentally friendly”, because of lackluster sales, but I think the time has come where we could successfully market such products at ValuSave. Already larger retailers like Home Fixit and Four Mart have introduced entire lines of environmentally friendly goods that consumers are eager to purchase. I realize that our purchasing power is not as great as those of larger retailers, but there are ways in which we could also introduce such lines without affecting our profit margin.  We should start by looking at what products we already offer that are environmentally friendly. For example, natural insect killers and fluorescent light bulbs. Already sales of these products far outpace those that would not be classified as eco-friendly. Promoting their low impact on the environment would only attract more customers.  I’ve drawn up a list of existing products that could qualify for an eco-friendly label. While some of them do cost more than other similar products, we could do more to promote them by using in-store displays or by offering coupon discounts for certain items. A survey conducted about customers at our Tucson branch showed that they are interested in trying eco-friendly products. If we can get them to purchase these products just one time, I’m sure we will have hooked them for life.  Sincerely,  Tobias Foucan Sales Manager |

**196.** What is the article mainly about?  
 (A) A classification system for products  
 (B) Home Fixit’s profit projections  
 (C) Climate change and pollution  
 (D) Customer concerns

**197.** What is NOT mentioned in the article?  
 (A) Something special is stuck on the  
 side of the product from Home Fixit.  
 (B) Home Fixit begins the conservation

campaign.  
 (C) Goods with a sticker is more  
 reasonable price than others.  
 (D) Four Mart is one of the largest  
 retailers.

**198.** What problem does Tobias Foucan  
 mention?  
 (A) Customers have complained about

eco-friendly products.  
 (B) ValuSave does not have as much  
 money as Four Mart.  
 (C) There are no eco-friendly products

at ValuSave stores.  
 (D) Sales of the new product line were

lower than expected.

**199.** In the e-mail, the word “outpace” in  
 paragraph 2, line 3, is closest in

meaning to  
 (A) surpass  
 (B) associate  
 (C) combine  
 (D) allow

**200.** What does Tobias Foucan want to do?  
 (A) Copy everything Home Fixit is

doing  
 (B) Conduct a customer satisfaction  
 survey  
 (C) Make a list of eco-friendly products  
 (D) Sell eco-friendly products at a  
 reduced price

**3. Reading practice:**

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

Passage 01: Article & Letter (Questions 181-185, Test 05, ETS 1200)

**Questions 181-185** refer to the following article and letter.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

NEW LOOK FOR COMPTON STREET AREA

CAPITAL CITY- Following the announcement that the city’s art museum will be relocated across town to a larger building on Westing Street, the mayor's office has been soliciting proposals for a new use for the museum's current space on Compton Street. A number of proposals have been submitted by local and national developers. Two proposals in particular are emerging as strong possibilities.

One promising bid came from Varitek Corporation, which is seeking to build a high-rise office building on the site. This project would attract several new businesses and generate local jobs over the next five years. However, this is an ambitious proposal that would take nearly three years to complete. In addition, because business tenants usually require full-day parking privileges for employees, parking in the district could become even more difficult than.at present. Varitek, a four-year-old firm headquartered in Chicago, is 'currently completing similar building projects in Toronto and Ottawa.

Another proposal has come from Marshall Enterprises, a developer of commercial buildings in the city. The company has put forth an elaborate plan for a new shopping center, complete with department stores, restaurants, and a movie theater. This is an attractive option for the city because it would provide residents with a much needed shopping and entertainment area.  
Marshall Enterprises is best known for its renovation of the city's Canal District.

In a recent poll, Capital City residents were asked which plan they prefer. Results showed a slightly higher level of support for the Marshall Enterprises proposal, although the general feeling among residents is that both plans would be good for the city's economy. One group of residents, however strongly opposes the development of the area for commercial interests and is petitioning the city to reserve the space for a community park.  
- Brigit Hoffbauer

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dear Editor,

I would like to comment on Ms. Hoffbauer's article in the *Times* (Jan. 12) on the proposed construction plans for Compton Street. There is one factual error I feel mµst be corrected for the benefit of your readers.

Under the current proposal, the commercial office building designed by Varitek would be completed in about two years. Moreover, because the structure would be developed in stages, some offices would be available for use as quickly as eighteen months from the start of construction.

I agree with Ms. Hoffbauer that the parking needs of a commercial building pose a potential

problem. However, Priya Gupta, vice president of planning at Varitek, has already met several times with council member Robert Franks to discuss possible solutions.

Sincerely,

Liang Zhan  
President, Varitek Corporation

**181.** What is the purpose of the article?

(A) To announce upcoming cultural

events  
 (B) To describe the new stores on

Compton Street  
 (C) To encourage local residents to

write letters about an issue  
 (D) To provide information about

possible building projects

**182.** What is NOT mentioned as a possible

new use for the Compton Street area?

(A) A public park  
 (B) An art museum  
 (C) A shopping center  
 (D) An office building

**183.** What is implied about Capital City?

(A) Its Canal District is in need of

renovation.  
 (B) The city has used Varitek

Corporation before.  
 (C) It is known for its downtown

shopping district.  
 (D) Parking is considered a problem in  
 the city.

**184.** What is Mr. Zhan’s main complaint

about the article?

(A) It provided an inaccurate timetable.  
 (B) It misquoted Priya Gupta.  
 (C) It did not report the results of a poll.  
 (D) It did not discuss any benefits of his  
 company’s plan.

**185.** What is suggested about Mr. Zhan?

(A) He has an office in Capital City.  
 (B) He recently built a shopping center.  
 (C) He is involved with a project in

Toronto.  
 (D) He previously worked for Brigit  
 Hoffbauer.

Passage 02: Article & E-mail (Questions 196-200, Test 07, ETS 1000)

**Questions 196-200** refer to the following article and e-mail.

***Trade Show Press***

**September** 3–The 23rd Annual International Auto Parts and Accessories Trade Show was held at the Convention Center in Daegu, South Korea, on August 30, 31, and September 1. Over 100 exhibitors from 13 countries packed the center with displays of their newest products. The booths showcased everything imaginable, from crankshaft engine kits to car audio systems. Popular with visitors were demonstrations by Pela Auto Technologies of several of its high-tech sensors, including a parking aid sensor and a tail-lamp outage sensor. And Denver-based Trulo Racks generated a lot of buzz among sport enthusiasts in the crowd with the introduction of its S150 Rooftop Rack. Though its price point has not yet been set, the rack, which can be converted to accommodate bicycles, kayaks, skis, and snowboards, will become available to consumers early next year.

This year’s event was the largest in the trade show’s 23-year history. Hyun-sook Jung, who coordinates the event, said she expects next year’s show to draw even larger crowds. “And that,” she noted on Sunday, “means we’re already looking for a bigger venue.”

|  |
| --- |
| **To:** Marketing Team **From:** Joseph Riga <jriga@trulo.com> **Sent:** September 10 **Subject:** Trade Show |
| Dear Team,  Many thanks for your participation in the trade show in Daegu earlier this month. Your hard work and dedication made the event very successful for our company. I've been told that since the show, visits to our informational Web site have increased by 35 percent, and our sales representatives have already personally handled 800 pre-orders for the 5150 Rooftop Rack. Other good news is that it is not only sports equipment stores that have expressed interest in the rack but car dealerships as well.  I’d also like to say a special thank you to Arianna Webster, who ran the booth alone on the last day of the trade show while the rest of us flew back to the US to attend to other obligations. I hear that the last day was especially busy, and I commend her for her excellent work.  Thanks to all for a job well done.  Joseph Riga |

**196.** What is indicated about the trade show?  
 (A) It was well attended.  
 (B) It focused on auto sensors.  
 (C) It was held over four days.  
 (D) It was sponsored by Pela Auto  
 Technologies

**197.** What feature of the S150 Rooftop Rack

is mentioned?  
 (A) It is compact.  
 (B) It is inexpensive.  
 (C) It is adaptable.  
 (D) It is easy to install.

**198.** In the article, the word “draw” in  
 paragraph 2, line 2, is closest in meaning to  
 (A) remove  
 (B) match  
 (C) represent  
 (D) attract

**199.** When did Arianna Webster work

without help at her company's booth?  
 (A) On August 30  
 (B) On August 31  
 (C) On September 1  
 (D) On September 3

**200.** What has occurred as a result of the

trade show?  
 (A) Mr. Riga has received several

phone calls.  
 (B) Car dealerships have inquired about  
 Trulo’s newest rack.  
 (C) Online orders have increased.  
 (D) Trulo Racks has hired additional  
 sales representatives.

Passage 03: Article & Schedule (Questions 196-200, Test 03, ETS 5 Tests)

**Questions 196-200** refer to the following article and schedule.

***From the Group Up***

─────────────────────────────────────────

Nutrient levels in soil may not be the average reader's idea of an accessible, or even interesting, topic. But agronomist Hyeon Su Park has made it just that in *From the Ground Up.*

This surprise best seller is a discussion of the relationship of soil quality to agricultural development in farming communities. That the book has connected with such a large audience is  
no doubt a direct result of its author's technique. Rather than shying away from academic subject matter, Dr. Park conveys it through storytelling methods that a nonacademic audience can appreciate: anecdotes, personal impressions, and poetic descriptions.

Although the quality of the writing alone would explain the success of *From the Ground Up,* surely some credit is due to Sune Lund as well. The acclaimed photographer accompanied Dr. Park throughout her research for the book, and the result is a 30-page spread of breathtaking landscapes from over 20 nations.

The success of *From the Ground Up* may indicate a rise in the popularity of scientific nonfiction. For the last month, Dr. Park has appeared on best-seller lists alongside architect Cecil Crofte, whose *Gravitas* explores the physics behind the architecture of skyscrapers.

|  |
| --- |
| **Portland Festival of Books-Highlights**  **Readings and Discussions, Braithwaite Library Rotunda**  Day 1 25 January, 5 P.M. Hyeon Su Park gives a talk on the research behind her Rafkin Award-winning book *From the Ground Up.*  Day 2 26 January, 2 P.M. Cecil Crofte gives a multimedia demonstration on his best-selling *Gravitas.*  Day 3 27 January, 3 P.M. Dieter Neumann, Sally Black, and Gilda Carruthers  participate in a round-table discussion on the state of comic books today.  **Book Fair, Braithwaite Library, Blake Gallery**  26 & 27 January, noon-7 P.M., Featuring sales booths from major publishers and area bookstores. |

**196.** What is the subject of the article?

(A) An author's plans for her next

work  
 (B) The popularity of a recent

publication  
 (C) Trends in the textbook industry  
 (D) Readers’ reactions to an online

review

**197.** How is *From the Ground Up* described?

(A) It was written by two people.  
 (B) It is sold mainly in rural areas.  
 (C) It features numerous charts.  
 (D) It contains academic subject matter.

**198.** What is indicated about Mr. Lund?

(A) He will work with Dr. Park on a

future project.  
 (B) He took photographs in multiple  
 countries.  
 (C) He has won awards for his writing.  
 (D) He has lived on a small farm.

**199.** What will the first day of the festival  
 include?

(A) An announcement of nominees for

an award  
 (B) A presentation on architectural

design  
 (C) A discussion about agriculture  
 (D) A debate about the publishing

industry

**200.** According to the schedule, what can  
 attendees do in the Blake Gallery?

(A) Purchase books  
 (B) Meet authors  
 (C) Register for classes  
 (D) Apply for jobs

**V. CÁC DẠNG BÀI ĐỌC KÉP KHÁC**

**1.** Ngoài những dạng bài đọc kép thường gặp ở các phần trước, còn có sự kết hợp giữa một danh sách, biểu đồ, đồ thị, lịch biểu, hoá đơn,lịch trình v.v và một e-mail, thư, bài báo v.v.

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

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

Bài đọc thứ nhất là một bảng giá sản phẩm được đưa ra bởi nhà sản xuất, doanh nghiệp. Bài đọc thứ hai là e-mail đặt hàng một số sản phẩm.

Bài đọc thứ nhất là một hoá đơn liệt kê những mặt hàng được mua, được giao hàng. Bài đọc thứ hai là e-mail phản hồi về hoá đơn đó.

Bài đọc thứ nhất là một phần trang web chỉ ra những phàn nàn của khách hàng. Bài đọc thứ hai là e-mail hoặc thư gửi lời xin lỗi của công ty, doanh nghiệp.

Bài đọc thứ nhất là một cuốn sách quảng cáo về một chương trình biểu diễn nghệ thuật. Bài đọc thứ hai là lá thư nêu ra những nhận đinh, ý kiến của khán giả.

**b.** Hướng dẫn làm bài

**Bước 1:** Xác định từ khoá (keyword) trong các câu hỏi để biết được cần phải tìm

thông tin trong bài đọc nào.

**Bước 2:** Tìm gợi ý thứ nhất liên quan đến từ khoá ở một trong hai bài đọc, sau đó

tìm gợi ý thứ 2 ở bài đọc còn lại và liên kết các gợi ý đó để chọn câu trả lời

đúng.

Example 01: Memo and Report (Questions 186-190, Test 03, ETS 1000)

**Questions 186-190** refer to the following memo and report.

From: Lance Shelly, Vice President – Accounting  
To: Managers, Wytell, Inc.  
Date: September 25

Attention all managers:

Thank you for your diligent efforts in tracking the travel expenses of the employees you supervise. As you know, we only began this practice in the last year. The decision was made as the company began to expand beyond a size where reimbursement could be managed informally.

We are implementing the following changes and ask that you communicate them to your department. First, it has come to our attention that many employees do not feel that the current daily amount allowed for food expenses is enough. We are going to increase this allowance to $50 a day beginning on October 1. Second, we wish to trim expenses by requiring that employees make advance copies here at the office of any paperwork they will need while on business trips. When employees use commercial vendors to make copies, it tends to cost the company more than is necessary. As of November 1, we ask that you not approve any such expenses.

Thank you for your assistance in this matter.

Lance Shelly  
Vice President, Accounting

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Travel Expense Report**  **Employee Name:** Krit Suttirat **Date Submitted:** October 15 **Employee Number:** 184926 **Department:** Human Resources-Recruiting  *Please enter both the amount for each category and* a *description ofwhat the expense was.*   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Date | Oct 5 | Oct 6 | Oct 10 | Oct 11 | Oct 12 | | Location | Los Angeles | Los Angeles | Sacramento | Sacramento | Sacramento | | Transport | $40  Car rental | $51  Car rental, Gas | $4  Bus | $35  Car rental | $43  Car rental, Gas | | Lodging | $165  Hotel-1 night | ─ | $280  Hotel-2 nights | ─ | ─ | | Food | $35  2 meals | $40  3 meals | $32  2 meals | $38  2 meals | $36  2 meals | | Supplies | $52  Brochure copies | ─ | ─ | $8  Pencils | $8  Pencils | | Total | $292 | $91 | $316 | $81 | $87 | | Grand Total $867 | | | | | |   Employee Signature: \_\_\_Krit Suttirat\_\_\_\_\_\_\_\_\_\_\_\_  Supervisor Signature: \_\_Sheila M. Kearns­\_\_\_\_\_\_\_ |

**186.** According to the memo, why did

Wytell, Inc., start requiring travel

expense reports?

(A) Government regulations changed.  
 (B) Some employees had not been  
 reimbursed.

(C) The company had a new owner.

(D) The company became larger.

**187.** What is stated about the food

allowance?

(A) It is adequate to cover employee  
 expenses.  
 (B) It requires a separate form.  
 (C) It will be increased in October.  
 (D) It requires copies of receipts.

**188.** What is Ms. Suttirat’s position?

(A) Accounting assistant  
 (B) Employee recruiter

(C) Human resources supervisor  
 (D) Sales manager

**189.** What is indicated about Ms. Suttirat?

(A) She traveled to two cities in

October.  
 (B) She traveled by train.  
 (C) She spent two nights in Los Angeles.  
 (D) She submitted her expense report

late.

**190.** Which of Ms. Suttirat’s charges would

not be approved after November 1?

(A) $40  
 (B) $51  
 (C) $52  
 (D) $165

Example 02: Agenda & E-mail (Questions 181-185, Test 08, Economy 03)

**Questions 181-185** refer to the following agenda and e-mail.

|  |
| --- |
| Subject: Balancing Your Budget Straight Talk for Married Women Sponsored by the Institute of Quantitative  Research in Finance(IQR).  Location : North Little Rock Hotel Conference Room 201  **Timetable:** 9:00 Registration  \* Please show your invitation or membership card.  9:30 Keynote address by Eileen Christelow, bestselling author of *Making Your*  *Money At Home.*  10:00 Two Presentations “Spending a little now will reward you in the future” by Kathryn Caputo (90 mins.) “Find the balance between saving and spending for a lifetime of enjoyment with your family” by James Lange (60 mins.)  12:00 Lunch Break \*\* Discount tickets for hotel restaurants available  13:00 Panel Discussion  15:00 Question and Answer Session with lecturers  16:30 Closing Message by IQR chairman, Paul Edwards, President of Kersten  Industries |

|  |
| --- |
| From : Sharon Jaynes<sharon@ketmail.net> To : Grace Cornish<grace@applet.com> Re : IQR workshop  Dear Ms. Cornish,  I found the workshop held at the North Little Rock Hotel last week extremely beneficial and enlightening. The speakers made me think about how to save more money and spend it more wisely. It was financial knowledge I really should have learned a long time ago.  Due to traffic, however, I was delayed and didn't arrive at the hotel until 11 :00. I'd like to ask whether you have a transcript or videotape of the presentations that were delivered before 11:00. If so, could you let me know how I could get a copy? I am eager to get all the advice I can about this very important topic.  A close colleague of mine told me about the conference and when I registered for it on your website, I checked the box to receive your weekly newsletter. I have yet to receive one, so I'd like to confirm my e-mail address with you. Please send all IQR materials to me at sharon@ketmail.net.  Thank you in advance for your help.  Sincerely,  Sharon Jaynes |

**181.** Who most likely attended the  
 conference?

(A) Customers wanting to switch banks  
 (B) Personnel staff looking for new  
 recruits  
 (C) Stock brokers looking for good tips  
 (D) Women interested in money  
 management

**182.** Who most likely is the e-mail writer?

(A) A bestselling author  
 (B) A hotel clerk  
 (C) An audience member  
 (D) An entry-level employee

**183.** What does Ms. Jaynes ask for in the  
 e-mail?

(A) A copy of material delivered in the

morning  
 (B) A discount on the next IQR event  
 (C) A video of the message by James  
 Lange  
 (D) Advice about saving money

**184.** How did Sharon find out about the  
 workshop?

(A) She found out from a coworker.  
 (B) She looked at a flyer posted at her

office.  
 (C) She heard a radio commercial about

the workshop.  
 (D) She visited the website.

**185.** What problem would Sharon Jaynes

like to resolve?

(A) She cannot log on to the IQR  
 website.  
 (B) She lost all her money in an  
 investment.  
 (C) She did not receive the weekly  
 newsletter.  
 (D) She lost her workshop brochure.

Passage 01: **Questions 186-190** refer to the following card and message.

|  |
| --- |
| **Hotel Suite 126**  For security purposes, each hotel suite is equipped with an electronic locking device that prevents anyone other than the hotel guest from accessing the suite. Each room key has a special numerical code that is automatically erased at the check-out time on your scheduled date of departure. Should you require a time extension for your room, please phone the front desk to inform the staff of the changes to your departure time. Check-out occurs daily at one o’clock p.m.  Thank you. |

|  |
| --- |
| Hello, this is Lorne Peters in Suite 126. I was originally scheduled to check out on Sunday, March 3rd, but I have an urgent business meeting on Monday and need to extend my stay. My meeting will not finish until late Monday night, so I think that I had better stay until Tuesday.  I was also wondering if it would be possible to delay the usual check-out time on Tuesday for an additional hour. Please leave me a note at the front desk letting me know whether or not this will be possible. I will pick up the message Monday morning. Finally, I would like to schedule a wake-up call for Monday morning at 6:30.  Thank you. |

**186.** What has been done to make the suites

safer?

(A) Security guards are posted at all  
 entrances.  
 (B) Cameras are installed in all

hallways.  
 (C) Numerical codes on keys are  
 changed often.  
 (D) The front doors of the hotel are  
 locked at 10:30 p.m.

**187.** What is NOT indicated about Mr.  
 Peters?

(A) He is staying in Suite 126.  
 (B) He will attend a meeting on

Monday.  
 (C) A staff member will wake him up

by phone.  
 (D) He will check out on Sunday  
 morning.

**188.** In the phone message, the word  
 “extend” in paragraph 1, line 3 is

closest in meaning to

(A) prolong  
 (B) supplement  
 (C) protrude  
 (D) enlarge

**189.** What time would Mr. Peters like to

check out of the hotel on Tuesday?

(A) 11 a.m.  
 (B) Noon  
 (C) 1 p.m.  
 (D) 2 p.m.

**190.** How will the hotel inform Mr. Peters  
 whether or not he can extend his stay?

(A) With a phone message  
 (B) By e-mail  
 (C) By fax  
 (D) With a written message

Passage 02: Instructions and Response card (Questions 186-190, Test 04, ETS 5 Tests)

**Questions 186-190** refer to the following instructions and response card.

|  |
| --- |
| McMorris Products Company  **Instructions for Taste Testers**  Thank you for participating in a McMorris tasting session! Taste testers help our Research and Development team expand and improve our product line by informing us about consumer preferences. The results of these tests are the single most important factor in determining each year's new product line. By giving us your honest opinion of the products you taste, you help us bring the best possible product to our consumers.  In this tasting session, you will be given small samples of different products. You will taste each sample only once; you do not have to.eat the entire sample. After tasting each sample, fill out the corresponding response card. On the response card, there is a set of statements about the product. Next to each statement, assign a number from 1 to 5 based on how much you agree with the statement, with lower numbers signifying agreement. For example, if you strongly agree with the statement, enter 1; if you strongly disagree with the statement, enter 5. If you are undecided, enter 3.  It usually takes about 5 minutes to taste each sample and fill out each response card, but feel free to take more time if you need to; it is important that you do not rush through the test. Also, be sure to drink water from the bottles provided before you taste a new sample; this will help clear your palate so that you can taste each sample independently. If you have questions at any time, do not hesitate to ask the facilitator. The entire session normally lasts about an hour. |

|  |  |
| --- | --- |
| **Product Sample 9**  Participant: Please fill out the response form according to the instructions. | |
| The product has a visually appealing color. | 1 |
| The product has a visually appealing texture. | 1 |
| The product has the right amount of sweetness. | 2 |
| The product has the right amount of saltiness. | 1 |
| The product has a pleasing texture when eaten. | 2 |
| The product is pleasantly moist. | 1 |
| The product would be better if served hot | 1 |
| The product would be better if served cold. | 5 |

**186.** What is suggested about McMorris  
 Products Company?

(A) It relies on television advertisements

to attract consumers.  
 (B) It is one of the largest food  
 manufacturers in the nation.  
 (C) It introduces new products to the

market every year.  
 (D) It is planning to expand its research  
 division.

**187.** In the instructions, the word “takes” in  
 paragraph 3, line 1, is closest in

meaning to

(A) follows  
 (B) requires  
 (C) determines  
 (D) lengthens

**188.** What are participants asked to do?

(A) Proceed as quickly as possible  
 (B) Wear comfortable clothing  
 (C) Fill out an online form  
 (D) Drink water regularly

**189.** What most likely is true about product  
 sample 9?

(A) It does not contain salt.  
 (B) It is not yet available for purchase.  
 (C) It was made available twice to  
 participants.  
 (D) It had a bitter taste.

**190.** What aspect of the product did the  
 participant strongly disagree with?

(A) The product will be too expensive.  
 (B) The product is a good color.  
 (C) The product is too moist.  
 (D) The product should be served cold

Passage 03: **Questions 191-195** refer to the following invoice and e-mail.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **WWW.Kolumbbookstore.com**  We have shipped your items, and this completes your order. The following items were included in this shipment:   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Qty | Item | Price | Shipped | Subtotal | | 1 | Mastering French Music at Home | $14.97 | 1 | $14.97 | | 1 | The Book of Basketball | $16.50 | 1 | $16.50 | | 1 | The Digital Photography Book | $27.67 | 1 | $27.67 | | 1 | The Christmas Sweater | $8.10 | 1 | $8.10 | | 1 | Pioneer Women Cooks | $15.29 | 1 | $15.29 | | 1 | The Conscious Cook | $17.54 | 1 | $17.54 |   Item Subtotal : $92.40 Shipping & Handling : $8.74 Super Saver Shipping Discount : -$8.74 Total : $92.40 Paid by Credit Card : $92.40  This shipment was sent to:  Esme E. Faerber 187 Tesuque Village Tesuque, NM 87574 United States  Return policy: We will gladly accept a return of merchandise 30 days from the postmarked date you receive your item. You are responsible for shipping and handling charges on returned items, unless it is a result of a shipping error or defective merchandise. |

|  |
| --- |
| From : cnewman@gmail.com To : service@kolumbbookstore.com  To whom it may concern,  I received my order today and there were a couple of surprises. First of all, instead of *Classical and Contemporary Sauce Making,* I received a book titled *Mastering French Music at Home.* Also, my copy of *The Digital Photography Book* was severely damaged. I would like a replacement copy, please. I asked for standard shipping and was given the Super Saver Shipping Discount according to my online billing statement. However, when I got the invoice that came inside the books, my total had been adjusted to $101.14, so apparently the $8.74discount had not been applied to the total. Please exchange a damaged book and a missing book for new ones, and let me know how to send back the two items to you. Also, please arrange for a credit of $8.74 to my account. Thank you.  Regretfully,  Esme E. Faerber |

**191.** What is the purpose of the first e-mail

invoice?

(A) To advertise some bestselling books  
 (B) To inform the buyer of the goods to

be sent  
 (C) To encourage the recipient to sign

up for a course  
 (D) To provide information about cook

books

**192.** What is the person who placed the

order likely interested in?

(A) Management  
 (B) French wine  
 (C) Traveling  
 (D) Cooking

**193.** Which is NOT a problem with Mr.  
 Faerber’s order?

(A) He received an item he did not

order.  
 (B) One of the books he received was  
 damaged.  
 (C) There was a mistake with the  
 shipping charges.  
 (D) His online order receipt was

missing.

**194.** What does Mr. Faerber ask the  
 bookstore to do about the damaged  
 item?

(A) Replace it with a new one  
 (B) Provide an $8 credit  
 (C) Issue a refund to his credit card  
 (D) Give him a discount on his next  
 purchase

**195.** How much must Mr. Faerber pay for

the two items to be returned?

(A) Nothing  
 (B) $8.74  
 (C) $92.40  
 (D) $101.74