

# DAY 12

- PART 3 – LISTENING PRACTICE
- PART 5 – GRAMMAR PRACTICE
- PART 7 – SKIMMING PRACTICE

## ◊ Part 3 – Conversation practice

Practice 1: Listen to the conversations and choose the correct answer

(file 12.1)

44. Who most likely is the woman?  
(A) A movie producer  
(B) A music composer  
(C) A sports journalist  
(D) A locksmith
45. What project is the man working on?  
(A) A video game  
(B) A travel book  
(C) A feature film  
(D) A theme park attraction
46. What does the woman ask to see?  
(A) A blueprint  
(B) Some area maps  
(C) Some storyboards  
(D) A cast list
- 
47. Who most likely are the speakers?  
(A) Travel agents  
(B) Security guards  
(C) Sales representatives  
(D) Event caterers
48. What does the woman say she will do this afternoon?  
(A) Contact a supervisor  
(B) Revise a presentation  
(C) Print some brochures  
(D) Reserve some rooms
49. What does the man mean when he says, "The flight's only two hours long"?  
(A) They will be able to attend an event.  
(B) They should eat lunch after the flight.  
(C) A train ride will take too long.  
(D) A project should be postponed.
- 
50. What information are the speakers discussing?  
(A) Shipping dates  
(B) Product specifications  
(C) Marketing data  
(D) Business expenses
51. What does the man suggest?  
(A) Improving a Web site  
(B) Running an advertisement  
(C) Cutting a budget  
(D) Organizing a focus group
52. What does the woman say might be necessary?  
(A) Reorganizing a department  
(B) Hiring a consultant  
(C) Getting a manager's approval  
(D) Extending a project deadline
- 
53. Why is the man calling?  
(A) To arrange for a delivery  
(B) To inquire about a reservation  
(C) To request directions to an event  
(D) To ask about a job opening
54. What does the man say he heard on the radio?  
(A) A weather report  
(B) A discount code  
(C) An interview  
(D) A customer review
55. According to the woman, what requires an additional fee?  
(A) A credit card payment  
(B) Online submissions  
(C) A special menu option  
(D) An educational talk
-

56. Where does the conversation most likely take place?  
(A) At a restaurant  
(B) At a library  
(C) At a bank  
(D) At a fitness center

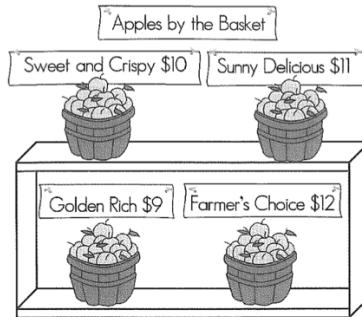
57. What good news does Martina receive?  
(A) She has been chosen to supervise an overseas office.  
(B) She will be the keynote speaker at an event.  
(C) The company has been selected for a project.  
(D) The company will be featured in a magazine.

58. What does Martina say she will do this afternoon?  
(A) Advertise a job opening  
(B) Download some drawings  
(C) Schedule a meeting  
(D) Select some photographs
- 

59. Who most likely is the woman?  
(A) A newspaper publisher  
(B) A computer programmer  
(C) A radio show host  
(D) An airplane pilot

60. What did Wayfield Technologies recently announce?  
(A) An addition to its product line  
(B) A merger with another company  
(C) The launch of mentoring program  
(D) The construction of a factory

61. What does the man invite the woman to do?  
(A) Join a professional association  
(B) Tour a facility  
(C) Apply for a job  
(D) Attend a product demonstration



62. What type of business do the speakers work for?  
(A) A supermarket  
(B) A catering company  
(C) A shipping company  
(D) A manufacturing plant
63. Look at the graphic. How much will the woman pay for apples?  
(A) \$10  
(B) \$11  
(C) \$9  
(D) \$12
64. What will the woman most likely do next?  
(A) Pick up some business cards  
(B) Post some signs  
(C) Prepare an invoice  
(D) Contact some customers
-

	7 A.M.–Noon	Noon–5 P.M.
Wednesday	Reginald	Seo-Yun
Thursday	Leila	Alonso
Friday	Alonso	Mary
Saturday		Closed

65. Why does the man need to take time off from work?
- (A) To take a vacation
  - (B) To go to the dentist
  - (C) To attend a conference
  - (D) To pick up someone from the airport
66. What does the woman say will take place next week?
- (A) An annual sale
  - (B) A training session
  - (C) A store inspection
  - (D) An anniversary celebration
67. Look at the graphic. Who will the man most likely contact?
- (A) Reginald
  - (B) Leila
  - (C) Seo-Yun
  - (D) Mary

Wire Transfer Request	
Step 3: Bank Information	
Line 1	Toorak United Bank
Line 2	20 Collingswood Street
Line 3	Melbourne
Line 4	Victoria
Line 5	3000

68. What has William Thompson been hired to do?
- (A) Create a database
  - (B) Repair electronic devices
  - (C) Teach online classes
  - (D) Make travel arrangements
69. What does Mr. Thompson want to do before starting the job?
- (A) Go on vacation
  - (B) Take a certification course
  - (C) Find a new apartment
  - (D) Upgrade some equipment
70. Look at the graphic. Which line of the form was corrected?
- (A) Line 1
  - (B) Line 2
  - (C) Line 3
  - (D) Line 4

### New words:

1. Music composer: (N) nhà soạn nhạc
2. Journalist: (N) phóng viên
3. Locksmith: (N) thợ khóa
4. Blueprint: (N) bản vẽ
5. Storyboard: (N) bảng phân cảnh
6. Guard: (N) bảo vệ, người gác
7. Feature: (V) làm nổi bật

8. Specification: (N) thông số
9. Consultant: (N) cố vấn viên
10. Drawing: (N) bức vẽ
11. Mentoring program: (N) chương trình cố vấn
12. Product demonstration: (N) hướng dẫn sử dụng sản phẩm
13. Association: (N) hiệp hội

◊ Part 5 – Grammar practice (To V & V<sub>ing</sub> + Relative Clause)

Practice 2: Choose the correct answer

1

Ms. Larensky is applying with several different agencies to obtain the permits ----- for the outdoor art event.

- (A) required
- (B) requiring
- (C) requires
- (D) will require

2

The Vickwell Historical Museum will be closed for renovations ----- on Monday, September 10.

- (A) will begin
- (B) has begun
- (C) beginner
- (D) beginning

3

The proposal ----- the vacant land on Spring Street into a community garden will be voted on this Monday.

- (A) to transform
- (B) transformation
- (C) is transforming
- (D) transformed

4

----- complaints from customers is one of the duties that the new intern was given.

- (A) Handle
- (B) Handled
- (C) Handles
- (D) Handling

5

Ms. Hampton decided to take her vacation in the first week of August ----- on a trip abroad with her family.

- (A) go
- (B) going
- (C) to go
- (D) will go

6

All those ----- pass the first stage in the application process will be invited to have an interview at the company's headquarters.

- (A) which
- (B) who
- (C) where
- (D) whom

7

While Rabbit Logistics charges high prices, it guarantees \_\_\_\_\_ the packages it delivers will arrive on time.

- (A) what
- (B) that
- (C) which
- (D) when

9

The decision to produce the new line of vehicles must be made soon \_\_\_\_\_ next year's marketing campaign.

- (A) prepares
- (B) preparing
- (C) will prepare
- (D) to prepare

11

Should it be necessary to receive an extension on the deadline, please \_\_\_\_\_ us as soon as possible.

- (A) inform
- (B) to inform
- (C) are informing
- (D) be informed

8

The first step \_\_\_\_\_ sales is to make solid connections with one's client base.

- (A) improves
- (B) being improved
- (C) to improving
- (D) have been improving

10

Numerous souvenir shops are located in the part of the city \_\_\_\_\_ tourists commonly visit.

- (A) when
- (B) which
- (C) how
- (D) then

12

Mr. McDaniel plans \_\_\_\_\_ advertisements for his studio in all of the local papers and magazines.

- (A) placing
- (B) will place
- (C) to place
- (D) having placed

13

The special discount \_\_\_\_\_ offered to all members does not apply for purchases of \$1,000 or more.

- (A) was
- (B) is
- (C) will be
- (D) being

15. This famous musician, \_\_\_\_\_ I had the pleasure of meeting backstage, performed an amazing concert

- A. who
- B. that
- C. which
- D. whose

17. He always avoids \_\_\_\_\_ in parties with his company since he is very shy

- A. participate
- B. participated
- C. participating
- D. being participated

14

In an effort to get rid of its unwanted winter clothing, New Style Fashions had a sale in \_\_\_\_\_ it offered discounts of up to 70%.

- (A) that
- (B) when
- (C) where
- (D) which

16. In the competition, their team caught 6 fish \_\_\_\_\_ 20 kilograms

- A. weight
- B. weighing
- C. weighed
- C. weigh

18. \_\_\_\_\_ become profitable, our company has to come up with a new marketing strategy

- A. Being
- B. To be
- C. In order to
- C. Be

19. The artist \_\_\_\_\_ that masterpiece is considered a master of realism
- A. paint
  - B. painting
  - C. painted
  - D. is painting
20. The employees are trying \_\_\_\_\_ the malfunctioning products for the shipment tomorrow
- A. finding
  - B. to find
  - C. finds
  - D. has found

## ◊ Part 7 – Skimming practice

Questions 149-150 refer to the following article.

### Around Town

Bright Sky Café owner Marta Padilla has signed a lease for a second restaurant at 422 Oak Street. The building, adjacent to Cade Theater, formerly housed a branch of Haldon Bank. Ms. Padilla's new venture, to be called Tierra Bistro, will start service on June 5. At first, however, the bistro will be open only during the evening hours. The idea is to attract a following, especially among theatergoers, before adding a lunch service. Ms. Padilla's successful original eatery, Bright Sky Café, is situated on Second Street, close to the Wynn Farmers' Market bus stop. Executive Chef Armando Lucca will oversee both locations.

149. What is the purpose of the article?
- (A) To profile a successful property sales agent
  - (B) To discuss the opening of a new business
  - (C) To report on a restaurant's relocation
  - (D) To announce a change in ownership

150. What is indicated about Tierra Bistro?
- (A) It is scheduled to begin serving lunch on June 5.
  - (B) It is located near a public transportation route.
  - (C) It is Ms. Padilla's first restaurant.
  - (D) It is expected to receive business from theater patrons.

**Questions 151-153 refer to the following memo.**

To: Garston Architects Ltd. staff  
From: Archie Wentworth, Senior Partner  
Re: All-staff meeting  
Date: 20 March

To All Staff,

Next Monday, 27 March, we will have a special guest at our all-staff meeting in room 203. Vera Pavlovich is a senior architect at the Nørgaard-Holm Firm in Copenhagen, where she has worked for the past four years. She led the design of Copenhagen's Lund House as well as the Iversen Building in Stockholm. Both buildings have won international awards for their sleek, innovative designs. Before making a name for herself in Europe, Ms. Pavlovich spent eight years in New York City at the Ellison-Grant Architect Group. It was at Ellison-Grant that I had the chance to collaborate with her on several projects. Ms. Pavlovich will be here in Edinburgh next week and has agreed to give a talk at our meeting about several of her internationally acclaimed design projects. All staff are urged to attend.

**151. What does the memo discuss?**

- (A) Plans to open a branch office
- (B) The hiring of a new staff member
- (C) Suggestions about a project
- (D) An architect's achievements

**152. What does Mr. Wentworth indicate about Ms. Pavlovich?**

- (A) She will do design work for one of his firm's projects.
- (B) She plans to open her own firm.
- (C) She is a former colleague of his.
- (D) She is in the process of moving to a new city.

**153. Where is Garston Architects Ltd. located?**

- (A) In Edinburgh
- (B) In New York City
- (C) In Stockholm
- (D) In Copenhagen

## **HOMEWORK**

**Exercise 1:** Listen carefully, choose the correct answer and write the transcript for the incorrect ones (25 questions) (File 12.2)

(Các bạn viết transcript của các câu sai xuống phía dưới câu đó nhé)

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 questions) (File 12.3)

32. What did the man recently do?

- (A) He changed his diet.
- (B) He moved to a new town.
- (C) He won a sports competition.
- (D) He opened a business.

33. What are the speakers mainly discussing?

- (A) A free trial period
- (B) Customer reviews
- (C) Job qualifications
- (D) A certification course

34. What does the woman give to the man?

- (A) A coupon
- (B) A map
- (C) A schedule
- (D) A form

35. Where does the conversation most likely take place?

- (A) At a rental car agency
- (B) At a shopping mall
- (C) At a concert hall
- (D) At a train station

36. What does the man inquire about?

- (A) Storing some luggage
- (B) Purchasing a ticket
- (C) Accessing the Internet
- (D) Finding a bus stop

37. What will the man most likely do next?

- (A) Print a receipt
- (B) Go to a hotel
- (C) Make a telephone call
- (D) Purchase some souvenirs

38. What does the speakers' company produce?

- (A) Baked goods
- (B) Frozen meals
- (C) Spices
- (D) Beverages

39. What is the man concerned about?

- (A) The availability of a vendor
- (B) The cost of some machinery
- (C) The location of a business
- (D) The quality of a product

40. What does the woman say she will do?

- (A) Write a proposal
- (B) Print a schedule
- (C) Order some supplies
- (D) Provide some samples

41. What does the man want to do?

- (A) Change offices
- (B) Apply for a position
- (C) Revise a policy
- (D) Hire more employees

42. Why is Pierre no longer working at the office?

- (A) He has been transferred to a new branch.
- (B) He has entered a university program.
- (C) He is taking an extended vacation.
- (D) He is opening his own business.

43. What will the man do next?

- (A) Gather some feedback
- (B) Pack some boxes
- (C) Speak to a receptionist
- (D) Submit an online request

44. What are the speakers preparing for?
- (A) An awards ceremony
  - (B) An automobile show
  - (C) A presentation for investors
  - (D) A fund-raiser for charities
45. According to the woman, what are the attendees excited about?
- (A) Meeting a celebrity guest
  - (B) Receiving a special gift
  - (C) Visiting a unique venue
  - (D) Trying out some vehicles
46. What does the woman say she will do?
- (A) Communicate with some presenters
  - (B) Print out some programs
  - (C) Pick up some protective gear
  - (D) Check on some equipment
- 
47. Where do the speakers most likely work?
- (A) At a travel agency
  - (B) At a candy factory
  - (C) At a supermarket
  - (D) At a chemistry laboratory
48. What will the man learn how to do today?
- (A) Place a supply order
  - (B) Clean some equipment
  - (C) Conduct a quality control test
  - (D) Respond to customer complaints
49. What does Anya give to the man?
- (A) Some gloves
  - (B) Some product samples
  - (C) An instruction manual
  - (D) An identification badge
- 
50. What industry do the speakers most likely work in?
- (A) Publishing
  - (B) Fashion
  - (C) Music
  - (D) Television
51. What problem does the woman mention?
- (A) A budget has been reduced.
  - (B) A holiday is coming up.
  - (C) A team member left for another job.
  - (D) Some equipment is unavailable.
52. What do the speakers plan to do this afternoon?
- (A) Postpone a performance
  - (B) Review some writing samples
  - (C) Meet with a talent agent
  - (D) Reserve a work space
- 
53. Which department is the man calling from?
- (A) Finance
  - (B) Customer Service
  - (C) Research and Development
  - (D) Sales
54. What is the man working on?
- (A) A mentorship program
  - (B) A career fair
  - (C) A training session
  - (D) An online professional network
55. What does the woman mean when she says, “the résumés are all posted on our company’s internal Web site”?
- (A) She has met a deadline.
  - (B) She cannot find a certain file.
  - (C) The man can complete a task himself.
  - (D) The man is a reliable employee.
-

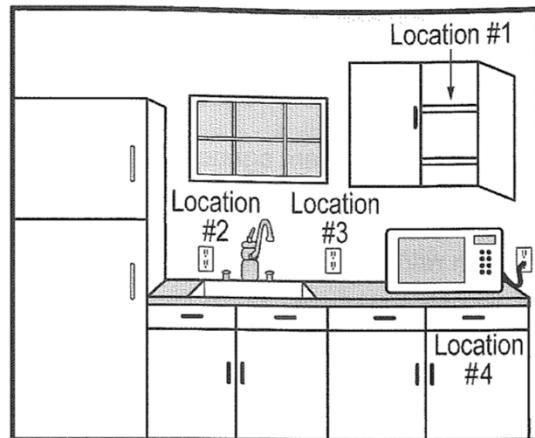
56. Where do the speakers most likely work?  
(A) At a construction firm  
(B) At a technology company  
(C) At a film studio  
(D) At an employment agency
57. According to the woman, what is the problem with the trade show?  
(A) It costs too much to reserve a booth.  
(B) It does not help to increase business.  
(C) It has moved to a smaller event space.  
(D) It has not been widely publicized.
58. What did the speakers' company do last month?  
(A) It released a new product.  
(B) It hired a new employee.  
(C) It moved to another building.  
(D) It sponsored a community event.
- 
59. Who most likely is the man?  
(A) A store owner  
(B) A property manager  
(C) A car mechanic  
(D) An office cleaner
60. Why does the woman say, "I'm hosting a dinner at my place at six tonight"?  
(A) To request a recipe  
(B) To extend an invitation  
(C) To reject a suggestion  
(D) To confirm a location
61. What will the woman do next?  
(A) Prepare some food  
(B) Go to work  
(C) Call a repair shop  
(D) Pick up a key

Ninth Floor	
Wilbur's Finance	.....900
Bauman Law Firm	.....920
Showa Dentistry	.....960
Cohen Textiles	.....972

62. Look at the graphic. What is the woman's office number?  
(A) 900  
(B) 920  
(C) 960  
(D) 972
63. What does the woman like best about her office?  
(A) The central location  
(B) The security staff  
(C) The open floor plan  
(D) The inexpensive rental fee
- 
64. What will the man send the woman?  
(A) A client list  
(B) A budget proposal  
(C) A résumé  
(D) A donation

Comparison Chart of Features		
	Newton Electronics	Technology Brothers
Free Shipping	✓	✓
Lifetime Warranty	✓	
Annual Maintenance	✓	✓
Loyalty Program		✓

65. What problem does the man mention?
- (A) A discount has expired.
  - (B) Some raw materials are unavailable.
  - (C) Sales have decreased.
  - (D) Delivery costs are too high.
66. Look at the graphic. Which feature does the man suggest focusing on?
- (A) Free shipping
  - (B) Lifetime warranty
  - (C) Annual maintenance
  - (D) Loyalty program
- 
67. What will the woman do next?
- (A) Visit a nearby factory
  - (B) Create a customer survey
  - (C) Finish a design
  - (D) Contact some coworkers



68. What does the man say about the appliance?
- (A) It is energy efficient.
  - (B) It has an automatic timer.
  - (C) It is lightweight.
  - (D) It was inexpensive.
69. What concern does the woman have about the appliance?
- (A) She thinks it will be difficult to use.
  - (B) She does not like the color.
  - (C) It was not approved by a supervisor.
  - (D) It is larger than expected.
70. Look at the graphic. Where does the man plan to put the appliance?
- (A) At Location #1
  - (B) At Location #2
  - (C) At Location #3
  - (D) At Location #4

### Exercise 3: Choose the correct answer (30 questions)

1

Zypo Properties has just signed a lease agreement with the law firm ----- offices are on the third floor.

- (A) how
- (B) what
- (C) whose
- (D) wherever

2

The second training session is for employees ----- responsibilities include processing payroll forms.

- (A) whose
- (B) which
- (C) what
- (D) who

3

Online shoppers who experience long waits for their orders tend ----- the business low ratings.

- (A) have given
- (B) gave
- (C) to give
- (D) giving

4

As the rental agreement with the Smith Group is set ----- soon, the available office space can be advertised.

- (A) expired
- (B) to expire
- (C) will have expired
- (D) expiring

5

The management team at Ofto Corporation offers incentives ----- employee productivity.

- (A) stimulate
- (B) to stimulate
- (C) will stimulate
- (D) are stimulating

6

Most of the people ----- attended yesterday's workshop have already submitted their feedback.

- (A) who
- (B) those
- (C) whose
- (D) some

7

All Hershel Industries employees must have a valid ID card ----- enter the building.

- (A) in order to
- (B) as long as
- (C) regarding
- (D) always

8

----- has time at the end of the day should make sure that all of the file cabinets are locked.

- (A) Whom
- (B) Who
- (C) Whoever
- (D) Whose

9

Hemlin Corporation is looking for a sales representative ----- primary role will be expanding business in the northwest region.

- (A) that
- (B) whose
- (C) who
- (D) which

10

Customers ----- wish to return a defective item may do so within twenty days of the date of purchase.

- (A) whose
- (B) who
- (C) which
- (D) whichever

11

Many businesses promote carpooling ----- traffic congestion.

- (A) is prevented
- (B) prevent
- (C) to prevent
- (D) prevented

12

A recent study has found that those ----- regularly read food labels tend to be healthier.

- (A) what
- (B) where
- (C) who
- (D) when

13

As consumers buy more products online, retailers are finding ways ----- orders more quickly.

- (A) have delivered
- (B) are delivering
- (C) to deliver
- (D) delivers

15

Flu season is here, so take advantage of the free flu shots ----- in the lobby.

- (A) being offered
- (B) to offer
- (C) offering
- (D) offers

17

Highlee Sportswear, ----- popularity is widespread among athletes, will add a line of children's clothes soon.

- (A) whose
- (B) some
- (C) major
- (D) which

14

Please be patient as the IT department works ----- service to your business application.

- (A) to restore
- (B) restoration
- (C) restored
- (D) had restored

16

MBR Global Marketing has signed several new client contracts ----- 12 million pounds in annual revenue.

- (A) totaled
- (B) total
- (C) totals
- (D) totaling

18

Employees ----- cars are parked in designated client spaces should move them immediately.

- (A) those
- (B) other
- (C) who
- (D) whose

19

Patricia Davidson selects the clothing options for the news anchors ----- deliver the nightly report.

- (A) whichever
- (B) who
- (C) whenever
- (D) what

21

Guests are asked to sit at their assigned tables, ----- have name labels in front of the place settings.

- (A) whose
- (B) when
- (C) where
- (D) which

23

The town's mayor made a generous donation to the fundraiser, ----- the total to over twenty-five thousand dollars.

- (A) brings
- (B) bring
- (C) bringing
- (D) brought

20

Passwords ----- by the database are intended to be entered for the first sign-in only, at which time users should create new ones.

- (A) generate
- (B) generated
- (C) have generated
- (D) are generating

22

On Bramwell Avenue, speed bumps have been installed ----- the speed of vehicles using the street.

- (A) will decrease
- (B) decreases
- (C) is decreased
- (D) to decrease

24

The homeowner wants to hire a plumber ----- company can provide a ten-year guarantee on the new pipes.

- (A) where
- (B) who
- (C) that
- (D) whose

25

The new multi-vitamin from Austin Pharmaceuticals is meant for ----- suffering from chronic fatigue at work.

- (A) both
- (B) them
- (C) those
- (D) whose

27

City roads ----- with barricades will be open to the public right after the marathon race.

- (A) to block
- (B) that block
- (C) blocked
- (D) were blocked

29

----- the town's founding day with a parade is a tradition that goes back nearly one hundred years.

- (A) Celebrate
- (B) Celebrated
- (C) Celebration
- (D) Celebrating

26

The sales team hopes ----- its previous record this month by adding more clients to the customer base.

- (A) to be broken
- (B) having broken
- (C) breaking
- (D) to break

28

Ms. Hawthorn was called to pick up her badge that -----.

- (A) misplace
- (B) misplaces
- (C) was misplaced
- (D) misplaced

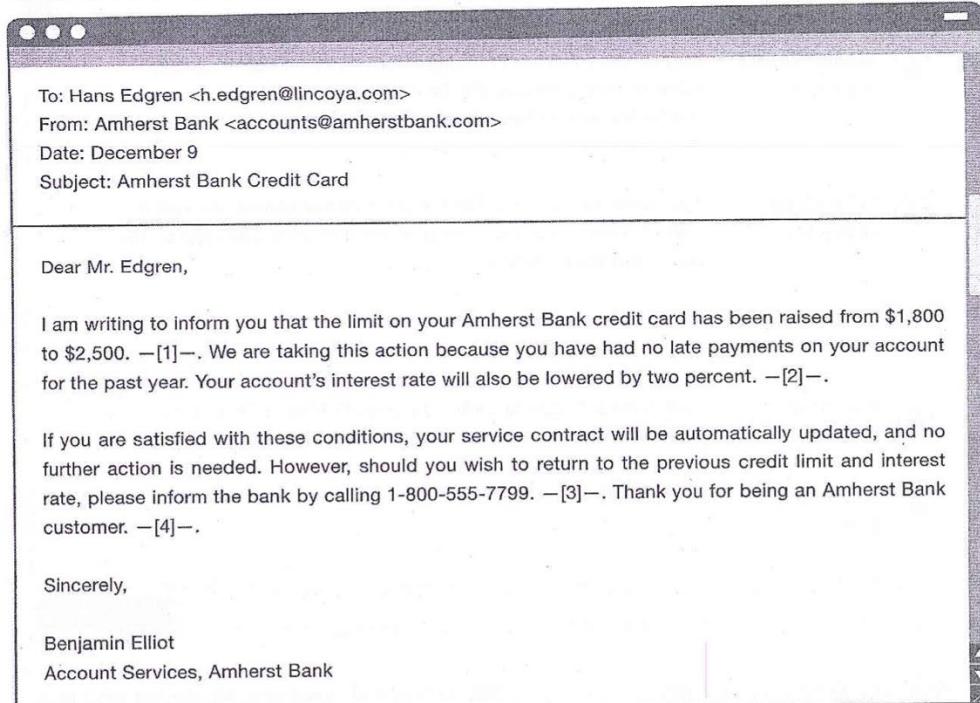
30

Text message alerts about new offers are available to those ----- signed up for our reminder service.

- (A) why
- (B) which
- (C) who
- (D) when

## Exercise 4: Read the passages carefully and choose the correct answer

Questions 153-155 refer to the following e-mail.



153. Why did Mr. Elliot send the e-mail to Mr. Edgren?  
(A) To check some unusual activity on a credit card  
(B) To remind him that a credit limit has been reached  
(C) To notify him of account changes on his credit card  
(D) To ask him to pay the monthly bill on his account
154. What is Mr. Edgren asked to do?  
(A) Contact the company if he wants to reset some terms  
(B) Update his billing address on the account  
(C) Verify that he approved some recent purchases  
(D) Provide a reason for making a late payment
155. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?  
"Confirmation of your request will then be sent by e-mail."  
(A) [1]  
(B) [2]  
(C) [3]  
(D) [4]

Interest rate: (N) lãi suất

Payment: (N) sự thanh toán

Be lowered: (V) bị giảm

Condition: (N) điều kiện

Automatically: (ADV) tự động

Wish to V: (V) muốn làm gì

Limit: (N) giới hạn

Credit card: (N) thẻ tín dụng

Questions 156-157 refer to the following memo.

To: All Magnolia Advisors Staff  
From: Kwang-min Hwang  
Date: October 24  
Subject: Financial data

Magnolia Advisors is responsible for an increasing amount of sensitive financial data from our clients. Because of this, the executive committee has decided to make changes to improve the protection of confidential files and prevent unauthorized access. On November 6, card readers will be installed on the doors of all file storage rooms, and employees will be issued key cards. In addition to denying entry to those without cards, the card readers will keep a record of who is entering the room and when. If a card reader malfunctions, please see Maintenance Director Jim Abbott in his office. Should you have questions or concerns about the change, feel free to call me at extension 23.

156. What is the purpose of the memo?
- (A) To describe computer software that stores digital files
  - (B) To notify employees of increased security measures
  - (C) To congratulate the staff on meeting a financial goal
  - (D) To introduce a new policy regarding client interactions

157. What does Mr. Hwang recommend doing if a device is not working?
- (A) Visiting a maintenance employee
  - (B) Reporting a problem by e-mail
  - (C) Calling him at his office
  - (D) Ordering some replacement equipment

Be responsible for: (ADJ) có trách nhiệm  
Sensitive: (ADJ) nhạy cảm  
Financial data: (N) dữ liệu tài chính  
Executive: (N) điều hành  
Committee: (N) ủy ban  
Malfunction: (N) trục trặc

Confidential: (ADJ) mật, bảo mật  
Unauthorized: (ADJ) không được cấp phép  
Access: (N) truy cập  
Be issued: (V) được cấp

Questions 158-160 refer to the following e-mail.

To: Ellie Jarvis <elliejarvis@boylestoninc.com>  
From: GTP Cleaning <info@gtpcleaning.com>  
Date: January 19  
Subject: Order #49025

Dear Ms. Jarvis,

On behalf of GTP Cleaning, I would like to apologize for an issue with your order (#49025) that has put its delivery behind schedule.

The following products are in stock and will be dispatched today, arriving at your mailing address within 2–3 days:

Brightex Wood Polish, 9.7-oz. canister  
McGraw All-Purpose Cleaner, 32-oz. bottle  
Trumbull Scouring Pads, pack of 6  
Avery Window Cleaner, 26-oz. bottle, new non-toxic formula

The following item is currently out of stock:

Freida Pod, pack of 3 2.5-oz. air-freshener units, Cherry Blossom fragrance

We will not receive replacements for the out-of-stock item at our warehouse for 4 to 6 weeks. If you take no action, this item will be shipped as soon as it becomes available again. There will be no additional charge for the separate shipment. Please note that there are variations of the same air-freshener, such as Calming Lavender and French Vanilla. Please click [here](#) to check out the complete list on our Web site, as you may find something you prefer. If so, you can adjust the order in your account anytime before the final item is shipped.

Thank you for your patronage!

Leon Espinoza  
GTP Cleaning

158. Why was the e-mail sent?

- (A) To offer a refund
- (B) To approve a request
- (C) To explain a delay
- (D) To promote a product

159. What is mentioned about the Freida Pod?

- (A) It has been discontinued.
- (B) It is available in multiple scents.
- (C) It has non-toxic ingredients.
- (D) It is the most popular product.

160. What does Mr. Espinoza ask Ms. Jarvis to do?

- (A) View some alternative options online
- (B) Check the quantity of her order
- (C) Resend the payment for the current order
- (D) Provide feedback after testing a product

Issue: (N) vấn đề

Dispatch: (V) gửi

Out of stock: (ADJ) hết hàng

Warehouse: (N) nhà kho

Adjust: (V) điều chỉnh

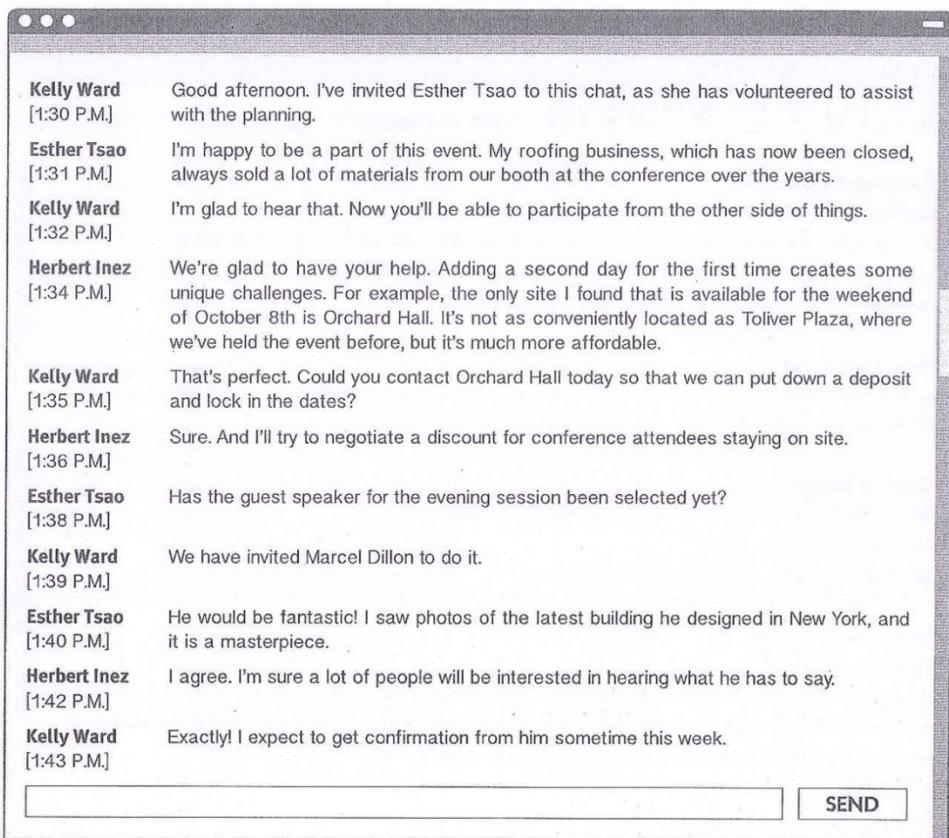
Additional charge: (N) phụ phí

Separate shipment: (N) lô hàng riêng biệt

Variation: (N) sự khác nhau

Patronage: (N) sự lui tới của khách quen

Questions 168-171 refer to the following online chat discussion.



168. What is indicated about Ms. Tsao?

- (A) She has participated in the conference as a vendor.
- (B) She is responsible for decorating the booths.
- (C) She will give a presentation at the conference.
- (D) She plans to put her business up for sale.

169. What is suggested about this year's conference?

- (A) Its venue is conveniently located.
- (B) Its admission rates will be raised.
- (C) It will be longer than previous ones.
- (D) It will be held in New York.

170. At 1:35 P.M., what does Ms. Ward mean when she writes, "That's perfect"?

- (A) She is glad that Mr. Inez has finalized a contract.
- (B) She likes the event dates that Mr. Inez selected.
- (C) She is satisfied with the venue they will use.
- (D) She thinks the guest speaker will do a great job.

171. Who most likely is Marcel Dillon?

- (A) A journalist
- (B) A fashion designer
- (C) An event planner
- (D) An architect

Volunteer: (V) tình nguyện

Roofing business: (N) kinh doanh  
mái nhà

Conveniently: (ADV) thuận tiện

Confirmation: (N) sự xác nhận

Negotiate: (V) đàm phán

Affordable: (ADJ) phải chăng

Deposit: (N) tiền cọc

On site: (giới từ) tại địa điểm

Sometime: (ADV) một lúc nào đó

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

To: Raul Wolfe <r.wolfe@wolfetiles.com>  
From: Kelly Wagner <kellywagner@anokabank.com>  
Date: March 19  
Subject: Business Loan through Anoka Bank

Dear Mr. Wolfe,

My name is Kelly Wagner. I am following up on the appointment you had on March 4 regarding a loan for your dress-making business. I understand that you originally met with Constance Gauthier, but she has transferred to another branch, so I am taking over for her. As I'm sure Ms. Gauthier explained, the loan amount is dependent on your business's financial situation. Your business needs at least \$125,000 in annual earnings for each of the past two years to be issued a \$25,000 loan. If your annual earnings for each of the past two years have been \$200,000 or more, then you would be eligible to receive \$40,000.

The next step in processing your application is for you to send documents for verification. I will need a copy of your business plan, documents showing the salary payments to employees, your sixteen-digit business license number, and an overview of your business account for the past two years.

If the loan is approved, you will be notified by mail, and the loan amount will be deposited into your bank account three days after the approval date. As soon as the funds are deposited, you can access them for any business purpose.

Warmest regards,

Kelly Wagner

Raul Wolfe  
524 Boswell Court  
San Diego, CA 92101

April 7

Dear Mr. Wolfe,

We are pleased to inform you that Anoka Bank approved your business loan request this morning. Enclosed you will find a copy of the loan agreement, which you should retain for your records. A lump sum of \$40,000 will be deposited in your bank account, and the payments will begin from May 15. A payment of \$864.79 will be automatically taken from your account on the 15th of every month for a period of 60 months (five years). If you prefer, you may make larger payment in order to pay the loan off early.

Should you have any questions, please feel free to contact your designated loan officer, Kelly Wagner, at 555-7947, extension 24.

Thank you for being an Anoka Bank customer!

The Anoka Bank Loans Team

176. What is implied about Ms. Wagner?
- (A) She recently transferred to a new branch.
  - (B) She is Ms. Gauthier's supervisor.
  - (C) She has not met Mr. Wolfe in person.
  - (D) She would like to reschedule a meeting.
177. What is NOT requested by Ms. Wagner for Mr. Wolfe's application?
- (A) The original business license
  - (B) A business plan
  - (C) Payment records
  - (D) An account summary
178. When will Mr. Wolfe be able to access the loan funds for the first time?
- (A) On April 7
  - (B) On April 8
  - (C) On April 10
  - (D) On April 15
179. What is suggested about Mr. Wolfe's business?
- (A) It operates in more than one city.
  - (B) It opened two years ago.
  - (C) It will undergo a building project.
  - (D) It earned at least \$200,000 last year.
180. According to the letter, what part of the loan agreement is flexible?
- (A) The lump sum amount
  - (B) The monthly due date
  - (C) The interest rate
  - (D) The duration of payments

Follow up: (V) theo dõi Loan: (N) khoản vay Originally: (ADV) ban đầu Transfer: (V) thuyên chuyển Take over: (V) đảm nhiệm Be dependent on: (ADJ) phụ thuộc vào	Situation: (N) tình huống At least: tối thiểu Earning: (N) thu nhập Be eligible to V: đủ điều kiện để ... Lump sum: (N) tiền trả 1 lần Designated: (ADJ) được chỉ định
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Questions 181-185 refer to the following Web page and e-mail.

José Acevedo knew that he wanted to be a writer from a very young age. As a young boy growing up in Toronto, where he still lives today, he wrote short stories for his family and friends. He received a university degree in journalism before working at the *Toronto Daily Herald*. During that time, he was awarded the McKinley Prize, which is given for top reporting in a newspaper format. Mr. Acevedo then started publishing his own books, and he has four titles to date.

*Plastic Universe*, published 2012  
A look into the modern world's addiction to plastic and its effects on wildlife and the environment. The book helped to further the discussion across the country on plastic use and its downsides.

*Wind Revolution*, published 2015  
The book traces the history of wind turbines and their growing popularity as a sustainable energy source. It also outlines how individuals can get involved with using turbines on their own property.

*Catching Up*, published 2016  
Acevedo interviews Toronto City Council members to investigate their efforts to adopt laws to the changing needs of the public, especially regarding technology and the environment.

*Texas Treasures*, published 2017  
An undercover investigation into the oil industry in the U.S. state of Texas. Acevedo examines essential topics such as worker health, environmental protection, and corporate greed.

**E-mail**

To:	José Acevedo <contact@joseacevedo.com>
From:	Namiyo Sawada <n.sawada@zlproductions.com>
Date:	August 30
Subject:	Documentary

Dear Mr. Acevedo,

I am currently working on a documentary, and I believe that the details from your latest book would be a great addition to my film. Your insights would be highly valuable to our viewers. I first became familiar with your work when my book club read your debut novel, and I have followed your career since then. I wanted to introduce myself first, but I will call you tomorrow to arrange a time to meet, if you are interested. I can come your way so you don't have to travel.

Warmest regards,

Namiyo Sawada  
ZL Productions

181. Who are the intended recipients of the McKinley Prize?  
 (A) Novelists  
 (B) Film directors  
 (C) Newspaper journalists  
 (D) Environmental activists
182. What is implied about Mr. Acevedo?  
 (A) He installed wind turbines on his property.  
 (B) He spoke with his local politicians.  
 (C) He has opened a new office in Texas.  
 (D) He will teach a university course.
183. Which book does Ms. Sawada want to feature in a documentary?  
 (A) *Plastic Universe*  
 (B) *Wind Revolution*  
 (C) *Catching Up*  
 (D) *Texas Treasures*
184. What does Ms. Sawada hope to do on August 31?  
 (A) Set up an appointment  
 (B) Attend a meeting  
 (C) Release a video  
 (D) Announce a book club
185. In the e-mail, the word "way" in paragraph 1, line 5, is closest in meaning to  
 (A) method  
 (B) style  
 (C) feature  
 (D) direction

Journalism: (N) ngành báo chí	Wildlife: (N) cuộc sống hoang dã
Be awarded: (V) được trao tặng	Downside: (N) nhược điểm
Title: (N) danh hiệu	Wind turbine: (N) tua bin gió
To date: tính tới nay	Popularity: (N) sự phổ biến
Addiction: (N) sự nghiện, sự dính lối	Sustainable: (N) bền vững
Plastic: (N) nhựa	Outline: (V) chỉ ra, phác họa
Adopt: (V) áp dụng, bắt đầu	Property: (N) tài sản
Corporate greed: (N) lòng tham của doanh nghiệp	Investigate: (V) điều tra
Be familiar with: (ADJ) quen với ..	Documentary: (N) phim tài liệu
Career: (N) sự nghiệp	Insight: (N) sự hiểu thấu, sự hiểu biết sâu sắc
Since then: kể từ đó	Debut novel: (N) tiểu thuyết đầu tay