LISTENING TEST  
  
In the Listening test. you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 1  
  
Directions: For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

[Two people sitting at a table

Description automatically generated with medium confidence](https://kimnhungtoeic.com/wp-content/uploads/2021/11/part-1-1-1.jpg)

Statement (C), ‘They’re sitting at a table,” is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

Câu 1:  
A picture containing person, indoor, kitchen, preparing

Description automatically generated

 (A)

 (B)

 (C)

 (D)

Câu 2:  
A picture containing bicycle, outdoor, ground, handcart

Description automatically generated

 (A)

 (B)

 (C)

 (D)

Câu 3:  
A couple of women sitting at a table looking at a book

Description automatically generated with medium confidence

 (A)

 (B)

 (C)

 (D)

Câu 4:  
A group of people walking on a road with trees on either side

Description automatically generated with low confidence

 (A)

 (B)

 (C)

 (D)

Câu 5:  
A picture containing text, person, indoor, standing

Description automatically generated

 (A)

 (B)

 (C)

 (D)

Câu 6:  
A picture containing building, furniture, porch

Description automatically generated

 (A)

 (B)

 (C)

 (D)

PART 2  
  
Directions: You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

Câu 7: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 8: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 9: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 10: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 11: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 12: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 13: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 14: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 15: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 16: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 17: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 18: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 19: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 20: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 21: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 22: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 23: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 24: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 25: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 26: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 27: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 28: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 29: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 30: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

Câu 31: Mark your answer on your answer sheet.

 (A)

 (B)

 (C)

 (D)

PART 3

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

[Diagram

Description automatically generated](https://kimnhungtoeic.com/wp-content/uploads/2021/11/2-4.jpg)

[Diagram, letter

Description automatically generated](https://kimnhungtoeic.com/wp-content/uploads/2021/11/2-5.jpg)

Câu 32: What does the man say he plans to do today?

 (A) Go sightseeing

 (B) Attend a conference

 (C) Purchase some gifts

 (D) Stop at a bank

Câu 33: What does the man ask about?

 (A) Internet access

 (B) Use of a fitness center

 (C) Transportation options

 (D) Nearby restaurants

Câu 34: What does the woman offer to do?

 (A) Make a reservation

 (B) Print a parking pass

 (C) Provide a password

 (D) Check on some prices

Câu 35: What did the man do before coming in to work?

 (A) He met with a friend.

 (B) He revised a menu.

 (C) He read a newspaper.

 (D) He bought some breakfast.

Câu 36: What does the man think will happen this week?

 (A) There will be more customers.

 (B) There will be a safety inspection.

 (C) A contract will be renewed.

 (D) A new chef will be hired.

Câu 37: What will the woman most likely do next?

 (A) Hire additional staff

 (B) Schedule some repairs

 (C) Place an order

 (D) Print an article

Câu 38: Who most likely is the man?

 (A) A supermarket manager

 (B) An appliance store employee

 (C) An ice-cream shop owner

 (D) A real estate agent

Câu 39: What problem does the woman mention?

 (A) An invoice is incorrect.

 (B) An item is broken.

 (C) A document is missing.

 (D) A product is too expensive.

Câu 40: What does the man suggest the woman do?

 (A) Purchase a warranty

 (B) Return some merchandise

 (C) Call a specialist

 (D) Find an item online

Câu 41: Why is the man calling?

 (A) To make a payment

 (B) To request an extension

 (C) To cancel a registration

 (D) To obtain course information

Câu 42: What does the man say about his friend?

 (A) She works in his office.

 (B) She benefited from a certificate program.

 (C) She runs a successful accounting firm.

 (D) She wrote a positive review.

Câu 43: What does the woman say the man might be eligible for?

 (A) A reduced fee

 (B) A consultation

 (C) A job promotion

 (D) A free upgrade

Câu 44: Where do the speakers work?

 (A) At a clothing store

 (B) At a fitness center

 (C) At a software comoany

 (D) At a sports arena

Câu 45: According to the speakers, what will happen next month?

 (A) Pricing options will change.

 (B) Renovation work will begin.

 (C) New employees will be hired.

 (D) Business hours will be extended

Câu 46: What does the man offer to do?

 (A) Make some signs

 (B) Update a schedule

 (C) Estimate some costs

 (D) Send an e-mail

Câu 47: Where most likely are the speakers?

 (A) At a print shop

 (B) At a furniture factory

 (C) At an appliance warehouse

 (D) At a stationery store

Câu 48: What problem do the men describe?

 (A) A door has been left open.

 (B) A delivery truck has been delayed.

 (C) Some employees are out sick.

 (D) Some products are defective.

Câu 49: What is scheduled to happen at one o'clock?

 (A) Some clients will visit.

 (B) Some equipment will be cleaned.

 (C) A training session will be conducted.

 (D) An employee luncheon will be held.

Câu 50: What did the man recently finish?

 (A) A conference proposal

 (B) An agenda for a business trip

 (C) A revision to a client database

 (D) A review of some blueprints

Câu 51: What problem does the man mention?

 (A) Additional permits are needed.

 (B) An expense was not approved.

 (C) A supervisor is unavailable.

 (D) A Web site is not working.

Câu 52: What will the speakers do next?

 (A) Rehearse a presentation

 (B) Print some documents

 (C) Go have lunch

 (D) Call technical support

Câu 53: Who most likely is the woman?

 (A) A safety inspector

 (B) An overseas client

 (C) An athlete

 (D) An accountant

Câu 54: What does the woman tell the man about her ID card?

 (A) It is expired.

 (B) It has the wrong photo.

 (C) Her name is misspelled.

 (D) She forgot to bring it.

Câu 55: Why does the man say. It normally lakes a few days'?

 (A) To reject a request

 (B) To address a concern

 (C) To complain about a delay

 (D) To acknowledge an accomplishment

Câu 56: What type of event are the speakers attending?

 (A) A trade show

 (B) A now-hire orientation

 (C) A celebrity interview

 (D) A grand opening

Câu 57: Where do the men work?

 (A) At a mobile phone manufacturer

 (B) At a software development company

 (C) At an appliance repair shop

 (D) At an advertising agency

Câu 58: What will the woman most likely do next?

 (A) Exchange contact information

 (B) Consult with a colleague

 (C) Check a schedule

 (D) Look at a brochure

Câu 59: Why is the man excited?

 (A) He has been promoted.

 (B) His vacation request was approved.

 (C) A research article will be published.

 (D) A project will receive extra funding.

Câu 60: What does the woman mean when she says, our budget's going to be fairly limited"?

 (A) The company's decision is not surprising.

 (B) A fund-raiser should be organized.

 (C) Some numbers need to be checked.

 (D) The man's suggestion may not work.

Câu 61: What does the woman say about local students?

 (A) She has worked with them before.

 (B) She is tutoring them in science.

 (C) They are participating in a conference.

 (D) They have made several donations.

Câu 62: Look at the graphic. Who placed the order the woman is picking up?

 (A) Richard

 (B) Alison

 (C) Tomas

 (D) Janet

Câu 63: What event does the woman mention?

 (A) A client meeting

 (B) A birthday party

 (C) A retirement luncheon

 (D) An anniversary celebration

Câu 64: What does the woman ask the man about?

 (A) A form of payment

 (B) A delivery service

 (C) A greeting card

 (D) An ingredient

Câu 65: Why does the woman ask to reschedule her appointment?

 (A) She has to have her car repaired.

 (B) She is visiting a friend.

 (C) She has a business meeting.

 (D) She needs to go to the bank.

Câu 66: Look at the graphic. Where will the woman most likely go tomorrow?

 (A) To location A

 (B) To location B

 (C) To location C

 (D) To location D

Câu 67: What does the man ask the woman to do?

 (A) Pay a fee in advance

 (B) Register online

 (C) Complete a survey

 (D) Come to an office early

Câu 68: Where do the speakers work?

 (A) At a flower shop

 (B) At a real estate company

 (C) At a paint store

 (D) At a newspaper publisher

Câu 69: What does the woman say about color advertisements?

 (A) They are difficult to design.

 (B) They attract more attention.

 (C) They can be sent electronically.

 (D) They should use specific colors.

Câu 70: Look at the graphic. How much will the speakers pay for their advertisement?

 (A) $300

 (B) $500

 (C) $250

 (D) $400

PART 4

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

[Text

Description automatically generated](https://kimnhungtoeic.com/wp-content/uploads/2021/11/2-6.jpg)

Câu 71: What type of product is being discussed?

 (A) A coffee maker

 (B) A microwave oven

 (C) A portable heater

 (D) A water filter

Câu 72: What is the purpose of the advertisement?

 (A) To reveal a product release date

 (B) To announce a talent show

 (C) To find volunteers for a focus group

 (D) To explain details of a warranty

Câu 73: What bonus is mentioned?

 (A) A raffle ticket

 (B) A coupon

 (C) Travel reimbursement

 (D) Free shipping

Câu 74: Where is the speaker?

 (A) At a hotel

 (B) At a travel agency

 (C) On a train

 (D) In an airport

Câu 75: What will happen al the company tomorrow?

 (A) New furniture will arrive.

 (B) Some clients will visit.

 (C) A new employee will be introduced.

 (D) Some computer software will be updated.

Câu 76: Why does the speaker say, "Paul lived in Spain for ten years"?

 (A) To recommend a colleague for a task

 (B) To suggest a travel destination

 (C) To express surprise about an anniversary date

 (D) To correct a data-entry error

Câu 77: What is the announcement about?

 (A) Anew sales team

 (B) An outdoor work space

 (C) A branch office

 (D) A marketing campaign

Câu 78: What can the listeners find on the company Web site?

 (A) A newspaper article

 (B) A video demonstration

 (C) An architectural plan

 (D) A revised policy

Câu 79: According to the speaker, what have some people expressed concern about?

 (A) A work schedule

 (B) A completion date

 (C) Internet connectivity

 (D) Parking availability

Câu 80: Where are the listeners?

 (A) At a trade show

 (B) At a fund-raising banquet

 (C) On a company retreat

 (D) On a city tour

Câu 81: What does the speaker imply when she says, "tickets are sold our?

 (A) An event has been rescheduled.

 (B) An activity is popular.

 (C) A ticket office is closed.

 (D) A refund will be issued.

Câu 82: What does the speaker remind the listeners to bring?

 (A) An umbrella

 (B) A pair of comfortable shoes

 (C) An identification card

 (D) A receipt for payment

Câu 83: What kind of service is being advertised?

 (A) Office cleaning

 (B) Tailoring

 (C) Grocery delivery

 (D) Landscaping

Câu 84: How can the listeners start using a service?

 (A) By visiting a local shop

 (B) By scheduling a consultation

 (C) By calling a telephone number

 (D) By creating an account online

Câu 85: What special promotion is available?

 (A) A free gift

 (B) A money-back guarantee

 (C) A membership upgrade

 (D) A personalized price quote

Câu 86: What is the purpose of the talk?

 (A) To thank project volunteers

 (B) To explain an event schedule

 (C) To introduce a new employee

 (D) To welcome a guest speaker

Câu 87: According to the speaker, why might the listeners be familiar with Ms. Wang?

 (A) She starred in a television show.

 (B) She won a journalism award.

 (C) She used to be an intern at the company.

 (D) She has relatives who work for the company.

Câu 88: What event WA the listeners encouraged to attend?

 (A) A board meeting

 (B) A theater performance

 (C) A training session

 (D) A staff luncheon

Câu 89: Who will be featured at Saturday's event?

 (A) Sculptors

 (B) Musicians

 (C) Authors

 (D) Comedians

Câu 90: What is money being raised for?

 (A) An after-school program

 (B) A sports tournament

 (C) A building improvement project

 (D) A health clinic

Câu 91: Why are volunteers needed?

 (A) To set up equipment

 (B) To sell tickets

 (C) To donate food

 (D) To direct traffic

Câu 92: Which field does the speaker most likely work in?

 (A) Film production

 (B) Interior design

 (C) Computer programming

 (D) Broadcast journalism

Câu 93: What improvement did the speaker make?

 (A) She hired more staff.

 (B) She used different software.

 (C) She changed some colors.

 (D) She talked to a specialist.

Câu 94: Why does the speaker say, "I'm having some trouble uploading the file'?

 (A) To request some new equipment

 (B) To complain about a policy

 (C) To ask for help

 (D) To explain a delay

Câu 95: Where does the speaker most likely work?

 (A) At a bookshop

 (B) At an electronics store

 (C) At a home-improvement store

 (D) At a clothing store

Câu 96: What will happen next Tuesday?

 (A) New inventory will arrive.

 (B) The store will close for a holiday.

 (C) New employees will begin working.

 (D) A district manager will visit.

Câu 97: Look at the graphic. What job will the speaker do tomorrow?

 (A) Greeter

 (B) Sales representative

 (C) Cashier

 (D) Stock clerk

Câu 98: Why is the speaker traveling?

 (A) He is taking a vacation.

 (B) He is making a delivery.

 (C) He is inspecting properties.

 (D) He is conducting training.

Câu 99: Look at the graphic. Which item number should the listener order?

 (A) NT-105

 (B) FF-200

 (C) A-888

 (D) C-250

Câu 100: What does the speaker say will happen next week?

 (A) Some prices will be discounted.

 (B) Some job applicants will be interviewed.

 (C) A new product will be released.

 (D) An office will move to a new location.

READING TEST

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

PART 5

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Câu 101: Mr. Sokolov \_\_\_\_\_ a positive review of his stay at the Olana Hotel.

 (A) write

 (B) wrote

 (C) writing

 (D) was written

Câu 102: The manager often leads new employees through the safety procedures \_\_\_\_\_

 (A) her

 (B) herself

 (C) hers

 (D) she

Câu 103: The corporate fitness center is equipped \_\_\_\_\_ fourteen stationary hinynles

 (A) at

 (B) on

 (C) with

 (D) about

Câu 104: Professor Phuong will go over the use of the laboratory \_\_\_\_\_ with the interns next week.

 (A) instruments

 (B) instrumental

 (C) instrumentally

 (D) instrumented

Câu 105: Arnby Cable \_\_\_\_\_ £25.00 to all Internet subscribers after the weeklong service interruption.

 (A) refunded

 (B) accepted

 (C) divided

 (D) deposited

Câu 106: The board of directors will meet next Monday to examine the current hiring \_\_\_\_\_

 (A) purpose

 (B) intent

 (C) assembly

 (D) policy

Câu 107: Passengers shniild not leave their seats \_\_\_\_\_ a flight attendant gives them permission to do so.

 (A) unless

 (B) rather

 (C) instead

 (D) otherwise

Câu 108: The goal of the committee was to evaluate the company's bylaws and offer \_\_\_\_\_ for improvement.

 (A) renewals

 (B) registrations

 (C) recommendations

 (D) reimbursements

Câu 109: The building's new ventilation system circulates heat much \_\_\_\_\_ than before.

 (A) even

 (B) most even

 (C) evenly

 (D) more evenly

Câu 110: Glowood Appliances promises customers their money back \_\_\_\_\_ they are not satisfied with their purchase.

 (A) while

 (B) and

 (C) if

 (D) then

Câu 111: The theater doors will close and the show will start at precisely 8:00 p.m., so guests are reminded to be \_\_\_\_\_.

 (A) rapid

 (B) sudden

 (C) punctual

 (D) instant

Câu 112: All vacation requests must be made to your supervisor \_\_\_\_\_ the requested date.

 (A) prior to

 (B) except for

 (C) previously

 (D) because

Câu 113: Most banks now offer clients the option of receiving their statements electronically or \_\_\_\_\_ mail.

 (A) from

 (B) of

 (C) in

 (D) by

Câu 114: Construction at Langhall Plaza is going so well that shops might open before the expected date.

 (A) completion

 (B) selectinn

 (C) decision

 (D) option

Câu 115: Kohmek, Inc., is seeking a suitable site \_\_\_\_\_ the construction of its electronics factory.

 (A) for

 (B) so

 (C) to

 (D) more

Câu 116: Studies show that the average audience forms its \_\_\_\_\_ of the speaker within the first few seconds of the presentation.

 (A) Impress

 (B) impressive

 (C) impressively

 (D) impression

Câu 117: Mr. Cutler has been asked to \_\_\_\_\_ domestic sales of low-calorie beverages.

 (A) oversee

 (B) possess

 (C) succeed

 (D) persist

Câu 118: Cranford Culinary Academy offers 35 different classes for \_\_\_\_\_ chefs.

 (A) aspires

 (B) aspirations

 (C) aspiring

 (D) to aspire

Câu 119: \_\_\_\_\_ , items sold at the Scottville Craft Fair are unique and of very high quality.

 (A) Fairly

 (B) Typically

 (C) Simply

 (D) Entirely

Câu 120: Mamton Home Furnishings \_\_\_\_\_ customized furniture in Pennsylvania for more than a century.

 (A) manufactures

 (B) is manufacturing

 (C) has manufactured

 (D) manufacture

Câu 121: Please hold any phone calls for Ms. Tanaka \_\_\_\_\_\_ she will be in meetings all day.

 (A) as

 (B) but

 (C) despite

 (D) similarly

Câu 122: Dolores Gutierrez excels as an estate planning attorney who helps clients manage their assets \_\_\_\_\_ .

 (A) effect

 (B) effectively

 (C) effects

 (D) effective

Câu 123: Mr. Singh was \_\_\_\_\_ about sales of the fragrance after the first round of customer focus groups.

 (A) extensive

 (B) distinct

 (C) optimistic

 (D) superior

Câu 124: Data from the finance department was used to \_\_\_\_\_ predict the company's future expenses.

 (A) either

 (B) ever

 (C) yet

 (D) better

Câu 125: Immediately after the decrease in production was announced, everyone began discussing how \_\_\_\_\_ would impact work schedules.

 (A) us

 (B) it

 (C) theirs

 (D) yours

Câu 126: Every year Arrow Mill. Inc., processes a \_\_\_\_\_ amount of grain.

 (A) durable

 (B) direct

 (C) resolute

 (D) substantial

Câu 127: Tomorrow morning, both escalators in the store will be turned off periodically in order to perform \_\_\_\_\_ maintenance.

 (A) required

 (B) require

 (C) requiring

 (D) requires

Câu 128: Those who wish to volunteer at the annual Sebastian Park flower-planting event this Saturday \_\_\_\_\_ to arrive early.

 (A) asks

 (B) are asked

 (C) has been asking

 (D) to ask

Câu 129: Although Mr. Yanamura's theory is \_\_\_\_\_ controversial, it does help explain the latest changes in the market.

 (A) neatly

 (B) urgently

 (C) gracefully

 (D) certainly

Câu 130: A recent \_\_\_\_\_ found that property values in the Agate Valley region had increased by 3 percent between January and June.

 (A) assessment

 (B) assessed

 (C) assessable

 (D) to assess

PART 6

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices for each question are given below the text. Select the best answer to complete the text. Then mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 131-134 refer to the following information.

The Design Present Conference is an annual event held in Melbourne for graphic-design professionals. The conference is steadily growing in popularity. Last year, it \_\_\_\_(131) \_\_\_ it more than 3,000 attendees from Australia and around the world. The next Design Present Conference, which will be held from 20 to 23 March, will offer more than 100 workshops, plus keynote speeches and plenary sessions. This year, several opportunities for professional networking will be added. Attendees will have the chance to market \_\_\_ (132) \_\_\_ to firms in several different industries. Periods for networking will be included in the \_\_\_ (133) \_\_\_ each day. Whether you are a design enthusiast, student, freelance designer, or business owner, Design Present has something for you \_\_\_ (134) \_\_\_.

Câu 131:

 (A) attracted

 (B) entered

 (C) awarded

 (D) promoted

Câu 132:

 (A) they

 (B) them

 (C) themselves

 (D) theirs

Câu 133:

 (A) location

 (B) situation

 (C) machine

 (D) schedule

Câu 134:

 (A) Registration begins on 3 February and continues through 18 March.

 (B) This speaker is well-known throughout the industry.

 (C) The conference was held in New Zealand in previous years.

 (D) We'd like to get your feedback on last year's conference.

**Questions 135-138** refer to the following advertisement.

**Housing Specialist Needed**

Wallace & Prence Realty is currently seeking a housing specialist to work with our international clients. We specialize in securing appropriate short-term housing for individuals \_\_\_(135)\_\_\_ will be working in the Toronto area for only a short time. As part of our client-relations department, the housing specialist \_\_\_(136)\_\_\_ guidance to clients preparing for temporary relocation \_\_\_(137)\_\_\_ . The successful candidate must have knowledge of real estate and rental agencies in the Toronto area. Also required are a minimum of two years of customer-service experience. Individuals with the necessary \_\_\_(138)\_\_\_ are encouraged to contact us at recruitment@wallaceprence.ca.

Câu 135:

 (A) who

 (B) accordingly

 (C) recently

 (D) where

Câu 136:

 (A) provided

 (B) will provide

 (C) will have provided

 (D) is providing

Câu 137:

 (A) Your travel expenses are covered by Wallace & Prence.

 (B) We place clients in apartments throughout the world.

 (C) Duties also include supporting clients after their arrival.

 (D) Incomplete applications will not be considered.

Câu 138:

 (A) questions

 (B) documents

 (C) references

 (D) qualifications

Questions 139-142 refer to the following newspaper article.

LOWELL (March 3)—Just one year after opening, Viggo’s Sweet Shop on Park Sheet has become the place to go for residents wishing to satisfy their sugary cravings. Says owner Viggo Magnusson, ‘Returning customers bring friends and relatives with them, so the shop is always \_\_\_(139)\_\_\_.” Mr. Magnusson credits the success of his business to the recipes he inherited from his grandmother about a decade ago. \_\_\_(140)\_\_\_.  
  
But the popularity of the pastry shop \_\_\_(141)\_\_\_ Mr. Magnusson with an unanticipated problem: lack of store space. So when the shoe store next door went out of business recently, he purchased the property to allow for the \_\_\_(142)\_\_\_ of his shop. Renovations will start in April.

Câu 139:

 (A) doubted

 (B) estimated

 (C) crowded

 (D) organized

Câu 140:

 (A) She usually serves them warm.

 (B) She created them when she started the restaurant.

 (C) His family members prefer eating healthy meals.

 (D) His social media campaign has also boosted sales.

Câu 141:

 (A) leave

 (B) left

 (C) is leaving

 (D) have left

Câu 142:

 (A) expansion

 (B) supervision

 (C) submission

 (D) division

[Text, application, letter, email

Description automatically generated](https://kimnhungtoeic.com/wp-content/uploads/2021/11/part-6-143-146.jpg)

Questions 143-146 refer to the following memo.

To: All Employees

From: Jennifer Prasad

Subject: Updated Password Policy

Date: Tuesday, February 8

Dear Employees,

As an enhanced security measure, you will now be required to change the password you use to access the company network on the first workday of each month. \_\_\_(143)\_\_\_ , your log-in ID will remain the same.  
  
Each password must be at least twelve characters long and include one capital letter, one lowercase letter, one number, and one special character.  
  
An e-mail \_\_\_(144)\_\_\_ on the last workday of each month reminding you to set a new password on the next workday. \_\_\_(145)\_\_\_ to do so will result in your being locked out of your account, and you will have to contact our platform provider, Securities Services, for assistance.  
  
We are doing our best to ensure that our employees and our clients have the highest possible level of security. \_\_\_(143)\_\_\_ .  
  
Jennifer Prasad, CEO

Câu 143:

 (A) However

 (B) Therefore

 (C) In addition

 (D) For example

Câu 144:

 (A) sent

 (B) will be sent

 (C) will have sent

 (D) had been sent

Câu 145:

 (A) Support

 (B) Absence

 (C) Failure

 (D) Approval

Câu 146:

 (A) I will see you at the meeting.

 (B) Write down your new log-in ID.

 (C) Let me know when this is done.

 (D) Thank you for your cooperation.

PART 7

Directions: In this pail you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

Questions 147-148 refer to the following notice.

Asherton Garden Fair  
  
The City of Asherton proudly presents a Garden Fair

on the grounds of Asherton Manor

Saturday, June 10

11:00 A.M. to 5:00 P.M.

Free admission includes

Children’s games, crafts, and local bands

Shuttle buses from nearby Asherton Train and Bus Station

Plants and seeds for sale

Refreshments for purchase—hot and cold beverages, cakes, sandwiches, and more!

Tours of Asherton Manor available for a small fee

Parking available at the manor for $10 per vehicle

For more information:

416-555-0187

Câu 147: What is indicated about Asherton Manor?

 (A) It is available for private portico.

 (B) It is open daily from 11:00 A.M. to 5:00 P.M.

 (C) It always offers guided tours.

 (D) It is near a train station.

Câu 148: What will NOT be free at the fair?

 (A) Games

 (B) Music

 (C) Shuttle rides

 (D) On-site parking

**Questions 149-150** refer to the following advertisement.

Eleanor’s Catering

Make Your Next Event Unforgettable

Looking for a caterer for your special occasion? Search no longer! Eleanor’s Catering can be of help for every type of social gathering—from small, intimate gatherings to large, formal events. Eleanor’s offers high-quality, delicious food for all occasions. Our full-service catering service includes beverages and rentals of tables, linens, dishes, and cutlery. Our staff will do everything to make your special event a success-we will deliver everything you need, set it up, and then remove it afterward.

To get a cost estimate, please complete a Catering Request Form on our Web site at www.eleanorscatering.com. Tasting of menu items is available upon request.

Câu 149: What is the purpose of the advertisement?

 (A) To offer a discount to new clients

 (B) To announce new menu items

 (C) To describe the services of a business

 (D) To explain delivery requirements

Câu 150: According to the advertisement, what is available by special request?

 (A) Food sampling

 (B) Vegetarian meals

 (C) Itemized bills

 (D) Decorations

**Questions 151-152** refer to the following e-mail.

E-mall

To: [rwiest@lupinecityhall.com](mailto:rwiest@lupinecityhall.com)

From: [dbryant@arcospartners.com](mailto:dbryant@arcospartners.com)

Date: April 12

Subject: Site Survey

Attachment: Survey

Dear Mr. Wiest,

I e-mailed you the site survey document on Monday, so it’s strange that you didn’t see it. Perhaps because I sent it from my personal e-mail rather than my work e-mail, your server didn’t recognize it and routed it to your junk-mail folder instead. In any case, I will reattach the document here.

If the site is approved by next week, my team will expedite the completion of the final blueprints. The property owner hopes to have the full building project approved before the end of the month so that the construction team can start laying the foundation in June.

Sincerely, Daniela Bryant

Câu 151: According to Ms. Bryant, why might Mr. Wiest not have seen the original document?

 (A) She forgot to attach it to her e-mail.

 (B) She sent it to a different person.

 (C) It may have gone to the wrong e-mail folder.

 (D) The tile in it may have been too large.

Câu 152: Who most likely is Ms. Bryant?

 (A) An architect

 (B) An apartment-building manager

 (C) A banker

 (D) A property owner

**Questions 153-154** refer to the following online chat discussion.

**Mandi Garafelli (3:32 P.M.):** Hello. Thanks for contacting Picturos Camera customer service. How can I help you today?

**Theo Ubari (3:33 P.M.):** Hi. I recently bought the Picturos 3000. I’m having trouble downloading photos from the camera to my computer.

**Mandi Garafelli (3:35 P.M.):** OK. Have you done these steps? 1. Check the connection between the camera and the computer. 2. Turn the camera off and on again. 3. Reboot the computer with the camera connected.

**Theo Ubari (3:38 P.M.):** I tried steps I and 2. Nothing improved.

**Mandi Garafelli (3:41 P.M.):** Before you try step 3, go into your “applications” folder and look for an icon that says “Picturos 3000.” Do you see it?

**Theo Ubari (3:42 P.M.):** Yes, it’s there.

**Mandi Garafelli (3:43 P.M.):** Double click it. Your pictures should automatically appear.

**Theo Ubari (3:44 P.M.):** That worked! Thanks for your help!

**Mandi Garafelli (3:45 P.M.):** Sure thing.

Câu 153: What has Mr. Ubari NOT done?

 (A) Purchased a new camera

 (B) Connected the camera to the computer

 (C) Restarted the camera

 (D) Restarted the computer

Câu 154: At 3:42 P.M., what does Mr. Ubari most likely mean when he writes, "Yes, it's there"?

 (A) He found an icon.

 (B) He moved the camera.

 (C) He uploaded the pictures.

 (D) He sees the instructions.

**Questions 155-157** refer to the following memo.

**MEMO**

**To:** All Staff

**From:** Damian Perez

**Date:** September 3

**Re:** Safety inspection

Tomorrow, September 4, we will have a safety inspection here in the factory The inspector, Ms. Hannah Langan, is expected to arrive at 8:30 AM. and depart by 3:30 PM. Note that there will be preliminary meetings prior to the inspection itself. The schedule is below.

|  |  |  |  |
| --- | --- | --- | --- |
| **Time** | **Activity** | **Required Attendees** | **Location** |
| 9:00 A.M. | Opening meeting | All staff | Cafeteria |
| 10:00 A.M. | Inspector meets with General Manager | Damian Perez | Meeting Room C |
| 11:30 A.M. | Lunch | Damian Perez | Cafeteria |
| 12:30 P.m. | Operations inspection | All staff | Factory floor |

With the exception of the opening meeting, factory floor workers should be at their regular stations throughout the day. During the operations inspection, the inspector may visit workstations and ask about machines. Please respond directly and honestly, and then continue working as soon as the inspector moves on.

Câu 155: Who most likely is Mr. Perez?

 (A) A factory floor worker

 (B) A food service worker

 (C) The safety inspector

 (D) The general manager

Câu 156: When will the inspection begin?

 (A) At 8:30 A.M.

 (B) At 10:00 A.M.

 (C) At 12:30 P.M.

 (D) At 3:30 P.M.

Câu 157: What does the memo suggest about factory floor workers?

 (A) They must prepare written reports.

 (B) They will be able to leave work early.

 (C) Their afternoon work might be interrupted.

 (D) Their workstations might be unavailable.

**Questions 158-160** refer to the following e-mail.  
  
From: Healthhome <healthhome-noreply@healthhome.net.uk>

To:  Steve Mayer <smayer@rmail.co.uk>

Date: Friday, 3 July

Subject: Our new Web site

Hello

We are grateful that you have been a committed subscriber to our Web site. We encourage you to visit healthhome net uk again as soon as possible You will discover a new look, as we have created a fresh, appealing, and easy-to-navigate Web site. Our team of Web developers, writers, and designers has worked for months to make our Web site exactly what you need it to be.

The new design includes social media buttons at the top of the page for improved access. The site’s content is much easier to view on tablets and mobile phones than it used to be. Also, the online store is significantly easier to navigate. Finally, we enhanced the site’s Education Centre by adding a quiz feature designed to facilitate a greater understanding of health and nutrition.

We hope you find the new Web site much more intuitive and pleasant to navigate.

Healthhome

Câu 158: Who most likely is Mr. Mayer?

 (A) A health professional

 (B) A Healthhome Web-site user

 (C) A Web-site designer

 (D) A Healthhome article contributor

Câu 159: The word look" in paragraph 1, line 2. is closest in meaning to

 (A) search

 (B) appearance

 (C) photograph

 (D) glance

Câu 160: What does the e-mail suggest about the previous With site?

 (A) It did not have an online store.

 (B) Some people visited it on a daily basis.

 (C) Viewing it on some devices was difficult.

 (D) It featured interactive nutrition quizzes.

**Questions 161-163** refer to the following article.

**Webmarch Still Going Strong After Fifteen Years**  
  
(November 20)—Webmarch revolutionized video consumption when it first launched its Internet streaming service. — [ 1 ] —. For a monthly fee, customers could watch as many movies as they liked online. Fifteen years later, the company continues to grow and expand. Webmarch now not only streams movies and television shows but also produces its own critically acclaimed content. — [2] —. There are other services, such as Movieriver, with similar business models, but what makes Webmarch unique is its global reach. — [3] —. While currently available in 40 countries, Webmarch announced that it will be expanding its service to an additional 46 countries by February 8. — [4] —. The service has content available in sixteen languages, with subtitles available in an additional fourteen languages so that people from all over the world can enjoy the same programs.

Câu 161: What is the purpose of the article?

 (A) To advertise Webmarch's new online streaming service

 (B) To detail a merger between Webmarch and Movieriver

 (C) To profile the history and future of Webmarch

 (D) To report on Webmarch's changes in pricing

Câu 162: What is true about Webmarch?

 (A) Its competitors offer fewer shows.

 (B) Its customer base has tripled in two years.

 (C) It is currently available in 46 countries.

 (D) It offers videos in many languages.

Câu 163: In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "it was an immediate success."

 (A) [1]

 (B) [2]

 (C) [3]

 (D) [4]

**Questions 164-167** refer to the following instructions.

Z ovtech

Zovtech customers are most satisfied when they fully understand how to use their products and get the most out of them. Because Zovtech’s products offer many innovative technology features, such as auto-timers on washing machines and variable light settings on microwave ovens, it is important to list and explain these features clearly in the user manuals. When writing the text for a manual, try to put yourself in the user’s position and consider which features might need a more detailed explanation. Visual aids such as diagrams or photographs can be especially useful in outlining a process, and they can also serve to minimize the length and complexity of verbal instructions. Including specific examples can also help users grasp complex concepts more quickly as well as determine early in the process if something is not working properly.

Câu 164: For whom are the instructions most likely intended?

 (A) Users of Zovtech products

 (B) Salespeople in Zovtech stores

 (C) Designers of Zovtech products

 (D) Writers of Zovtech product manuals

Câu 165: What does Zovtech manufacture?

 (A) Appliances

 (B) Automobiles

 (C) Cleaning supplies

 (D) Photography equipment

Câu 166: According to the instructions, why are pictures useful?

 (A) They can be understood by people in different countries.

 (B) They clearly show when something is not working properly.

 (C) They reduce the amniint of written text needed.

 (D) They attract more people to a Web site.

Câu 167: The word "grasp" in paragraph 1, line 10 is closest in meaning to

 (A) hold

 (B) tighten

 (C) accomplish

 (D) understand

**Questions 168-171** refer to the following review.  
  
http://www.softwareopinion.com  
  
Reviews  
  
S-Tor Application

\*\*  
  
“I was disappointed with the customer service I received”

My job involves coordinating large-scale corporate events like trade shows and conventions. — [I] —. Because l am on the road a lot, I have found S-Tor to be perfect for storing vendor lists, program schedules, and other important documents that I need to access digitally wherever I happen to be. — [2] —. In fact, I became so reliant on S-Tor that I never stopped to consider what I would do if I couldn’t access it one day.

That day finally came, though, and I was disappointed with the customer service I received. When I contacted the help desk to report that I was unable to log in, I was transferred from representative to representative, each one walking me through the same troubleshooting procedure. — [3] —. I was eventually able to get back into the application, but only after much trial and error. Nonetheless, everyone I spoke with was nice and polite.

In short, I love the S-Tor application, but I have to be certain that I can quickly get it running again if something goes wrong. — [4] —. After this experience with S-Tor’s help desk, I have decided to look at similar products to see how they compare.

—Adele Mohlmann

Câu 168: Who most likely is Ms. Mohlmann?

 (A) A product tester

 (B) An event planner

 (C) A corporate trainer

 (D) A sales representative

Câu 169: What is indicated about Ms. Mohlmann?

 (A) She travels often for her job.

 (B) She prefers paper documents.

 (C) She receives software for free.

 (D) She gives frequent presentations.

Câu 170: Why was Ms. Mohlmann unhappy with S-Tor's customer service?

 (A) Her issue took too long to resolve.

 (B) The instructions given were not clear.

 (C) Help-desk employees were unfriendly.

 (D) She felt pressured to make a purchase

Câu 171: In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? 'Instructing me to repeat the same steps over and over seemed pointless."

 (A) [1]

 (B) [2]

 (C) [3]

 (D) [4]

**Questions 172-175** refer to the following text-message.

**Piper McNair (12:15 P.M.)**

Hi Marcus and Cara. How are your jobs coming along?

**Marcus Davison (12:17 P.M.)**

The trees have been cut down, and the limbs and trunks are being loaded into the truck. I’m just about done here at the Jones’ property.

**Piper McNair (12:18 P.M.)**

I just got a call from a new client, Ms. Mirzoyan. She said a tree in her yard has come down and she needs it removed right away. A real estate agent is stopping by her house tomorrow morning with some prospective buyers.

**Cara Brooks (12:19 P.M.)**

I should be done at the Smith property in about an hour. What is Ms. Mirzoyan’s address?

**Piper McNair (12:19 P.M.)**

234 Lakeside Avenue. I’ll tell her you can be there in a couple of hours.

**Cara Brooks (12:20 P.M.)**

That works for me.

**Piper McNair (12:20 P.M.)**

It will probably be a three-hour job. Given the size of the tree, you’ll need an extra pair of hands, so I’ve called Grady.

**Marcus Davison (12:21 P.M.)**

It’s Saturday.

**Piper McNair (12:22 P.M.)**

I understand. but with Miles out sick for the last four days, I had no choice.

**Marcus Davison (12:22 P.M.)**

I’m glad he agreed to help out on his day off. We’ve had more work this spring than usual. Does he need a ride?

**Piper McNair (12:23 P.M.)**

No. Just let him know when you’ve reached the Mirzoyan residence. I’ll tell Ms. fiiiirzoyan to expect all three of you this afternoon.

Câu 172: Where do the writers most likely work?

 (A) At a tree service company

 (B) At a real estate agency

 (C) At a construction firm

 (D) At an auto repair shop

Câu 173: What does Ms. Mirzoyan expect to do tomorrow?

 (A) Purchase a property

 (B) Have visitors at her home

 (C) Hire a new moving company

 (D) Use Ms. McNair's business again

Câu 174: When will the writers most likely meet at 234 Lakeside Avenue?

 (A) In one hour

 (B) In two hours

 (C) In three hours

 (D) In four hours

Câu 175: At 12:21 P.M., what does Mr. Davison most likely mean when he writes, its Saturday"?

 (A) He does not have extra time.

 (B) He thinks they should not accept more work.

 (C) Grady is not usually available then.

 (D) Miles did not make a good decision.

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

**Mayor Kowalik Announces Bus Driver Appreciation nay**  
  
FRECOSTA (April 2)—Mayor Ed Kowalik has declared April 21 the city’s first ever Bus Driver Appreciation Day. Bus riders arc asked to greet drivers with a warm hello and one of the city’s specially designed thank-you cards. which can be printed out from www.frecostagovitransitappreciation. As an added gesture of gratitude. Mayor Kowalik will invite bus drivers to attend a spurting event free of charge next month.

Because the city’s population has increased over the past two years, Frecosta’s bus drivers have had to cope with frequent changes to bus mutes. However, next year’s long-anticipated opening of the Frecosta subway line is expected to alleviate some of the stress on drivers while creating more jobs. The subway line will connect the Bargain Town Shopping Center on the western end of the city with Frecosta Stadium. which is located on the eastern end.

**YOU’RE INVITED!**  
  
Who: Frecosta Public Transit Services Employees

What: Frecosta Kickers Football Game

Where: Frecosta Stadium

When: May 7 at 2:00 P.M.

In honor of your hard work for the city, we are pleased to offer FREE tickets to the Frecosta Kickers football game on May 7.

To download your c-tickets, visit www.frecostakickers.cornitickets and enter the discount code “FPTS OFFER” at checkout. This code will allow you to access one free ticket. You may also purchase up to five guest tickets for family and friends at S7 each.  
  
Please join us in the stadium clubhouse at 1:00 P.M.for a light snack before the game. (Note: For transit employees and their guests only.)

FRECOSTA KICKERS

Câu 176: What does the mayor suggest people do to thank bus drivers?

 (A) Donate to a fund

 (B) Give the drivers a card

 (C) Post an online greeting to drivers

 (D) Write a letter to the local newspaper

Câu 177: According to the article, what group of people has recently become larger?

 (A) Football fans

 (B) Train passengers

 (C) Frecosta residents

 (D) Shopping center customers

Câu 178: What is true about some of the people who will attend the football game on May 7 ?

 (A) They will travel to the eastern end of Frecosta.

 (B) They must live in the city of Frecosta.

 (C) They must reply to an e-mall from the mayor.

 (D) They may bring only three guests to the game.

Câu 179: What will happen at 1:00 P.M. on May 7 ?

 (A) The stadium will open.

 (B) A football game will begin.

 (C) Refreshments will be served.

 (D) An awards ceremony will be held

Câu 180: According to the invitation, how can transit workers obtain tickets?

 (A) By visiting the bus station

 (B) By calling the mayor's office

 (C) By arriving to the game early

 (D) By ordering through a Web site

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

To: Burnley warehouse teams

From: Jane ForaIta

Date: 1 December

Re: Upcoming changes

Our company recently purchased the JLX software suite to replace our current RERQ suite. With the new software will come a new process. Previously, workers in the shipping area would check the paperwork for the customer’s name and search the company address in the database in order to create an address label. With the new process, the supply team completes each order, affixes a bar code sticker to the box, and delivers the box to the shipping area. In the shipping area, we will use a bar code scanner in sync with the new software so that scanning a bar code will automatically print an address label. Addresses for companies that are not in the database will still need to be looked up in the old RERQ software. We will continue to observe the delivery speed indicated on the paperwork. For example, some orders need to arrive by 8 A.M. the nest morning. Please continue to highlight the address of such priority deliveries in yellow, then place those boxes on the shelves marked “priority”.

We are planning to start using the updated shipping process company-wide from 15 December. One team has been selected to test and provide feedback on the new software, equipment, and procedures during the first week of December. If we find any problems at this trial stage, we may need to postpone the all-around implementation of the new procedure.

To: Jane Paella

From: Aram Mansouri

Date: 7 December

Subject: RE Fine-tuning wink with JLX

Hello Ms. Peralta.  
  
In reply to your request for feedback. I can say that most aspects of the 11-X system are working well. However, we do need a better way to handle orders going to companies requiring priority shipping for all their orders, such as Turing Photography. Several of their orders this week did not arrive at their premises by 8 A.M. I think some of our team members have been forgetting to check the labels for the required delivery speed. Also, I was informed our handheld scanners run nut of hattery power very quickly. Could you look into it?

Thank you.

Aram Mansouri

Câu 181: What is the purpose of the memo?

 (A) To announce a company reorganization

 (B) To explain new procedures

 (C) To introduce an efficiency expert

 (D) To bring attention to a problem

Câu 182: What step in the shipping process will NOT change?

 (A) Looking up addresses using the software

 (B) Using bar code scanners

 (C) Creating bar code stickers for all orders

 (D) Putting priority items on a specific shelf

Câu 183: What is implied about Turing Photography?

 (A) Its address labels should be highlighted in yellow.

 (B) It purchased software at a reduced price.

 (C) It provides the warehouse with supplies.

 (D) It has received complaints about the scanners.

Câu 184: What is most likely true about Mr. Mansouri?

 (A) His shift begins at 8 A.M.

 (B) His team is testing out the JLX sottware.

 (C) He prefers using the RERQ system.

 (D) He handles all priority shipping orders.

Câu 185: What will Ms. Peralta most likely do after reading the e-mail?

 (A) Find a missing package

 (B) Research long-life batteries

 (C) Reschedule a deadline

 (D) Correct an address

**Questions 186-190** refer to the following Web page and e-mails.

<http://www.ohayonmarketing.com/clients>

|  |  |  |  |
| --- | --- | --- | --- |
| Home | **Our Clients** | Work Samples | Contact |
| Over the past five years we have provided marketing solutions to an ever-growing client portfolio: | | | |
| Sperialty Foods    • Blue Bay Bakeries    • Berry Delectable    • Over-the-Moon Teas | | Apparel    • Sakurai Sportswear    • Urban Actwewear Company    • Chic Wraps | Technology    • Craftspace    • Gingi Tech    • New Teams Office Systems    • Surefire Learning Ltd. |

——————————————————–**E-mail**——————————————————

To: Sunil Mehta [sunil.mehta@gomail.coin](mailto:sunil.mehta@gomail.coin)

From: Marc Ohayon [mohayon@ohayonmarketing.com](mailto:mohayon@ohayonmarketing.com)

Date: May 3

Subject: Hello

Dear Sunil,

I hope this message finds you well. You may have heard the news that my family and I are preparing to move from New York to Marrakesh in the fall. In the process. I am hoping to move my marketing firm, Ohayon Marketing. to the area as well. You may remember that after I left Sharp Smart—and moved out of New Delhi—I freelanced for Craftspace, which went on to become my company’s first client. In more recent years. my company has branched out to consult for a large number of businesses in unrelated industries.

I would like to continue with this work by establishing a client base in Marrakesh. I am reaching out to you because of your contacts in the business community there. If you know anyone who might be interested in the services I offer, would you be so kind as to let me know?

Best wishes.

Marc

——————————————————–**E-mail**——————————————————

To: Marc Ohayon [mohavon@ohavonmarketing.com](mailto:mohavon@ohavonmarketing.com)

From: Sunil Mchta [sunil.mehta@nomail.co.in](mailto:sunil.mehta@nomail.co.in)

Date: Mav 6

Subject: Marrakesh contact

Hello, Marc,

It was a pleasure to hear from you. You remember correctly; I do have contacts in Marrakesh. Before we worked together at Sharp Smart, I worked for a company that had an office in Marrakesh, and I traveled there frequently. I can also recommend several hotels, =simulants, and even travel agencies if you would like.

In response to your inquiry. I will introduce you by e-mail to Ms. Salma Kader. She is quite knowledgeable in the region, and I have no doubt that she will be helpful to you.

Warm regards,

Sunil

Câu 186: What is indicated about Ohayon Marketing?

 (A) It specializes in family-owned companies.

 (B) It has a diverse client portfolio.

 (C) It mainly supports export firms.

 (D) It earns most of its revenue from the apparel Industry.

Câu 187: For what industry did Ohayon Marketing first consult?

 (A) Online education

 (B) Specialty Foods

 (C) Apparel

 (D) Technology

Câu 188: What is suggested about Sharp Smart?

 (A) It has offices in New Delhi.

 (B) It recently hired several new employees.

 (C) It is under new management.

 (D) It recently merged with a larger firm.

Câu 189: Who is Mr. Mehta?

 (A) A travel agent

 (B) An executive recruiter

 (C) A former colleague of Mr. Ohayon's

 (D) An Ohayon Marketing partner

Câu 190: Why will Mr. Ohayon most likely contact Ms. Kader?

 (A) To remind her to send an itinerary

 (B) To rent a new office location

 (C) To explore business opportunities

 (D) To get sightseeing recommendations

**Questions 191-195** refer to the following flyer, invoice, and online review.

**Steel Wheels Vehicle Insurance**

With a top-of-the-line car, you should have top-of-the-line protection.

Choose whichever plan best suits your needs.

* Maintenance Plan: Includes an annual inspection, testing, and monthly oil changes

* Repair Plan. Covers repairs needed to the engine and other major syctomq, including electrical, exhaust, and cooling. Includes all replacement parts

* Cleaning plan: Complete interior and exterior cleaning every three months, including replacement of floor mats when necessary

* Combination Plan: Includes benefits of all three plans

Monthly fees vary by vehicle model.

E-mail us at planinfo@steelwheelsins.com for specific cost and plan information.

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| **Lum Motors Sales and Service** | | |
| Client: Ming Xiong    Insurance: Steel Wheels | Date: 13 December | |
| **Service Received** | **Covered by Insurance** | **Billable to Customer** |
| Replaced split radiator hose and clamps | $120 | $0 |
| New floor mats | $0 | $250 |
| Total | $120 | $250 |
| If you wish to examine or keep any parts that have been replaced, please ask to speak to the mechanic when you pick up your vehicle. Ports will not be kept after the service date. | | |
| Recommended products: Goldings synthetic oil for smoother engine functioning    Harmon air filters to protect your engine    Lift-brite fabric treatment to protect cloth seat upholstery    Eversweet spray to keep your interior smelling fresh | | |

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| www.jkarcare.com/forum/auto-maintenence/interior |
| Auto Forum |
| Great product    by Ming Xiong/29 December 7:43 PM    I can’t recall the name, but I bought this product based on a recommendation from my car dealer’s service department, and it works very well. The liquid comes in a blue bottle with yellow lettering. As a lathes of three, I have a I Idld time keeping the interior of my car clean. Many products claim to protect against stains, but this one actually works. All our spills wipe right off. Even more impressive is the price. It costs about the same as other brands but works much better. |

Câu 191: According to the flyer, why should the reader e-mail Steel Wheels Vehicle Insurance?

 (A) To inquire about plan coverage

 (B) To obtain a repair estimate

 (C) To schedule an appointment

 (D) To find a participating service center

Câu 192: What insurance plan does Mr. Xiong most likely have?

 (A) The Maintenance Plan

 (B) The Repair Plan

 (C) The Cleaning Plan

 (D) The Combination Plan

Câu 193: According to the invoice. what could Mr. Xiong have requested on December 13?

 (A) The mechanic's work certificate

 (B) His car's old parts

 (C) A full tank of gas

 (D) A loaner vehicle

Câu 194: What product did Mr. Xiong most likely purchase?

 (A) Goldings synthetic oil

 (B) A Harmon air filter

 (C) Lift-brite fabric treatment

 (D) Eversweet spray

Câu 195: According to the online review, what impressed Mr. Xiong about the product?

 (A) Its reasonable price

 (B) Its pleasant scent

 (C) Its innovative packaging

 (D) Its sudden popularity

**Questions 196-200** refer to the following mission statement, notice, and announcement.

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| |  | | --- | | **Mission Statement** |         The Hulani Harbor Neighborhood Association (HHNA) is a self-governing organization that strives to promote a safe, vibrant, and enjoyable community for all. Members live in the Hulani Harbor area and are committed to the following goals:        1. Ensuring that the Hulani Harbor area maintains a range of housing typos and price levels    2. Preserving the architectural character of historic homes    3. Planning seasonal gatherings and events for residents    4. Promoting open discussion of local issues and initiatives |

**The Hulani Harbor Neighborhood Association Quarterly Meeting**

Scheduled for Thursday, April 20, at 7:00 P.M.

New topics added to the meeting agenda:

* The Chenaux Company seeks rezoning for 3912 Bennett Avenue, a residential structure built in 1909. The company is requesting that the property be approved for commercial use, after which the house would be completely remodeled. We invite residents to attend the city council meeting on Monday, April 17, to learn more about the company’s request and then be prepared to discuss further at the HHNA meeting on Thursday evening.

* The leadership committee for the Brazoria Creek sector announces a position opening. Duties include serving as point of contact for residents, distributing the monthly newsletter, and sharing information with other leaders of the HHNA. Individuals who are interested in representing Brazoria Creek will each be asked to speak briefly before a vote will take place.

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| The HHNA is pleased to announce that Elena Redman has been selected as the next representative to the HHNA for the Brazoria Creek sector. Ms. Redman has held various roles in local public interest organizations. She stated, ‘Although I am retired professionally, the focus of my career has been summing people ;Ind communities through advocacy and education. I look forward to helping the community where I have been living for over 25 years.” |

Câu 196: What does the HHNA indicate in the mission statement?

 (A) It is an independently run group.

 (B) It was formed recently.

 (C) It is advised by city officials.

 (D) It charges membership fees.

Câu 197: Why are residents encouraged to attend a meeting on Monday, April 17 ?

 (A) To receive training in public speaking

 (B) To show support for some city politicians

 (C) To get information about a zoning proposal

 (D) To meet some new neighbors

Câu 198: What HHNA goal is most likely being challenged by the Chenaux Company?

 (A) Goal 1

 (B) Goal 2

 (C) Goal 3

 (D) Goal 4

Câu 199: What is suggested about Ms. Redman?

 (A) She spoke at a meeting in April.

 (B) She owned a business in Hulani Harbor.

 (C) She is responsible for distributing the meeting agendas.

 (D) She writes articles for a newsletter.

Câu 200: What does Ms. Redman suggest qualifies her for the representative position?

 (A) Her university degree

 (B) Her fresh leadership ideas

 (C) Her awareness of national issues

 (D) Her experience in supporting local groups