

DAY 14

- VOCABULARY CHECK
- PART 7 – SKIMMING PRACTICE

## ◊ Vocabulary check

**Practice 1:** Fill out the blanks below to revise these vocabulary

1. inventory (n)
    - a) sự báo giá
    - b) sự kiểm kê, hàng tồn kho
    - c) hàng hoá
    - d) sự giao hàng
  2. detach (v)
    - a) tách rời
    - b) hỗ trợ
    - c) thêm vào
    - d) hoàn thành
  3. package (n)
    - a) hợp đồng
    - b) mục tiêu
    - c) bưu kiện
    - d) khách hàng
  4. warehouse (n)
    - a) người bán hàng
    - b) nhà kho
    - c) phá huỷ
    - d) sức chứa
  5. inquiry (n)
    - a) Câu hỏi, sự điều tra
    - b) sự hài lòng
    - c) sự đồng ý
    - d) sự vận chuyển
  6. vendor (n)
    - a) nhà thầu
    - b) người giao hàng
    - c) Người bán đảo, nhà cung cấp (đại lý)
    - d) nhà bán lẻ

7. volume (n)

- a) Khối lượng, số lượng lớn
- b) rủi ro
- c) hiệu suất
- d) vận chuyển

8. delay (n,v)

- a) nâng lên
- b) đê trìn
- c) trì hoãn
- d) kéo dài

9. store (v)

- a) nhập khẩu
- b) lưu trữ, bảo quản
- c) áp đặt
- d) cung cấp

10. obligation (n)

- a) sự hài lòng
- b) sự thông báo
- c) Nhiệm vụ, bổ phận
- d) sự hỗ trợ

11. merchandise (n)

- a) chuyển phát nhanh
- b) cửa hàng
- c) hàng hóa
- d) nhà máy

12. compensation (n)

- a) hoa hồng
- b) Tiền lương, tiền bồi thường
- c) tiền thưởng
- d) tiền hoàn lại

13. caution (n)

- a) cảnh báo, thận trọng
- b) sự chăm chỉ
- c) sự tỉ mỉ
- d) sự chi tiết

14. explore (v)

- a) tạo ra
- b) giao hàng
- c) hoạt động
- d) Khám phá, thăm dò, tìm ra

15. fulfill (v)

- a) cần thiết
- b) thực hiện, đáp ứng
- c) cố gắng
- d) lưu trữ

16. consent (n,v)

- a) thừa nhận
- b) ra mắt
- c) từ chối
- d) Đồng ý, bằng lòng

17. tariff (n)

- a) Thuế quan, thuế xuất nhập khẩu
- b) điểm đến
- c) hải quan
- d) khách hàng

18. terminal (n)

- a) nhà kho
- b) nhà cung cấp
- c) Nhà đón khách, ga cuối
- d) người bán hàng rong

19. destination (n)

- a) khởi hành
- b) sự đi lại
- c) người bán hàng
- d) điểm đến

20. clearing customs

- a) sự vận chuyển
- b) thông quan hàng hóa
- c) bảo hành
- d) điều khoản

21. content (n)

- a) gói hàng
- b) thành tựu
- c) giao hàng
- d) nội dung, đồ đựng bên trong

22. fragile (adj)

- a) cụ thể
- b) thông cảm
- c) nhạy cảm
- d) dễ vỡ

23. shipment (n)

- a) địa điểm
- b) việc gửi hàng
- c) sản phẩm
- d) xuất khẩu

24. impose (v)

- a) tiêu thụ
- b) Áp (thuế, tiền phạt...).
- c) thay đổi
- d) phơi bày

25. satisfaction (n)

- a) sự hài lòng
- b) trách nhiệm
- c) sự bồi hoàn
- d) sự từ chối

26. sufficient (adj)

- a) tiềm năng
- b) duyên dáng
- c) đầy đủ
- d) ngắn gọn

27. quote (n)

- a) tiêu đề
- b) Trích dẫn, báo giá
- c) ấn phẩm
- d) bài báo

28. goods (n)

- a) hàng hoá
- b) khách hàng
- c) giá cả
- d) dịch vụ

29. courier (n)

- a) công ty vận chuyển
- b) dịch vụ
- c) mua bán
- d) hàng hoá

30. distance (n)

- a) điểm đến
- b) không gian
- c) khoảng cách
- d) sự dự đoán

31. logistics
- a) nhà bán lẻ  
c) hợp đồng  
b) Kho vận, giao nhận, hậu cần  
d) nhà cung cấp
32. comply with
- a) từ chối, bác bỏ  
c) lưu trữ  
b) hỗ trợ  
d) tuân thủ, tuân theo
33. supplier (n)
- a) người gác cổng  
c) nhà cung cấp  
b) khách quen  
d) người bảo hành
34. liability (n)
- a) pháp lý, trách nhiệm  
c) kiến thức  
b) sự đầu tư  
d) sự tương tác
35. border (n)
- a) lĩnh vực  
c) sản phẩm  
b) nhà cung cấp  
d) biên giới
36. acknowledge (v)
- a) hiểu biết  
c) dán nhãn  
b) thừa nhận, xác nhận  
d) giao hàng
37. cargo (n)
- a) Hàng hóa được vận chuyển bằng phương tiện lớn  
c) sự vận chuyển  
b) sự kiểm tra  
d) sự cẩn thận

38. duty (n)

- a) hoá đơn
- b) khả năng
- c) tiềm lực
- d) Thuế (hải quan), bốn phận, trách nhiệm

39. pick up

- a) Đón, nhặt, lấy
- b) xu hướng
- c) nâng lên
- d) tăng cường

40. handle (v)

- a) lưu trữ
- b) xử lý, giải quyết
- c) nói chuyện
- d) phát biểu

41. oversight (n)

- a) sự trả lại
- b) sự hài lòng
- c) sự cho phép
- d) sự giám sát, sự sơ xuất

42. renew (v)

- a) giải quyết
- b) tìm kiếm
- c) gia hạn đổi mới
- d) tuân thủ

43. accurate (adj)

- a) hiệu quả
- b) chính xác
- c) tối đa
- d) thiếu sót

44. fare (n)

- a) tiền mặt
- b) Tiền vé (xe, máy bay, tàu, thuyền...)
- c) tiền vốn
- d) tiền lãi

45. retailer (n)

- a) bán buôn
- b) hàng hóa
- c) người bán lẻ
- d) hải quan

46. call off

- a) kéo dài
- b) huỷ bỏ
- c) dồn bù
- d) trì hoãn

47. waive (v)

- a) thúc đẩy
- b) đón nhận
- c) hoàn trả
- d) Từ bỏ, khước từ

Practice 2: Read the passages and choose the correct answers (26)

Questions 147-148 refer to the following advertisement.

**STAR FITNESS CLUB**  
Grand Opening Event on 25 April

Come and join us as we open our newest club in Summerlake City in our brand-new building located at 714 Shadow Road. Come and see our state-of-the-art equipment and meet our experienced fitness trainers and instructors while enjoying healthy refreshments.

Special Offer: Take 20 percent off your first 3 months! The offer is for new members only and cannot be combined with any other offer. The offer is available at all Star Fitness locations and is good until 30 June.

Visit [www.starfitness.ca](http://www.starfitness.ca) for more information, including a schedule of our fitness classes and club hours.

147. What is indicated about Star Fitness Club?

- (A) It has just built a new facility.
- (B) It provides refreshments with paid membership.
- (C) It is currently selling its used exercise equipment.
- (D) It is open seven days a week.

148. What is NOT mentioned about the special offer?

- (A) It expires at the end of June.
- (B) It can be used at any location.
- (C) It includes sessions with a personal trainer.
- (D) It is intended for new customers only.

Questions 149-150 refer to the following note.



149. What is a purpose of the note?

- (A) To request feedback on a recent stay
- (B) To inform a guest of a location change
- (C) To invite a guest to a private event
- (D) To announce the opening of a new hotel

150. What is stated about the breakfast?

- (A) It is free of charge.
- (B) It is not available on weekends.
- (C) It will not be served on May 2.
- (D) It will soon feature more selections.

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



153. For what kind of business does Mr. Farley most likely work?

- (A) A farm
- (B) A grocery store
- (C) A restaurant
- (D) A delivery service

154. At 3:27 P.M., what does Mr. Farley mean when he writes, "I'm afraid we are all out"?

- (A) Staff members have no more ideas.
- (B) A deadline was missed.
- (C) Employees have left the workplace.
- (D) An item is not available.

Questions 155-157 refer to the following notice.

Attention, Members of the Belle Coffee Club:

— [1] —. Next week, Belle Coffee will debut our newest coffee creation, the Latte Slow Brew. — [2] —. Members of the Belle Coffee Club can get their first taste of this new treat at our flagship store at 200 Wellington Street. We invite you to stop by on January 12 and show your membership card for a complimentary cup of Latte Slow Brew and a pastry sample from our local partner, Yonge Confections. Choose from a variety of their fresh-baked muffins, including a flavour baked especially for Belle Coffee: the chocolate espresso muffin. — [3] —.

Rollout at our other Belle Coffee locations will follow over the next four weeks. To learn more, visit [bellecoffee.ca](http://bellecoffee.ca). — [4] —.

Enjoy!

155. What will Belle Coffee do on January 12 ?

- (A) Merge with Yonge Confections
- (B) Open a second location
- (C) Introduce a new product
- (D) Start a membership program

156. According to the notice, what is available on the Web site?

- (A) A coupon
- (B) A recipe
- (C) An application form
- (D) A schedule

157. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"Additional coffee products and pastries will be available for purchase."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

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Questions 158-160 refer to the following bulletin.

## Dalston Opera News

### Season Tickets Now Available

Purchase your season tickets now at [www.dalstonopera.com/seasontickets](http://www.dalstonopera.com/seasontickets).

May 4–12: *Sigrun* (2 hours with 1 intermission)

July 6–14: *Le Lapin* (3 hours with 2 intermissions)

September 14–22: *The Shipmaster's Garden* (90 minutes with no intermission)

November 30–December 8: *Orkestia* (4 hours with 3 intermissions)

*Performances will take place at the Saloudi Auditorium beginning promptly at 8:00 P.M.*

### Artist-in-Residence Series

Our rotating artist-in-residence program aims to bring new voices into the performances of our regular cast. Join us for a special series of noon matinee performances by these artists and help us celebrate the next generation of talent coming into the field of opera from around the globe. Each performance will feature a medley of opera favorites selected and performed by one of our artists-in-residence.

May 4: Diane Shimoda

July 6: Kalim Patton

September 14: Claudia Godin

November 30: Nicolai Souza

158. What opera will be performed without a break?  
(A) *Sigrun*  
(B) *Le Lapin*  
(C) *The Shipmaster's Garden*  
(D) *Orkestia*
159. What is probably true about the artists-in-residence?  
(A) They are all from the Dalston area.  
(B) They are younger than the regular performers.  
(C) They are professionally trained as dancers.  
(D) They are all well-known around the world.
160. Who most likely will perform in *Le Lapin*?  
(A) Ms. Shimoda  
(B) Mr. Patton  
(C) Ms. Godin  
(D) Mr. Souza

Questions 161-163 refer to the following article.

## Muelker Shipyard Undergoes Transformation

May 2—The Muelker Shipyard, a once-bustling ship manufacturing center, is being given a new role. A team of engineers is working to turn it into an open-air pedestrian mall with restaurants, a dozen retail businesses, and an outdoor patio that will feature live music performances.

Until June of last year, the city had planned to demolish the shipyard—a decision that caused a strong reaction from community members, especially former shipbuilders who viewed the site as a treasured industrial landmark. Wanting their labor to be remembered by future generations, many shipbuilders had etched their names on a wall near the entrance.

“In the peak of production, shipyard workers produced a naval ship in just a year,” said lead engineer, Barney Enyart. “Then production gradually slowed, and the shipyard eventually closed. When this project is complete, the new complex will be enjoyed throughout the year, serving as a place for employment opportunities and recreation while the legacy of the site’s past will endure.”

**161.** What is NOT mentioned in the plans for the shipyard?

- (A) Office spaces
- (B) Entertainment
- (C) A shopping section
- (D) Eating establishments

**163.** The word “serving” in paragraph 3, line 7, is closest in meaning to

- (A) attending
- (B) functioning
- (C) distributing
- (D) presenting

**162.** What is suggested about the Muelker Shipyard?

- (A) It will be featured in a video.
- (B) It will have a monument to former workers.
- (C) Local residents appreciate its history.
- (D) A ship is currently being built there.

Questions 164-167 refer to the following memo.

## MEMO

To: Customer Service Team  
From: Scott Davis, Director of Customer Service  
Date: July 22

Today kicks off Harkness Clothiers' Customer Service Appreciation Week. I want to take this opportunity to thank you for your dedication and professionalism this year. — [1] —. Each one of you has delivered exceptional customer service. Management is proud of what you have achieved as a team. — [2] —. We understand that last year's merger with Sporting Clothes, Inc., was confusing and difficult at times. Your service stayed steady throughout the process and you provided a seamless transition for our clients. What a great accomplishment!

— [3] —. On Tuesday, starting at 8 A.M., everyone will be treated to a breakfast served with coffee, pastries, and fruit. On Wednesday, we will have a potluck lunch in the afternoon. On Thursday, we will host a team dinner at Mo's Bistro after work. On Friday, there will be contests after lunch where you can win prizes. — [4] —. I am excited about this week and hope you enjoy it.

**164.** Why did Mr. Davis write the memo?

- (A) To ask employees to attend a training session
- (B) To request that employees work overtime
- (C) To provide details of a celebration
- (D) To announce the end of a project

**165.** What is suggested about Harkness Clothiers?

- (A) It has combined with another company.
- (B) It gives awards to staff every year.
- (C) It manufactures a line of waterproof clothes.
- (D) It has a very small customer service team.

**166.** When will an event take place in the morning?

- (A) On Tuesday
- (B) On Wednesday
- (C) On Thursday
- (D) On Friday

**167.** In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?

"To show our appreciation, management is providing some opportunities to have fun this week."

- (A) [1]
- (B) [2]
- (C) [3]
- (D) [4]

Questions 172-175 refer to the following chat discussion.

CHAT	X
Lily Park (4:03 P.M.) Hello, everyone. I just want to check in with you before the weekend. Kaz, how did your meeting with Blumfield Associates go?	
Kaz Fedorowitz (4:10 P.M.) It could not have been better. They are purchasing 40 new laptops with a service agreement. I've got the signed contract in hand.	
Lily Park (4:11 P.M.) Outstanding! Nice way to wrap up the week.	
David Esposito (4:12 P.M.) Congratulations! This one puts you over the top. You are now the top salesperson for the third month in a row.	
Danielle Becker (4:13 P.M.) That's great news, Kaz. By the way, if you can get all your receipts to me as soon as you are back in the office, you will get your travel reimbursement check early the following week.	
Kaz Fedorowitz (4:14 P.M.) Are you sure about that? Didn't Michael Lim just land a big sale?	
Lily Park (4:15 P.M.) Unfortunately, Michael's customers backed out at the last minute. They decided to lease computers and printers from another firm rather than purchase new equipment.	
Kaz Fedorowitz (4:17 P.M.) That's too bad. And thanks for taking care of that, Danielle.	
Danielle Becker (4:18 P.M.) My pleasure!	
Lily Park (4:19 P.M.) Have a wonderful weekend, everyone.	

172. In what type of business are the writers involved?

- (A) Real estate
- (B) Travel services
- (C) Office technology
- (D) Financial consulting

173. What most likely is Ms. Park's job title?

- (A) Advertising specialist
- (B) Director of human resources
- (C) Bookkeeper
- (D) Sales division manager

174. What is indicated about Mr. Lim?

- (A) He was not able to complete a sale.
- (B) He is currently away on business.
- (C) He is a new member of the writers' department.
- (D) He has just signed a contract.

175. At 4:18 P.M., what does Ms. Becker most likely mean when she writes, "My pleasure!"?

- (A) She is happy to help in refunding some travel expenses.
- (B) She is pleased to have successfully obtained a new client.
- (C) She feels relieved that it is the end of the workweek.
- (D) She is glad to have suggested leasing equipment.

## HOMEWORK

Exercise 1: Listen and choose the correct answer (25) (file 14.1)

7	A	B	C
8	A	B	C
9	A	B	C
10	A	B	C
11	A	B	C
12	A	B	C
13	A	B	C
14	A	B	C
15	A	B	C
16	A	B	C
17	A	B	C
18	A	B	C
19	A	B	C
20	A	B	C
21	A	B	C
22	A	B	C
23	A	B	C
24	A	B	C
25	A	B	C
26	A	B	C
27	A	B	C
28	A	B	C
29	A	B	C

30

A

B

C

31

A

B

C

## Exercise 2: Listen to the conversations and choose the correct answer

### (39) (file 14.2)

32. What is the woman preparing for?

- (A) A holiday raffle
- (B) A grand opening
- (C) A retirement party
- (D) A charity event

33. What does the man say he can do?

- (A) Rush an order
- (B) Apply a discount
- (C) Include some free samples
- (D) Set up a product display

34. What does the woman ask about?

- (A) Payment methods
- (B) Store hours
- (C) Return policies
- (D) Color options

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35. What most likely is the woman's profession?

- (A) Sound engineer
- (B) Travel agent
- (C) Actor
- (D) Musician

36. Why is the man calling?

- (A) To ask the woman for a favor
- (B) To offer the woman a job
- (C) To purchase some tickets
- (D) To recommend a colleague

37. According to the woman, what might cause a problem?

- (A) A billing error
- (B) A schedule conflict
- (C) A visa requirement
- (D) A mechanical failure

38. What kind of event is taking place?

- (A) A trade show
- (B) A job fair
- (C) A fund-raiser
- (D) A grand opening

39. According to the man, what did a client request?

- (A) Projection equipment
- (B) Vegetarian meals
- (C) Additional parking
- (D) An earlier start time

40. What will Fatima do next?

- (A) Locate some keys
- (B) Process a payment
- (C) Make a phone call
- (D) Check some seating arrangements

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41. Where is the conversation most likely taking place?

- (A) At a vegetable farm
- (B) At an electronics store
- (C) At a motorcycle repair shop
- (D) At a grocery store

42. What does the woman ask the man to do?

- (A) Describe a phone
- (B) Show a receipt
- (C) Contact a manufacturer
- (D) Speak to a mechanic

43. What information does the woman give the man?

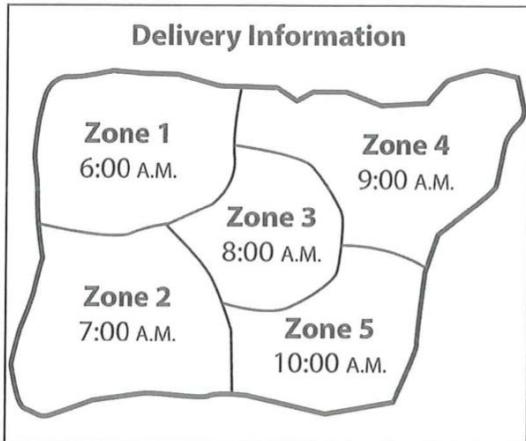
- (A) The price of an item
- (B) The name of a supervisor
- (C) The location of a product
- (D) The size of an order

44. What field do the speakers most likely work in?
- (A) Accounting  
(B) Engineering  
(C) Education  
(D) Agriculture
45. Why does the man say, "It won't take that long"?
- (A) To request the woman's permission  
(B) To convince the woman to meet  
(C) To decline an invitation  
(D) To express surprise about a decision
46. What does the woman say she will do after work?
- (A) Pack for a business trip  
(B) Go to a dental appointment  
(C) Pick up a food order  
(D) Attend a retirement party
- 
47. According to the woman, what do the results of a survey indicate about a company?
- (A) It should create an employee award.  
(B) It should provide free transportation.  
(C) Its employees are happy with a training program.  
(D) Its employees are concerned about the environment.
48. What does the man say he did recently?
- (A) He accepted a job offer.  
(B) He read an article.  
(C) He downloaded a schedule.  
(D) He met a sales goal.
49. What does the woman suggest?
- (A) Hiring a consultant  
(B) Changing a venue  
(C) Modifying a production process  
(D) Recruiting volunteers
50. What type of event did the woman attend?
- (A) A theater performance  
(B) A grand opening  
(C) A professional conference  
(D) A retirement party
51. What does the woman imply when she says, "That'll be quite challenging"?
- (A) She wants to apply for a new position.  
(B) She does not think she can meet a deadline.  
(C) She will need additional funding for a project.  
(D) She admires a colleague's plan.
52. What does the woman say she will do now?
- (A) Speak with her assistant  
(B) Print out her résumé  
(C) Order some food  
(D) Make travel arrangements
- 
53. Why is the man calling the Springfield Community Center?
- (A) He is looking for a backpack.  
(B) He is researching a historical place.  
(C) He is asking about a meeting space.  
(D) He is interested in joining a club.
54. What does the woman warn the man about?
- (A) A busy time of the month  
(B) An early store closing  
(C) The cost of an event  
(D) A missing document
55. What does the man ask about using?
- (A) A library  
(B) A message board  
(C) A mobile phone  
(D) A projector
-

56. Who most likely is the woman?  
 (A) A cafeteria manager  
 (B) A hotel receptionist  
 (C) A laboratory technician  
 (D) An interior designer
57. Why will the woman visit the man's business this afternoon?  
 (A) To perform an inspection  
 (B) To select a product  
 (C) To learn a new skill  
 (D) To interview for a job
58. What does the man recommend that the woman bring?  
 (A) Some measurements  
 (B) Some photographs  
 (C) A handbook  
 (D) A business card
- 
59. Who most likely are the program participants?  
 (A) Sales recruiters  
 (B) Prospective clients  
 (C) Building inspectors  
 (D) Management trainees
60. What does the man ask about?  
 (A) An office location  
 (B) A budget amount  
 (C) A length of time  
 (D) A list of attendees
61. How should the participants communicate a request?  
 (A) By making a phone call  
 (B) By speaking with Ms. Park  
 (C) By sending an e-mail  
 (D) By filling out a form

Model	Capacity
Country	1
Classic	1-2
Premier	3-4
Deluxe	5

62. What kind of products does the woman's store sell?  
 (A) Kitchen appliances  
 (B) Sporting goods  
 (C) Luggage  
 (D) Bathroom furnishings
63. Look at the graphic. Which model will the man buy?  
 (A) Country  
 (B) Classic  
 (C) Premier  
 (D) Deluxe
- 
64. What is the man concerned about?  
 (A) A price  
 (B) A warranty  
 (C) The installation  
 (D) The quality



65. What type of business is the woman calling?  
 (A) A catering company  
 (B) A laundry service  
 (C) A flower shop  
 (D) A furniture store
66. What does the man say his company is known for?  
 (A) Its prices  
 (B) Its locations  
 (C) Its reliability  
 (D) Its products
67. Look at the graphic. What time will the delivery be made?  
 (A) 6:00 A.M.  
 (B) 7:00 A.M.  
 (C) 8:00 A.M.  
 (D) 9:00 A.M.

Doctor	Work Hours (Monday-Friday)
Dr. Fontana	8:00 A.M.–5:00 P.M.
Dr. Miller	10:00 A.M.–4:00 P.M.
Dr. Smith	10:00 A.M.–6:00 P.M.
Dr. Yang	8:00 A.M.–3:00 P.M.

68. Why does the man want to change an appointment?  
 (A) His car broke down.  
 (B) He has to attend a meeting.  
 (C) He has a family event.  
 (D) He has to wait for a delivery.
69. Look at the graphic. Who will the man see on Friday?  
 (A) Dr. Fontana  
 (B) Dr. Miller  
 (C) Dr. Smith  
 (D) Dr. Yang
70. What will the man most likely do next?  
 (A) Answer some questions  
 (B) Visit a Web site  
 (C) Make a payment  
 (D) Drive to an office

## Exercise 3: Read the passages and choose the correct answer (8)

Questions 131-134 refer to the following e-mail.

To: Multiple Recipients  
From: Gold Star Bank <information@goldstarbank.co.in>  
Subject: Gold Star Bank App  
Date: 15 July

Dear Customer:

Here at Gold Star Bank, we take our customers and their needs seriously. As some of you know, we \_\_\_\_\_ technical difficulties with our mobile app. \_\_\_\_\_ . The trouble started on 14 July when our system went down because of a software bug. We expect the app to be up and running \_\_\_\_\_ the next twenty-four hours. \_\_\_\_\_ banking transactions can be done at any of our branch locations, and our automated cash machines are also working.

We apologize for any inconvenience.

Sincerely,

Ravi Chadda  
Vice President of Customer Relations

131. (A) to experience  
(B) experiencing  
(C) had experienced  
(D) are experiencing
132. (A) Our engineers are working on this problem now.  
(B) The new mobile app is easy to use, and it is available for free.  
(C) We have several openings for customer service representatives.  
(D) We are announcing the opening of a new Gold Star Bank location.
133. (A) if  
(B) within  
(C) as long as  
(D) above all
134. (A) Unusually  
(B) Eventually  
(C) In the meantime  
(D) As an example

Questions 135-138 refer to the following information.

Bethenie Industries guarantees that its products will function as \_\_\_\_\_ for at least one year from \_\_\_\_\_ date of purchase. \_\_\_\_\_ This \_\_\_\_\_ applies only to products sold at Bethenie Industries stores and other licensed distributors. Products that are found to be defective may be shipped to our address for repair or exchange. Please note that products that are being returned because of damage should be shipped back to us, whenever possible, in their \_\_\_\_\_ packaging.

135. (A) advertising  
(B) advertised  
(C) advertisement  
(D) advertises
136. (A) For certain products this period may be extended.  
(B) Bethenie Industries stores are located in three countries.  
(C) An electronic receipt was generated at that time.  
(D) Product samples are available in stores.
137. (A) agenda  
(B) sale  
(C) requirement  
(D) warranty
138. (A) originally  
(B) original  
(C) origin  
(D) originality

## Exercise 4: Read the passages and choose the correct answer (25)

The screenshot shows a web browser window with the URL <http://www.yummygoodfoods.com>. The page content is as follows:

*Yummy Good Foods*

Is nutrition important to you?  
Do you like high-quality, natural products?  
Are you short on time?

Then consider our healthy, nutritional meals shipped right to your door! *Yummy Good Foods* is having a special one-time offer. We will send your first week of delicious meals from our Healthy Meal menu with complimentary shipping!

Go to [www.yummygoodfoods.com](http://www.yummygoodfoods.com) and enter code: BetterHealth4Me.  
Offer valid through June with your first monthly purchase.

147. What is the purpose of the advertisement?
- (A) To promote a store opening
  - (B) To attract new customers
  - (C) To announce a new menu
  - (D) To report a Web site upgrade
148. What is available through the month of June?
- (A) A diet analysis
  - (B) A sample recipe
  - (C) A free delivery
  - (D) A magazine subscription

Questions 149-150 refer to the following e-mail.

The e-mail message has the following header fields:

To:	All Residents
From:	Dan Madsen
Date:	20 September
Subject:	Georgetown Marathon

The body of the e-mail reads:

To all Thompson Towers residents:

The 25th annual Georgetown Marathon will be held next Saturday. This year, for the first time, the race will turn off of River Street and proceed onto Elmont Avenue. So on Saturday, there will be nearly 5,000 registered contestants running along the stretch of road that provides the only access to our Thompson Towers parking garage entrance. Unsurprisingly, Elmont Avenue will be closed to all vehicle traffic between 7:00 A.M. and 10:45 A.M. This means that residents' cars will not be able to enter or exit our parking garage during this event. If you know that you will need to use your car during this period, we recommend that you make arrangements ahead of time for either leaving early or parking elsewhere.

For more information about the race, including maps, registration guidelines, and alternative parking locations, please go to [www.georgetownmarathon.co.uk](http://www.georgetownmarathon.co.uk).

Sincerely yours,

Dan Madsen  
Property Manager, Thompson Towers

149. What is the purpose of the e-mail?
- (A) To encourage participation in a race
  - (B) To warn of an upcoming road closure
  - (C) To reschedule a tenant meeting
  - (D) To announce a construction plan
150. What is indicated about the Georgetown Marathon?
- (A) It has close to 5,000 participants.
  - (B) It is being held for the first time.
  - (C) It starts on Elmont Avenue.
  - (D) It includes participants from Thompson Towers.

Questions 151-152 refer to the following page from a handbook.



One reason that corrugated fiberboard has become such a popular material for shipping fresh vegetables and fruits is the ease of labeling the containers. Information such as the brand, size, and grade of the produce can be printed directly on the box after it has been formed. Although this method, known as "postprinting," is the most economical way of labeling fiberboard containers, it is limited to only one or two colors. Full-color graphics can be obtained by printing the information on the box before it has been formed. This method, known as "preprinting," costs about 15 percent more, but many supermarket managers prefer it because customers are attracted to the colorful displays, which leads to increased sales.

151. What is indicated about corrugated fiberboard boxes?
- (A) They are easy to label.
  - (B) They hold more than other containers.
  - (C) They keep vegetables fresh.
  - (D) They are used less often than other types.
152. Why do store managers generally prefer boxes with full-color graphics?
- (A) They can be cleaned and reused.
  - (B) They come in a wide variety of sizes.
  - (C) They are often requested by customers.
  - (D) They increase customers' purchases.

Questions 153-155 refer to the following job advertisement.

#### ADMINISTRATIVE ASSISTANT

##### Position Summary:

Naidu Rai Electronics, one of the world's leading manufacturers in the telecommunications industry, is seeking a full-time administrative assistant in our Jaipur office.

##### Responsibilities:

- 1. Provide administrative support for members of the product design team, including travel and expense reports
- 2. Schedule appointments with prospective clients and designers
- 3. Maintain files, process documents, and compile reports

##### Required Qualifications/Education:

Senior school certificate mandatory; business school certification preferred

##### Skills:

- 1. Strong interpersonal skills
- 2. Strong organizational and planning skills
- 3. Software proficiency

To be considered, e-mail your résumé and cover letter to s.mohta@naidurailec.in; candidates selected for an interview will be required to take a basic software proficiency test.

153. What is indicated about the job?
- (A) It involves working with product designers.
  - (B) It requires frequent travel.
  - (C) It is a temporary position.
  - (D) It has been available for several months.
154. According to the advertisement, what must a person do to apply?
- (A) Provide a client list
  - (B) Forward school transcripts
  - (C) Submit a résumé
  - (D) Send a reference letter
155. What will an applicant do at an interview?
- (A) Answer a telephone call
  - (B) Take a computer test
  - (C) Submit a writing sample
  - (D) Compile a report

Questions 156-158 refer to the following Web page.

The screenshot shows a web browser window with the URL <http://www.moorecountylibrary.gov/seminars> in the address bar. The page title is "MARKETING BASICS". The navigation menu includes "Home", "About Us", "Seminars" (which is highlighted), and "Contact Us". Below the title, it says "April 15, 6 P.M." and "Moore County Library System, Newburg Branch" with "Presenter: Sal Quattrochi". A descriptive text block asks if you want to learn how to effectively market your business and lists what you will learn. A bulleted list follows: "• Determine your target customers and what motivates them to buy", "• Choose the best ways to reach your customers", "• Identify your competitors and stand out from them", and "• Get the most out of your limited marketing budget". It also mentions that the class is free and registration begins on March 1. At the bottom, it promotes the next class, "Digital Strategy", on May 6 at the Lancaster Branch, with registration opening April 5.

156. When will the Marketing Basics class take place?

- (A) On March 1
- (B) On April 5
- (C) On April 15
- (D) On May 6

157. What topic will NOT be covered in the Marketing Basics class?

- (A) Identifying potential customers
- (B) Showing how a business is different from its competitors
- (C) Choosing a graphic designer to create advertisements
- (D) Spending marketing money efficiently

158. What is indicated about the Marketing Basics class?

- (A) It is taught by a marketing professor.
- (B) It is one of several classes offered to business owners.
- (C) It is designed for corporate executives.
- (D) It will be offered again in the near future.

Questions 168-171 refer to the following e-mail.

<b>From:</b>	Takeshi Ishiguro
<b>To:</b>	All Sevastya employees
<b>Subject:</b>	Update
<b>Date:</b>	December 13

Dear Sevastya employees,

I am writing to give you an update on this year's sales so far. — [1] —. I am happy to report that currently our sales volume is up 20% from last year. This is due in part to the fact that we have been very successful in expanding our international reach.

— [2] —. In Brazil, sales increased 57%, which can be attributed to the Rio de Janeiro Fashion Show where our evening wear was featured. A similar trend emerged in Russia, where sales were up by 32%. — [3] —. There we anticipate sustained growth for the rest of the year, especially in our winter apparel line. We also saw sales growth in the United Arab Emirates (UAE), but growth was a modest 10% due to fierce competition. That said, in this market, sign-ups for our credit card were strong. Finally, in Korea, where we have had our most successful international market launch thus far, favorable news articles about our products drove very strong sales.

— [4] —. Thus, overall, it's been an excellent year so far. I am confident that our new program, which offers discounts to customers who invite others to shop with us, will begin to boost sales growth at all locations.

Sincerely,

Takeshi Ishiguro  
Vice President of Sales

168. What kind of business is Sevastya?
- (A) A travel agency
  - (B) A magazine publisher
  - (C) A clothing retailer
  - (D) A hotel chain
169. According to the e-mail, where was the company's product seen by an audience?
- (A) In Brazil
  - (B) In Russia
  - (C) In the UAE
  - (D) In Korea
170. According to Mr. Ishiguro, what will likely bring increased business in the future?
- (A) Television commercials
  - (B) An expanded credit card program
  - (C) Company-sponsored contests
  - (D) Referrals from customers
171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
"Here are some figures from around the world."
- (A) [1]
  - (B) [2]
  - (C) [3]
  - (D) [4]

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

**Lynda McCann (1:08 P.M.)** Hello, Bernadette and Harrison. We urgently need to schedule a team meeting, so we can get working on our project.

**Bernadette Ecco (1:10 P.M.)** Sure. Are you wanting an all-marketing-staff meeting? Let me know if I can assist.

**Lynda McCann (1:12 P.M.)** No, I was thinking of the O'Neil project, so only the three of us who are on that team need to meet.

**Bernadette Ecco (1:14 P.M.)** Okay. I'm free either this Wednesday or Friday during the early afternoon.

**Harrison Miller (1:15 P.M.)** I thought I had been reassigned to the McMillan project instead.

**Bernadette Ecco (1:17 P.M.)** No, the final slot on that team was filled by Jacob Aikens, since he's worked on similar projects in the past, like the Greller project and the Allford project.

**Harrison Miller (1:18 P.M.)** Okay, I see.

**Lynda McCann (1:19 P.M.)** I'm available on Wednesday and Friday as well, but only before 3 P.M.; I'll be meeting with the sales team on Wednesday at 3 P.M. and the research team on Friday at 3:30 P.M.

**Harrison Miller (1:21 P.M.)** Wednesday won't work for me, but I could do Friday at 1 P.M.

**Lynda McCann (1:23 P.M.)** Sounds good! Bernadette?

**Bernadette Ecco (1:23 P.M.)** Perfect! I'll reserve the small conference room for us.

172. In what department do the writers most likely work?  
(A) Sales  
(B) Marketing  
(C) Billing  
(D) Research
173. To what project are the three writers assigned?  
(A) The O'Neil project  
(B) The McMillan project  
(C) The Greller project  
(D) The Allford project
174. At 1:18 P.M., what does Mr. Miller most likely mean when he writes, "Okay, I see"?  
(A) He understands that he was not moved to another team.  
(B) He recognizes that he did not come to a meeting on time.  
(C) He accepts that he is not going to meet with a client.  
(D) He acknowledges that he did not complete a task.
175. Why was the meeting scheduled for Friday rather than Wednesday?  
(A) Ms. McCann has a commitment with another team on that day.  
(B) Ms. Ecco's schedule is very busy this month.  
(C) Mr. Miller is unavailable on Wednesday.  
(D) A sales team will be using the conference room on Wednesday.

Questions 176-180 refer to the following advertisement and e-mail.

### Get Business Cards Custom Made by You

Loretti Printing Co. is proud to announce [loretticardprint.com](http://loretticardprint.com), our new online platform for creating customized business cards. While our customers can still place orders in person, as they've done for nearly a decade, we now have a system that makes ordering business cards especially quick and easy. Choose from hundreds of easy-to-use templates, include your own text and images, and create professional-quality business cards within minutes.

We offer four different paper options:

Type	Description	Minimum Order
Matte-M1	Standard card stock, reduces glare	50 cards
Glossy-G4	Shiny, enhances colors and details	100 cards
Textured-T3	Unique grid-like pattern, interesting to the touch	100 cards
Metallic-M2	Extra shiny, unique, captures one's attention	200 cards

Contact us before placing an online order if you'd like us to send you a sample of each type of paper.

**\*E-mail\***

To:	hello@loretticardprint.com
From:	felix@thibaultautoworks.com
Date:	Tuesday, May 22
Subject:	Order 28191 - Follow-up
Attachment:	<input type="file"/> Logo_autoworks

Thanks for pausing my order right away and explaining how to make the necessary changes. I'm so glad I was able to get in touch before my business cards went off to print. It would have been such a shame to have printed 50 cards I can't use.

As I mentioned over the phone, I had accidentally uploaded an older version of my logo to the Web site. I've since replaced it with the current one in the same file size, and I'm hoping you can confirm that this change reflects the image I've included here. If so, please go ahead and submit my order now.

Thank you.

Felix Thibault

176. What is implied about Loretta Printing Co.?

- (A) It has a physical retail location.
- (B) It is merging with a card company.
- (C) It is seeking experienced designers.
- (D) It has expanded its paper selection.

177. According to the advertisement, what can customers do on the company's Web site?

- (A) Give feedback about the company
- (B) Design their own business cards
- (C) Join a company mailing list
- (D) Enter a code for a discount

178. What type of card stock did Mr. Thibault most likely order?

- (A) Matte
- (B) Glossy
- (C) Textured
- (D) Metallic

179. Why did Mr. Thibault replace the logo on his order?

- (A) It was not aligned properly.
- (B) It was an incorrect file size.
- (C) It was for the wrong company.
- (D) It was an outdated image.

180. In the e-mail, the word "reflects" in paragraph 2, line 3, is closest in meaning to

- (A) returns
- (B) matches
- (C) considers
- (D) shines