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 person holding a clock

Description automatically generated with medium confidence

 (A)

 (B)

 (C)

 (D)

Câu 2:  
A picture containing person, indoor, person, standing

Description automatically generated

 (A)

 (B)

 (C)

 (D)

Câu 3:  
A couple of women sitting at a table with food

Description automatically generated with low confidence

 (A)

 (B)

 (C)

 (D)

Câu 4:  
A picture containing text, tree, outdoor, car

Description automatically generated

 (A)

 (B)

 (C)

 (D)

Câu 5:  
A person using a microscope

Description automatically generated with low confidence

 (A)

 (B)

 (C)

 (D)

Câu 6:  
A couch in a room

Description automatically generated with low confidence

 (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.

[Table

Description automatically generated](https://kimnhungtoeic.com/wp-content/uploads/2021/11/part-5-1-1.jpg)

[Table

Description automatically generated](https://kimnhungtoeic.com/wp-content/uploads/2021/11/65-4.jpg)

Câu 32: Where is the conversation most likely taking place?

 (A) At a supermarket

 (B) At a hotel

 (C) At an auto shop

 (D) At a travel agency

Câu 33: What problem does the woman mention?

 (A) A bill is not correct.

 (B) A repair is not finished.

 (C) A reservation was not available.

 (D) A staff member was not polite.

Câu 34: Where will the woman go next?

 (A) To a client's office

 (B) To the airport

 (C) To a shopping center

 (D) To a museum

Câu 35: What did the woman order from the man's company?

 (A) Machine parts

 (B) Cleaning supplies

 (C) Some tickets

 (D) Some computers

Câu 36: Why is the woman pleased?

 (A) Some service fees have decreased.

 (B) Some product tests were successful.

 (C) A musical performance has been scheduled.

 (D) A business competitor has heft the industry.

Câu 37: What does the woman ask about?

 (A) The date of a delivery

 (B) The size of a venue

 (C) Business hours

 (D) Discounts on an order

Câu 38: Which department does the woman work in?

 (A) Logistics

 (B) Marketing

 (C) Quality Assurance

 (D) Human Resources

Câu 39: What will happen in six months?

 (A) A company will merge with another.

 (B) An employee will retire.

 (C) A campaign will be launched.

 (D) A branch will open abroad

Câu 40: Why does the man decline the woman's offer?

 (A) There is not enough money for a project.

 (B) There are no free days on the calendar.

 (C) Current employees have been fully trained.

 (D) A consultant has been hired to advise the department.

Câu 41: What problem does the man mention?

 (A) A budget has been cut.

 (B) A Web site was difficult to use.

 (C) Product sales have been low.

 (D) A policy change was rejected.

Câu 42: What does the man suggest doing?

 (A) Presenting at a trade show

 (B) Reassigning some projects

 (C) Reducing a price

 (D) Trying a different advertising strategy

Câu 43: What does the woman say she will do?

 (A) Call a supplier

 (B) Take notes at a meeting

 (C) Research a topic

 (D) Check a bus map

Câu 44: What are the men training to become?

 (A) Truck drivers

 (B) Airplane mechanics

 (C) Electricians

 (D) Plumbers

Câu 45: What will the men learn to do today?

 (A) Repair equipment

 (B) Read blueprints

 (C) Use software to create invoices

 (D) Prepare for an inspection

Câu 46: What does the woman say she will provide?

 (A) A checklist

 (B) A password

 (C) A meal voucher

 (D) A tool kit

Câu 47: Why are the speakers unable to use a conference room?

 (A) It is not large enough.

 (B) It is being remodeled.

 (C) It does not have a projector.

 (D) It has already been reserved.

Câu 48: What does the man say is a problem with the cafeteria?

 (A) The seats are uncomfortable.

 (B) The menu is limited.

 (C) The sound quality is poor.

 (D) The checkout lines are long.

Câu 49: Why does the woman want to contact a colleague?

 (A) To ask for a suggestion

 (B) To decline an invitation

 (C) To discuss a budget

 (D) To revise a presentation

Câu 50: Where does the conversation take place?

 (A) At an appliance store

 (B) At a technical support company

 (C) At a warehouse

 (D) At a supermarket

Câu 51: According to the man, what is the problem?

 (A) Some items are missing from a shipment.

 (B) Some workers are on vacation.

 (C) A project deadline has passed.

 (D) A business address was incorrect.

Câu 52: What does the woman want to do?

 (A) Develop an employee handbook

 (B) Develop an employee handbook

 (C) Request a deadline extension

 (D) Review some recent reports

Câu 53: What does the man mean when he says, "I have a big job this weekend"?

 (A) He is unhappy about a schedule.

 (B) He cannot give the woman a ride.

 (C) He will receive a large payment.

 (D) He needs some assistance.

Câu 54: What will the man do at a wedding?

 (A) Cater the food

 (B) Provide the music

 (C) Style hair

 (D) Decorate a room

Câu 55: What will the man most likely do next?

 (A) Pick up some samples

 (B) Confirm a meeting time

 (C) Meet with a client

 (D) Look at some photographs

Câu 56: Where does the conversation most likely take place?

 (A) At a concert

 (B) At an airport

 (C) At a movie theater

 (D) At a train station

Câu 57: What is the problem with the machine?

 (A) It is out of paper.

 (B) It is for members only.

 (C) It does not accept cash.

 (D) It needs a new cable.

Câu 58: What does Nadia ask the man for?

 (A) Photo identification

 (B) A luggage tag

 (C) A credit card

 (D) A receipt

Câu 59: Where do the speakers most likely work?

 (A) At a farmer's market

 (B) At a catering company

 (C) At a home goods store

 (D) At a food manufacturer

Câu 60: Why does the woman say, "Theresa isn't here"?

 (A) To reject a suggestion

 (B) To make an excuse

 (C) To express concern

 (D) To give permission

Câu 61: According to the man, why was a recipe changed?

 (A) Some ingredients were too expensive.

 (B) Some equipment was unavailable.

 (C) A new regulation was passed.

 (D) A client requested it.

Câu 62: What product are the speakers discussing?

 (A) A laptop computer

 (B) A digital camera

 (C) A mobile phone

 (D) A video game system

Câu 63: Look at the graphic. What percentage is the man especially happy about?

 (A) 69%

 (B) 75%

 (C) 88%

 (D) 95%

Câu 64: What does the man suggest?

 (A) Asking professionals for their opinions

 (B) Switching to a new battery vendor

 (C) Changing the product's launch date

 (D) Redesigning a carrying case

Câu 65: Who will the speakers meet with next week?

 (A) Job applicants

 (B) Board members

 (C) Local politicians

 (D) Business competitors

Câu 66: Look at the graphic. Which cost are the speakers concerned about?

 (A) $4.00

 (B) $3.00

 (C) $2.00

 (D) $1.00

Câu 67: What does the man suggest doing?

 (A) Hiring a consultant

 (B) Changing suppliers

 (C) Requesting a new report

 (D) Visiting a factory

Câu 68: Where do the speakers most likely work?

 (A) At a travel agency

 (B) At a theater

 (C) At a clothing store

 (D) At a tailor shop

Câu 69: Look at the graphic. Which quantity will be changed?

 (A) 6

 (B) 8

 (C) 12

 (D) 18

Câu 70: What does the woman say she will do next?

 (A) Hang some lights

 (B) Paint a ceiling

 (C) Clean a machine

 (D) Measure some fabric

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.

[Diagram, pie chart

Description automatically generated](https://kimnhungtoeic.com/wp-content/uploads/2021/11/1-4.jpg)

Câu 71: What is the speaker mainly discussing?

 (A) Company goals

 (B) A software program

 (C) A vacation policy

 (D) Salary increases

Câu 72: What improvement does the speaker mention?

 (A) Employees can work from any location.

 (B) More staff will be assigned to a project.

 (C) Department budgets have increased.

 (D) Time on projects will be reported accurately.

Câu 73: What will Michaela do next?

 (A) Give a demonstration

 (B) Present survey results

 (C) Explain a project timeline

 (D) Answer employee questions

Câu 74: What type of event are the listeners participating in?

 (A) A community fund-raiser

 (B) A company retreat

 (C) A trade show

 (D) A sports competition

Câu 75: What are the listeners asked to do?

 (A) Be on time for activities

 (B) Volunteer to help

 (C) Turn off electronic devices

 (D) Wear appropriate clothing

Câu 76: What will the listeners most likely do next?

 (A) Go on a tour

 (B) Watch a film

 (C) Attend a presentation

 (D) Have a meal

Câu 77: Where is the announcement being made?

 (A) At a public park

 (B) At a fitness center

 (C) At a pool-cleaning company

 (D) At a hotel

Câu 78: What does the speaker emphasize about the new pool?

 (A) The size

 (B) The shape

 (C) The water temperature

 (D) The technological features

Câu 79: What are the listeners advised to check on a Web site?

 (A) Hours of operation

 (B) Health regulations

 (C) Equipment fees

 (D) Facility maps

Câu 80: What product does the speaker mention?

 (A) A digital watch

 (B) An electric bicycle

 (C) A portable speaker

 (D) A video game

Câu 81: What does the speaker offer to do?

 (A) Make travel arrangements

 (B) Drop off some paperwork

 (C) Order a product

 (D) Open an account

Câu 82: Why does the speaker say, "I'm free tomorrow afternoon"?

 (A) To accept an invitation

 (B) To indicate a project is finished

 (C) To suggest a time to meet

 (D) To postpone a task

Câu 83: Where do the listeners most likely work?

 (A) At an architecture firm

 (B) At a law firm

 (C) At an accounting firm

 (D) At a bank

Câu 84: Why does the speaker congratulate Lisa Sullivan?

 (A) She won an award.

 (B) She was promoted.

 (C) She had an article published.

 (D) She recruited a client.

Câu 85: According to the speaker, what has changed about the picnic?

 (A) Live music will be provided.

 (B) Vegetarian options will be available.

 (C) Friends and family can be invited.

 (D) Employees can join a planning committee.

Câu 86: What type of company is being advertised?

 (A) An electronics store

 (B) A construction firm

 (C) A clothing manufacturer

 (D) A movie theater

Câu 87: According to the speaker, what has the company recently done?

 (A) It has opened another factory.

 (B) It has merged with another company.

 (C) It has changed its logo.

 (D) It has won many awards.

Câu 88: Why does the speaker say, "Interviews are being conducted now"?

 (A) To show surprise

 (B) To remind listeners about a radio program

 (C) To correct a scheduling mistake

 (D) To express urgency

Câu 89: Who is Bernard Moreau?

 (A) A news reporter

 (B) A corporate executive

 (C) A film dirardor

 (D) An actor

Câu 90: What is being added to a service?

 (A) An online store

 (B) Automatic billing

 (C) A rating system

 (D) A communication feature

Câu 91: According to the speaker, when will the service be updated?

 (A) Tomorrow

 (B) Next week

 (C) Next month

 (D) Next year

Câu 92: According to the speaker, what has management announced?

 (A) A budget reduction

 (B) A sales goal

 (C) A business relocation

 (D) A hiring initiative

Câu 93: Why does the speaker say, "we have had the computers on the first floor for a very long time"?

 (A) To make a recommendation

 (B) To compliment a decision

 (C) To criticize another department

 (D) To apologize for an error

Câu 94: What reason does the speaker give for a delay?

 (A) He needs to get permission from a supervisor.

 (B) He has to travel for business.

 (C) Some equipment is not available.

 (D) There was a mistake in some directions.

A picture containing diagram

Description automatically generated

Câu 95: In what type of business does the speaker most likely work?

 (A) A magazine publisher

 (B) A paper supply company

 (C) A cleaning service

 (D) An accounting firm

Câu 96: Look at the graphic. Where will the group have dinner?

 (A) At Roma Italian Palace

 (B) At Adobe Mexican Restaurant

 (C) At Susanna's Southern Foods

 (D) At City Vegetarian Cafe

Câu 97: What does the speaker suggest doing tomorrow?

 (A) Interviewing a prospective employee

 (B) Changing a menu

 (C) Revising an itinerary

 (D) Practicing a presentation

Chart, pie chart

Description automatically generated

Câu 98: What is the speaker's profession?

 (A) Business consultant

 (B) Event planner

 (C) Travel agent

 (D) Hotel manager

Câu 99: Look at the graphic. Which location is not included in a tour?

 (A) Carsen Lake

 (B) Arbor State Park

 (C) Taylor Art Museum

 (D) Milton Zoo

Câu 100: What does the speaker ask the listeners to do?

 (A) Revise an advertisement

 (B) Talk with a colleague

 (C) Move to another room

 (D) Sign a contract

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: The Pangea Company will send \_\_\_\_\_ an e-mail confirming receipt of the application.

 (A) your

 (B) yourselves

 (C) yourself

 (D) you

Câu 102: Mr. Yamamoto's farewell party was \_\_\_\_\_ in the cafeteria on Tuesday.

 (A) meant

 (B) held

 (C) taken

 (D) built

Câu 103: Tours run every day, but there may be \_\_\_\_\_\_\_ availability on weekends.

 (A) limit

 (B) limits

 (C) limited

 (D) limitation

Câu 104: Bentoc Shoes has a loyal customer base \_\_\_\_\_\_ it provides high-quality service.

 (A) because

 (B) rather

 (C) not only

 (D) as well

Câu 105: Building management \_\_\_\_\_\_ asks employees to avoid socializing in the lobby.

 (A) respects

 (B) respected

 (C) respectful

 (D) respectfully

Câu 106: The theater district is located \_\_\_\_\_\_ walking distance of the Yafeh Hotel.

 (A) within

 (B) along

 (C) below

 (D) down

Câu 107: As consumers buy more products online, retailers are finding ways \_\_\_\_\_\_ orders more quickly.

 (A) have delivered

 (B) are delivering

 (C) to deliver

 (D) delivers

Câu 108: Please \_\_\_\_\_\_ that environmental inspectors must renew their certification yearly.

 (A) proceed

 (B) secure

 (C) note

 (D) keep

Câu 109: Mr. Yi's calendar is \_\_\_\_\_\_ open for interviews from 3:00 P.M. to 5:00 P.M. on Tuesdays.

 (A) usually

 (B) during

 (C) several

 (D) longer

Câu 110: The lead role \_\_\_\_\_ the film Sunpocket was created especially for Ms. Abebe.

 (A) by

 (B) at

 (C) in

 (D) as

Câu 111: Your current online banking session \_\_\_\_\_\_ , so please log on to your account again.

 (A) has expired

 (B) expiring

 (C) expiration

 (D) to expire

Câu 112: XAG Motors recommends checking your vehicle's oil at \_\_\_\_\_\_ intervals.

 (A) heavy

 (B) genuine

 (C) regular

 (D) immediate

Câu 113: Mr. Wu was responsible for the latest design \_\_\_\_\_\_ at Shu Faucet Company.

 (A) innovative

 (B) innovatively

 (C) innovate

 (D) innovation

Câu 114: Rincon Data has just opened a new facility that is \_\_\_\_\_ larger than its previous one.

 (A) expertly

 (B) significantly

 (C) prominently

 (D) historically

Câu 115: Each year, the relationship between what people eat and the state of \_\_\_\_\_\_ health is more fully understood.

 (A) they

 (B) their

 (C) theirs

 (D) them

Câu 116: \_\_\_\_\_\_ from customers is valuable in determining where we need to improve.

 (A) Inventory

 (B) Feedback

 (C) Possibility

 (D) Distribution

Câu 117: Poet Yoshino Nagao will read from her latest \_\_\_\_\_\_ collection at Argyle Library on Friday.

 (A) publisher

 (B) publish

 (C) published

 (D) publishes

Câu 118: An inspection of the Collier Building identified several \_\_\_\_\_\_ defects.

 (A) private

 (B) instructional

 (C) complimentary

 (D) structural

Câu 119: Retailers have been reporting \_\_\_\_\_\_\_ strong sales of swimwear for this time of year.

 (A) surprised

 (B) surprises

 (C) to surprise

 (D) surprisingly

Câu 120: Curitour Travel offers \_\_\_\_\_\_\_ throughout Asia that vary in length, cost, and group size.

 (A) excursions

 (B) refreshments

 (C) improvements

 (D) institutions

Câu 121: As the city's largest \_\_\_\_\_\_\_ , Bailin Hospital provides more than 1,000 jobs at its west campus alone.

 (A) employment

 (B) employable

 (C) employing

 (D) employer

Câu 122: The venue is small, so not \_\_\_\_\_\_ who requests a ticket to the play will be able to attend.

 (A) the other

 (B) one another

 (C) everyone

 (D) someone

Câu 123: Both the Atkinson Times and the MacMillan Record have sizable readerships, \_\_\_\_\_\_ each targets a different demographic.

 (A) unless

 (B) although

 (C) once

 (D) whether

Câu 124: \_\_\_\_\_\_ the acquisition of a competitor, Plautner Electric has become the biggest appliance retailer in the city.

 (A) With

 (B) Wherever

 (C) Together

 (D) Above

Câu 125: The shipment delay was \_\_\_\_\_\_\_ caused by miscommunication within our department.

 (A) primarily

 (B) eventually

 (C) hastily

 (D) reluctantly

Câu 126: Because of an ordering error, Vival Market received an \_\_\_\_\_\_\_ of 200 bags of rice.

 (A) exceeding

 (B) exceedingly

 (C) excess

 (D) excessive

Câu 127: Ms. Choi reports that the new accounting software works well, \_\_\_\_\_\_\_ the computer's operating system has been updated.

 (A) provided that

 (B) no sooner

 (C) so as to

 (D) in view of

Câu 128: Researchers must sign in at the visitor registration table upon \_\_\_\_\_\_ the Briston Literary Archive.

 (A) entered

 (B) entering

 (C) entry

 (D) enter

Câu 129: Over the years, Garnet Advertising has \_\_\_\_\_\_ supported its employees' volunteer work for charitable organizations.

 (A) currently

 (B) upwardly

 (C) severely

 (D) actively

Câu 130: Ms. Rakel's new Stockholm office tower is sure to be recognized as a highlight of \_\_\_\_\_\_\_ architecture.

 (A) instant

 (B) associated

 (C) contemporary

 (D) simultaneous

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 job advertisement.  
  
Berestoff Ltd. \_\_\_\_(131)\_\_\_\_ a professional procurement officer to oversee bidding and procurement processes in all company departments. This employee will draft advertisements, prepare contract documents, process bids, \_\_\_\_(132)\_\_\_\_ provide training on policy and procedures to company personnel.  
  
The position requires a two-year degree in business administration or a related field. The \_\_\_\_(133)\_\_\_\_ must have a minimum of three years experience as an office manager in a corporate environment, including recent experience in procurement. \_\_\_\_(134)\_\_\_\_.

Câu 131:

 (A) seeks

 (B) hires

 (C) offers

 (D) trains

Câu 132:

 (A) so

 (B) while

 (C) nor

 (D) and

Câu 133:

 (A) application

 (B) applicant

 (C) applying

 (D) apply

Câu 134:

 (A) Likewise, company-owned cars are a major expense for firms such as ours.

 (B) Moreover, excellent organizational skills are essential.

 (C) The top candidate for the position has been offered a one-year contract.

 (D) All employees have been notified of the policy change.

Câu 135: Questions 135-138 refer to the following e-mail.

To: Hong Kong Office Staff.

From: Wai-Lun Yeung.

Date: Monday, 4 January.

Subject: Interns .

Dear Colleagues,

I am writing \_\_\_(135)\_\_\_ you that two university students will be arriving next week and beginning their six-week intemships in the Hong Kong office. Their duties will \_\_\_(136)\_\_\_ consist of helping the Corporate Social Responsibility team organise their plans for the coming year. Both interns have strong backgrounds in responsible business practices. As such, they will be well suited to their \_\_\_(137)\_\_\_.

The interns will be using the vacant office in the east wing \_\_\_(138)\_\_\_ .

Please let me know if you have any questions or concerns.

All best,

Wai-Lun Yeung

 (A) information

 (B) informed

 (C) informs

 (D) to inform

Câu 136:

 (A) cautiously

 (B) patiently

 (C) largely

 (D) quietly

Câu 137:

 (A) roles

 (B) donations

 (C) articles

 (D) locations

Câu 138:

 (A) They were far away from our office.

 (B) That time is usually critical to our work.

 (C) The room will be theirs for six weeks.

 (D) It will be for sale in the new cafeteria.

Câu 139: Questions 139-142 refer to the following memo.

To. All staff.

From: Management.

Date: October 10.

Re: Move to new office .

Preparations for the move to our new office are scheduled to take place on Thursday and Friday of next week. \_\_\_(139)\_\_\_ for this are going to be distributed to eacn employee's cubicle in advance. 139. Boxes, tape, and markers \_\_\_(140)\_\_\_ on Wednesday afternoon. As you pack your belongings, please write your name and employee number on the top and sides of each box \_\_\_(141)\_\_\_ . A human resources employee will come around and record this number to ensure that all of your boxes are returned to you.

Please take any valuables home with you by Wednesday. The company will not be responsible for the loss of any items during the move. No open food items may be packed \_\_\_(142)\_\_\_, unopened packaged food, such as candy and crackers, may be boxed.

Thank you for your cooperation.

 (A) Itineraries

 (B) Proposals

 (C) Materials

 (D) Licenses

Câu 140:

 (A) were providing

 (B) will be provided

 (C) will provide

 (D) are providing

Câu 141:

 (A) Make a note of your total count.

 (B) He will want to know how many of each you have.

 (C) Boxes will be shipped at the company's expense.

 (D) Extra boxes and tape can be found in the front lobby.

Câu 142:

 (A) Moreover

 (B) However

 (C) Similarly

 (D) Previously

Questions 143-146 refer to the following e-mail.

To: Rudolf Crowley .

From: Dafina Ndashe .

Subject: Decision on proposal.

Date: 12 August .

Dear Mr. Crowley:

I am pleased to inform you that at the Tuesday night meeting the city council approved your proposal to build an inn at 17 Dickinson Street. You \_\_\_(143)\_\_\_ a formal letter of approval this week. \_\_\_(144)\_\_\_ . Specifically, they were concerned about noise and on-street parking. However, your \_\_\_(145)\_\_\_ .that the inn would only serve breakfast to guests and would not have a restaurant open to the general public helped to persuade them \_\_\_(146)\_\_\_, they were pleased that the small parking area is tucked into the back of the property, so curbside parking along the street should not be affected.

Please let me know if you have any questions.

Sincerely,

Dafina Ndashe

Clerk, Mil!view City Council

Câu 143:

 (A) receiver

 (B) receiving

 (C) had received

 (D) should receive

Câu 144:

 (A) The city council elections are quickly approaching.

 (B) Indisputably, Dickinson Street is one of the loveliest streets in the city.

 (C) As you know, there wore come objections from the people in the neighborhood.

 (D) Many small hotels offer complimentary breakfasts to their guests.

Câu 145:

 (A) assure

 (B) assures

 (C) assured

 (D) assurance

Câu 146:

 (A) In addition

 (B) In contrast

 (C) Unfortunately

 (D) Normally

**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.

REGULATIONS

Per state law, all employees at this facility are required to wear long pants, long sleeves, socks, and steel-toe shoes. Employees who work with chemicals are also required to wear masks and safety gloves. Eating and drinking are prohibited except in the cafeteria.

Câu 147: Where would the notice most likely appear?

 (A) In a laboratory

 (B) In a restaurant

 (C) In a clothing store

 (D) In a law office

Câu 148: What issue does the notice discuss?

 (A) Workplace cleanliness

 (B) Lunch breaks

 (C) Weekly schedules

 (D) Workplace safety

**Questions 149-150** refer to the following e-mail.  
  
From: noreply@electrimaxstores.com

To: wtamowski@mailzm.com

Date: February 2

Subject: Repair request #2989231

Dear Mr. Tarnowski,  
  
We are sorry to hear you are having trouble with the washing machine you purchased at an Electrimax store. Your repair request has been received. Within the next 24 hours, we will call you to set up a service appointment in your home. Note that at the time of service, our technician will ask to see the original receipt given to you when you purchased the machine. Please have it available.  
  
Thank you for using our online communication form. We look forward to serving you.  
  
Electrimax Customer Service Team

Câu 149: Why did Mr. Tamowski use the online form?

 (A) To ask for a product replacement

 (B) To inquire about delivery options

 (C) To request a service appointment

 (D) To post a customer review

Câu 150: What is Mr. Tamowski asked to do?

 (A) Register a product

 (B) Provide his home address

 (C) Present proof of his purchase

 (D) Visit an Electrimax store

**Questions 151-152** refer to the following information.

New Policy for Remote Participation

On Monday, the board of directors of Heart & Health Charity adopted a remote participation policy for committees, boards, and working groups operating under the organization’s umbrella. The policy authorizes the chairperson of the particular committee to permit a member to participate by telephone or videoconterence when the member cannot physically attend the meeting. There are forms to fill out and procedures to follow, so check the Web site for details on how to take advantage of this new policy.

 Câu 151: What is the information primarily about?

 (A) The charity's multiple offices

 (B) Attendance at meetings

 (C) Technological improvements

 (D) A meeting schedule

Câu 152: According to the information, how can people find out more?

 (A) By going online

 (B) By speaking with a chairperson

 (C) By joining a videoconference

 (D) By reading a manual

**Questions 153-154** refer to the following text-message chain.

Fabien Vahle (8:43 A.M.) Sita, are you still at the warehouse?  
  
Sita Singh (8:46 A.M.) Yes. Do you need something?  
  
Fabien Vahle (8:47 A.M.) Could you bring over some medium-sized cardboard gift boxes? You can put them in the closet on the second floor.  
  
Sita Singh (8:48 A.M.) How many?  
  
Fabien Vahle (8:49 A.M.) A dozen or so.  
  
Sita Singh (8:52 A.M.) That’s about how many are left here.  
  
Fabien Vahle (8:54 A.M.) I guess it’s time to replenish the inventory. I’ll send out an e-mail.

 Câu 153: At 8:54 A.M.. what does Mr. Vahle mean when he writes, I'll send out an e-mail"?

 (A) He will ask warehouse staff to help Ms. Singh.

 (B) He will place an order for more boxes.

 (C) He will inform a colleague about a new policy.

 (D) He will thank Ms. Singh for a job well done.

Câu 154: What will Ms. Singh probably do next?

 (A) Take an inventory of boxes

 (B) Prepare a gift for Mr. Vahle

 (C) Organize a messy closet

 (D) Bring boxes to the second floor

**Questions 155-157** refer to the following notice.  
  
Attention All Employees

At 7:30 A.M. today, the main server facility lost power during regular security testing. — [1] —. Power was restored less than one hour later, and the company Web site is now fully functional. — [2] —. However, many services are still down. Among these are the main database and all desktop phone services, including voice mail. At this time, you can access e-mail from mobile devices but not from your office computers. — [3] —. Our technicians are working to bring all systems back online. However, it may take until this afternoon for everything to resume working normally. — [4] —. We understand the importance of these services to your work, and we will issue updates as more information becomes available.

Câu 155: What is the purpose of the notice?

 (A) To explain how to access a Web site

 (B) To provide instructions for using voice mail

 (C) To inform employees of a technology issue

 (D) To advise employees of revisions to a database

Câu 156: What is indicated about the company e-mail?

 (A) It is only available on office computers.

 (B) It is accessible on mobile devices.

 (C) Only office technicians can use it currently.

 (D) It has been updated to provide more security.

Câu 157: In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? We humbly ask for your patience until that time."

 (A) [1]

 (B) [2]

 (C) [3]

 (D) [4]

**Questions 158-160** refer to the following letter.  
  
Peake Painting Ltd. • 375 Fox Road • Toronto, ON M5B 2C1 • 416-555-0101

8 June  
Ms. Priti Parekh, Manager

Eagle Point Apartments

23 Concordia Lane

Toronto, ON MM–I 1A1  
Dear Ms. Parekh:  
This letter is a follow-up to our telephone conversation of 6 June. As I mentioned then, we have been successfully serving many apartment complexes in the Toronto area for the past fifteen years. I would be happy to supply references.

I also discussed with you the various benefits our service agreement offers. These include priority scheduling, preventive maintenance, service discounts, and advice from our expert painters. Our service agreement also covers the repainting of apartments vacated by tenants and a one-year guarantee on paint and labour.

Enclosed is a copy of our standard contract, which can be adjusted to your specific needs and requirements. Please let me know if you need any further information.

I look forward to hearing from you soon.

Sincerely,

NuraciclimiAbdkatahir

Nuruddin Abdullahi, Owner

Peake Painting Ltd.  
  
Enclosure

Câu 158: Why did Mr. Abdullahi send the letter to Ms. Parekh?

 (A) To give some details about his business

 (B) To describe some available apartments

 (C) To inquire about a service provided

 (D) To ask for a reference

Câu 159: What is NOT mentioned as a feature covered by the service agreement?

 (A) Price reductions

 (B) Annual evaluations

 (C) Recommendations by specialists

 (D) Periodically performed maintenance

Câu 160: What did Mr. Abdullahi send with the letter?

 (A) Information for tenants

 (B) A bill for services

 (C) A sample contract

 (D) An estimate of costs

**Questions 161-163** refer to the following report.  
  
Web site traffic report

Prepared by Takani Analytics

For www.hejmo.com

The following report breaks down how visitors to www.hejmo.com found your Web site. Based on the results, we advise you to boost your social media presence. Your Web site traffic from social media sites is approximately 20 percent lower than that of similar Web sites.

Traffic Sources

Direct Traffic: 17%

► These are visitors who typed in your Web address or had it bookmarked.

Redirected Traffic: 53%

► These are visitors who followed a link from an advertisement found on another company’s Web site.

► Popular referral sites: gardensandhomes.com, modernhousehold.com

Search Engine Traffic: 22%

► These are visitors who used a search engine to search for specific information or products.

► Popular search engines: Locala, River

► Popular search terms: chair, lamp, table, bookshelf, desk

Social Media Traffic: 8%

► These are visitors who followed a link from an advertisement posted on social media.

► Popular outlets: myfold, groupie

From home page to sale

32% of total users never left the home page

48% visited individual product pages without purchasing an item

20% purchased an item

Câu 161: What Web site traffic source does Takani Analytics recommend increasing?

 (A) Direct traffic

 (B) Redirected traffic

 (C) Search engine traffic

 (D) Social media traffic

Câu 162: What type of products does www.hejmo.com most likely sell?

 (A) Books

 (B) Furniture

 (C) Advertisements

 (D) Gardening equipment

Câu 163: What is indicated about www.hejmo.com?

 (A) It advertises on other Web sites.

 (B) It gets more direct traffic than similar Web sites do.

 (C) It has redesigned its home page.

 (D) It has increased its Internet sales.

**Questions 164-167** refer to the following article.  
  
CAPE TOWN (18 May)—The Cape Town MIlge.11M of An has announced the appointment of Ms. Simphiwe Nyambi as head of the museum’s Digital Media Department, effective on 1 June. — [1] —. The department is responsible for managing digital content for the documentation and interpretation of the museum’s collection. In her role as chief digital officer, Ms. Nyambi will explore new digital opportunities for the museum.

Ms. Nyambi studied journalism in South Africa and Scotland. — [2] —. Until recently she lived in Nairobi, Kenya, where she was the digital editor for African Arts & Culture Quarterly. — [3] —. Before working for the journal, she taught journalism at colleges in the United States and Canada.

“I am delighted to be back in my hometown,” Ms. Nyambi said in a recent interview with this publication. — [4] “I feel blessed to have the opportunity to work for this wonderful museum. It holds a special place in my heart, dating back to my childhood. And as of two weeks ago, I have a clear view of the building from my apartment. I look forward to sharing the museum’s amazing collection with the world through digital media.”

Câu 164: What is a purpose of the article?

 (A) To introduce a new publication

 (B) To describe partnerships between museums and universities

 (C) To discuss new methods of documentation

 (D) To announce the hiring of a media specialist

Câu 165: According to the article. where is one place Ms. Nyambi studied?

 (A) Canada

 (B) Kenya

 (C) Scotland

 (D) The United States

Câu 166: What is true about Ms. Nyambi?

 (A) She can see the museum from her home.

 (B) She grew up near Nairobi.

 (C) She earned a degree in computer science.

 (D) She owns a large collection of art.

Câu 167: In which of the positions marked [1], [2], [3], and [4) does the following sentence best belong? She replaces Mr. Arthur Maseko, who resigned in March."

 (A) [1]

 (B) [2]

 (C) [3]

 (D) [4]

**Questions 168-171** refer to the following online chat discussion.  
  
Sara Davis (9:40 A.M.) Don’t forget that our brainstorming meeting today is at 1:30 in room 143. Please bring your suggestions for the Alder presentation.

Ron Chou (9:41 A.M.) I’ll be there, Sara. Will you be available after the meeting to discuss the facilities work request?

Sara Davis (9:41 A.M.) Absolutely. Let’s talk in my office immediately afterwards.

Tania Watson (9:42 A.M.) Can you include Patrick Martin in the meeting? He has some good ideas for communicating with the new clients.

Aidan Reynolds (9:43 A.M.) I have some advertising and promotional concepts that I’ve drafted. I’ll bring them.

Sara Davis (9:44 A.M.) Done. Good idea, Tania.

Ron Chou (9:45 A.M.) Great. I’ve been waiting to see those, Aidan.

Tania Watson (9:46 A.M.) How long do you think the meeting will last? I’m supposed to brief Scott Kennedy at 2.30 on the results of the Blackwood presentation.

Sara Davis (9:47 A.M.) We’re scheduled for an hour and a half in the room, but feel free to leave whenever you need to.

Câu 168: Why does Ms. Davis invite the writers to the afternoon meeting?

 (A) To generate new ideas

 (B) To review a client survey

 (C) To discuss a work request

 (D) To finalize the Alder presentation

Câu 169: What will Mr. Reynolds contribute to the afternoon meeting?

 (A) Scheduling information

 (B) Conference projects

 (C) Client strategies

 (D) Marketing plans

Câu 170: At 9:44 A.M., what does Ms. Davis most likely mean when she writes, Tone"?

 (A) She has completed the Blackwood presentation.

 (B) She has sent a meeting invitation to Mr. Martin.

 (C) She has freed up time for a meeting.

 (D) She has finished her work for the day.

Câu 171: Why does Ms. Watson need to leave the afternoon meeting early?

 (A) She is leaving for a business trip.

 (B) She has to provide information to a colleague.

 (C) She must prepare for a presentation.

 (D) She is scheduled to greet new clients.

**Questions 172-175** refer to the following article.  
  
Quester Expands Marketplace  
  
DUBLIN (23 July)—Quester Ltd., the company that operates the groundbreaking Quester Web site for job seekers and employers, has announced that it will now include technology-related occupations in its marketplace. Since its launch more than five years ago, Quester has focused solely on staffing for organisations in the health-care sector. Like health care, the technology sector is also struggling to find employees who have the right skills and who can help meet the demands created by high growth. “The employment rate of technology professionals is already quite high, yet jobs in the industry are projected to grow significantly each year over the next decade,” said Ladli Misra, a founding partner of Quester. Quester works by bringing job seekers together with recruiters and hiring managers. When companies contract with Quester, job listings are created with details of the companies’ open positions. Job seekers create a skill-set profile and identify opportunities of interest to them. Candidates and employers interact, seeking links and bridges between skills and jobs listed on the Quester site. Quester’s proprietary algorithm matches employers and job seekers and then notifies both. Using a simple messaging-and-scheduling tool, job seekers can indicate their interest in a job opening and employers can send interview requests. Employers are assigned a personal guide to walk them through the process and to ensure the maximum benefit from the experience. There is no cost to job seekers. “It’s great for both ends of the employment market,” said Ms. Misra. “Job seekers can easily find the most appropriate opportunities and employers get the information they need to efficiently acquire in-demand talent, usually in less than a month.”

Câu 172: Where would the article most likely appear?

 (A) In a medical journal

 (B) In a business magazine

 (C) In a technology firm's newsletter

 (D) On a hospital's Web site

Câu 173: The word "meet" in paragraph 2, line 7, is closest in meaning to

 (A) fulfill

 (B) join

 (C) find

 (D) contact

Câu 174: What is indicated about Ms. Misra?

 (A) She worked as a medical professional in the past.

 (B) She helped to create Quester.

 (C) She is in charge of hiring at Quester.

 (D) She expects the health-care sector's profits to grow.

Câu 175: What is suggested about Quester's system?

 (A) Its technology needs to be upgraded.

 (B) It guarantees job seekers a match within 30 days.

 (C) It offers positions in many different industries.

 (D) Its costs are covered by employers.

**Questions 176-180** refer to the following article and e-mail.  
  
LONDON (20 May)—Narvalis, a marine-transport company based in Le Havre, France. announced last week that it has once again added to its cargo fleet. A Danish vessel, dubbed the Epsilon, was purchased from a Copenhagen-based company to be Narvalis’ largest ship. It will be docked in a separate location for cleaning and inspection before officially entering service out of Le Havre. Narvalis maintains a fleet of twenty medium-and large-sized vessels, transporting primarily grains and iron ore between international destinations. “Our board unanimously decided to invest in this secondhand vessel to expand our operations,” said company president Emmanuel Brodeur. “We believe that the substantial scale of this vessel will allow us to deliver certain shipments more efficiently.”

From: Themard@narvalis.fr

To: asharma@daruunco.co.in

Date: 22 May

Subject: Your transport needs

Dear Mr. Sharma,  
  
Thank you for contacting me. I think that the Epsilon would be the best option for your company’s needs. Given its size, it would take longer to arrive in Mumbai than our other vessels. However, it provides unparalleled cargo space, which will allow for your goods to be transported as a single shipment. This will greatly simplify logistics on the receiving end.  
Following its purchase in Copenhagen, the Epsilon was routed to Amsterdam in the Netherlands for several days. The plan is that it will next head to our headquarters in Le Havre. However, we can easily send it directly on to Bilbao, Spain, for loading. Please let me know how you would like to proceed.  
Sincerely,  
  
Zacharie Bernard Client Services, Narvalis

Câu 176: What is the Epsilon ?

 (A) A container ship

 (B) A transport truck

 (C) A freight train

 (D) A cargo plane

Câu 177: What is mentioned about the Epsilon ?

 (A) It was built by Narvalis.

 (B) It had a previous owner.

 (C) It is frequently used.

 (D) It has passed inspection.

Câu 178: In the article, the word "scale" in paragraph 2, line 8, is closest in meaning to

 (A) portion

 (B) level

 (C) degree

 (D) size

Câu 179: Why did Mr. Bernard write the e-mail?

 (A) To finalize a purchase

 (B) To apologize for a delay

 (C) To advise a client

 (D) To reply to a colleague

Câu 180: Where was the Epsilon most likely inspected?

 (A) In Copenhagen

 (B) In Amsterdam

 (C) In Le Havre

 (D) In Dilbao

**Questions 181-185** refer to the following memo and form.  
  
To: Fanoula Graphics employees

From: Accounting Department

Re: Expense reimbursement form

Date: December 15  
Beginning on January 2, Fanoula Graphics will implement a new process for reimbursement of business-travel expenses. The new procedure will be easier to follow, and employees can expect to receive reimbursements much more quickly than they do under the current system.

Employees will no longer book their own flights and hotels. All travel arrangements will instead be made by Allison Weber and her team in Operations. Employees should submit an electronic request form to Ms. Weber’s team at least two weeks before the first day of travel. If travel plans are known far in advance, it is preferable to submit requests well before the submission deadline. Request forms can be found on the employee portal of the company’s Web site.

After travel, employees should submit an electronic reimbursement form for all other reimbursable expenses, including meals, tips, car rental or taxi service, gasoline, laundry services at hotels, and other expenses that are outlined in the employee portal on the Web site. Please note that photocopying is no longer considered a reimbursable expense. We ask that employees prepare copies using our own office equipment before traveling.

Thank you for your compliance. Please refer any questions to Ms. Weber.

Fanoula Graphics : Expense Reimbursement Form

|  |  |
| --- | --- |
| |  | | --- | | Name and department: Martin Santos, Sales  Date of Submission: January 29  Purpose of travel: To visit a client from Mayfurrow, Inc., in Wellfleet, MA | |

|  |  |  |  |
| --- | --- | --- | --- |
| Date ef Expense | Payee | Purpose | Amount |
| January 3 | Photocopies | Client meeting | $12.74 |
| January 3 | Mary’s Restaurant | Dinner | S45.95 |
| January 3              4 | Len’s Car Rental | Transportation | t T8.24 |
| January 4 | Wellfleet Diner | Breakfast                        “ | t 13.35 |
| January 4 | Gasoline | Transportation | f 18.42 |
| Total: $168.68 | | | |

Please remember to scan and attach all receipts and/or credit card statements.

 Câu 181: According to the memo, what will happen on January 2 ?

 (A) A Web site will be updated.

 (B) A new procedure will go into effect.

 (C) A new operations director will be hired.

 (D) A meeting about travel policies will take place.

Câu 182: What is indicated about reimbursement forms?

 (A) They are available in Ms. Weber's office.

 (B) They require a manager's signature.

 (C) They must be submitted electronically.

 (D) They should be submitted monthly.

Câu 183: In the memo, the word "weir in paragraph 2, line 5, is closest in meaning to

 (A) right

 (B) much

 (C) closely

 (D) successfully

Câu 184: What amount will NOT be reimbursed to Mr. Santos?

 (A) $12.74

 (B) $18.42

 (C) $45.93

 (D) $78.24

Câu 185: What did Mr. Santos most likely do?

 (A) Buy lunch for a client

 (B) Use a taxi for transportation

 (C) Attach receipts from restaurants

 (D) I lost a client at fanoula Graphics' office

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

http://vww.jacintobusinessinstitute.com

Jacinto Business Institute (JBI)

Whether you are just starting out in the business world or looking for ways to expand your operations, JBI offers a variety of low-priced seminars taught by successful entrepreneurs from top businesses in the region. Check out our upcoming seminars that will meet weekly in February! Rack Financing for Small Businesses This seminar will review traditional and practical ways to finance your business. Saturdays, 12:30 P.M. to 3:00 P.M. Starting Out in Leadership For those new to management, this seminar will examine essential techniques that focus on productivity and positive workforce motivation. Tuesdays and Thursdays, 7:00 P.M. to 9:30 P.M. Promoting Your Business Explore strategies for effectively advertising and expanding your business. Mondays, 6:00 P.M. to 9:00 P.M. Planning a Successful Start-Up Before you open for business, prepare a detailed plan of your concept using time-honored strategies. Tuesdays, 5:00 P.M. to 8:00 P.M.

Notice

Ting Yang to lead JBI seminar

We are delighted to have Ms. Ting Yang joining us in February. She earned a master’s degree in marketing from Julem University and started out at Wister Point, Inc., where she rose to the position of marketing director. The company’s revenue increased greatly during Ms. Yang’s tenure. After fifteen years at Wister Point, Ms. Yang joined the successful advertising consulting firm Marvin and Rhodes Advisers. Take advantage of this opportunity to benefit from her considerable expertise and sign up for her seminal. today!

*To: Jacinto Business Institute <contactus@jacintobusinessinstitute.corn>*

*From: Gabriela Torres <gtorres@flowersbygabriela.com>*

*Date: March 3*

*Subject: February seminar*

Greetings,

The seminar I attended proved valuable. I have long admired Ms. Yang. In fact, she was a department director at the same firm where I first worked after university. Now that I am looking to grow the business I recently started, the chance to learn from her insights has been very helpful. I hope she will return to lead other seminars at your institute.  
  
All the best,  
  
Gabriela Torres

Câu 186: What is indicated about JBI?

 (A) Its seminars are provided for free.

 (B) Its instructors have business experience.

 (C) It specializes in the retail industry.

 (D) It was established several years ago.

Câu 187: For whom is the notice mainly intended?

 (A) Potential JBI students

 (B) Current JBI faculty

 (C) Graduates of Julem University

 (D) Clients at a consulting firm

Câu 188: What seminar did Ms. Yang most likely teach?

 (A) Basic Financing for Small Businesses

 (B) Starting Out in Leadership

 (C) Promoting Your Business

 (D) Planning a Successful Start-Up

Câu 189: Why did Ms. Torres write the e-mail?

 (A) To respond to an opportunity

 (B) To inquire about registration for a seminar

 (C) To ask for advice about a business

 (D) To provide feedback about a seminar

Câu 190: What is most likely true about Ms. Torres?

 (A) She has a degree in finance.

 (B) She was employed at Wister Point, Inc.

 (C) She will soon teach a seminar at JBI.

 (D) She recently moved to a new town.

**Questions 191-195** refer to the following Web page. online form, and search results.  
  
https://www.coovchaser.com  
  
Our Services  
  
At Copychaser, we understand that skillfully written content is essential to a thriving business. That’s why over the past three decades we have continued to increase our pool of skilled staff and freelance writers representing a wide range of expertise. And now we offer you the opportunity to complement your text with artwork developed by our team of graphic artists. Let Copychaser take care of all your company’s communication needs. • Service 1: Marketing Copy. We will craft the perfect message to promote your products and services, putting your company ahead of the competition. • Service 2: Content Development. Whether you need general informational or technical articles, we will match you with the expert writer you need. • Service 3: Translation. We work with international translation agencies that will give your Web site content the local flavor you need in order to sell to diverse markets and populations. • Service 4: Training in Writing. We provide in-person workshops and webinars on general writing skills as well as coaching sessions for individuals or small groups on a specific type of writing or project. Fill out our project description form and we will get back to you within 24 hours with a service proposal to suit your needs.

Project Description Form

Name: Yuna Takahashi

Submitted: 11 Junuuly

Project Description:

I’m looking for an expert who can write articles related to the petroleum business. This would be for an online periodical that I edit and publish. The ideal writer has an established background in petrochemicals or in economics as it relates to the international oil market. A degree in a field related to fossil fuels or economics is preferred. I need someone who can communicate complex topics clearly while maintaining scientific accuracy.

Copychaser search insults for Project 981:

|  |  |
| --- | --- |
| Name | Degree and Expertise |
| Aoaiia Almeida | Master of Business Administration. Experience in agricultural commodity pricing. Consultant in food packaging. |
| Cara Ponti | Doctorate in Physics. Expert in subatomic particle theory and light spectrum analysis of distant space objects. |
| Armand Mkhaliphi | Master of Science in Mechanical Engineering. Experience in aircraft rlecign nnri qiinlity enntml Rypert in strihrgivrc marl in nirrrnft assembly. |
| Wayne Bryfield | Doctorate in Chemical Engineering. Expert in fuel and lubricant formulation. Presenter on topics related to the oil and gas industries. |

Câu 191: What does the Web page suggest about Copychaser?

 (A) It is a relatively new business.

 (B) It offers video content development.

 (C) It works exclusively with freelancers.

 (D) It has expanded its team of writers.

Câu 192: What has Copychaser added recently?

 (A) Web-site hosting

 (B) Printing

 (C) Graphic design

 (D) Data storage

Câu 193: What is indicated about Ms. Takahashi?

 (A) She runs a Web-based publication.

 (B) She works for a petroleum company.

 (C) She has used Copychaser in the past.

 (D) She needs some work done quickly.

Câu 194: What Copychaser service does Ms. Takahashi need?

 (A) Service 1

 (B) Service 2

 (C) Service 3

 (D) Service 4

Câu 195: Who best fits Ms. Takahashi's criteria?

 (A) Ms. Almeida

 (B) Dr. Ponti

 (C) Mr. Mkhaliphi

 (D) Dr. Bryfield

**Questions 196-200** refer to the following flyer and e-mails.  
  
Greenfell Landscaping

Make sure your company’s natural features look their best. A tidy first impression is important. Greenfell Landscaping can help you keep your company’s greenery green! We have multiple tiers of service designed especially for our commercial clients. — Eco Keeper Standard: weekly lawn mowing with detailed grass trimming by walkways and buildings — Eco Keeper Plus: weekly mowing and trimming, organic fertilizer application, and weed removal. Our most popular service. — Master Green Gold: all the lawn-care services of our Eco Keeper Plus plan with the added benefit of seasonal flower plantings and flower bed maintenance — Master Green Platinum: all the services of our Master Green Gold plan but with care for your small trees and shrubs included. Twice-yearly pruning and trimming. Insect control. We can even bring ornamental potted trees to brighten your entryways. Contact service@greenfell.com to request an estimate. Costs are based on plan, lawn size, and type of plantings.

From: Daphne Mizuno <d.mizuno@pamatum.com>

To: Greenfell Landscaping Service <service@nreenfell.com>

Date: June 10

Subject: Inquiry

Hello,

My company has recently decided to outsource the lawn care at both our work sites, and I have been asked to solicit bids for a contract to do the work. I saw your Greenfell Landscaping flyer and wanted to reach out to you, as we would prefer to work with a locally uwned company rather than a large franchise. We have two properties with large lawns. Our main offices are on Langley Boulevard, near the Crossroads Shopping Plaza, and our shipping warehouse is five kilometers from the main offices, on Kempton Road. Our needs arc fairly simple. We only require that the grass be kept short for a low but fair cost. We do not have any flower gardens or hedges, so the mowing is very straightforward. If you are interested in submitting a bid, please let me know.  
  
Daphne Mizuno, haedittes Manager Pamaturn Products, LLC

Email

From: Greenfell Landscaping Service <service@greenfell.com>

To: Daphne Mizuno <d.mizunoWpamaturn.com>

Date: June 11

Subject: RE: Inquiry

Attachment: g Reference  
  
Dear Ms. Mizuno,  
  
Thank you for contacting Green&11 Landscaping about thin opportunity. We would like to bid on this work. Please forward the specifications, and I will begin working up the bid.  
  
If you need references as part of your process, you can contact Mr. Fred Stolz, the owner of Dynamo Machine Shop, which is located just down the street from your warehouse. Fred has been a Greenfell Landscaping customer for over eight years. His details are attached.  
  
Greenfell Landscaping is fully licensed and insured. You can count on us to provide excellent, reliable service.  
  
Sincerely,  
  
Brian Karpyak, Owner Greenfell Landscaping

Câu 196: For whom is the flyer specifically intended?

 (A) Private homeowners

 (B) Part-time landscapers

 (C) Business owners

 (D) Environmental researchers

Câu 197: Why did Ms. Mizuno contact Green:aII Landscaping in particular?

 (A) Because she saw a discount offer

 (B) Because it is a local company

 (C) Because she recently met the owner

 (D) Because it uses highly specialized equipment

Câu 198: What level of service will Ms. Mizuno most likely choose?

 (A) Eco Keeper Standard

 (B) Eco Keeper Plus

 (C) Master Green Gold

 (D) Master Green Platinum

Câu 199: According to the second e-mail, what should Ms. Mizuno do?

 (A) Submit a competitive bid

 (B) Provide the name of a reference

 (C) Arrange a meeting with Mr. Karpyak

 (D) Send Mr. Karpyak the details of a job

Câu 200: What is most likely true about Mr. Stolz?

 (A) He used to work for Pamatum Products.

 (B) His insurance payments are up-to-date.

 (C) He lives near the Crossroads Shopping Plaza.

 (D) His shop is located on Kempton Road.