

HOMEWORK

20/25

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

31

A

A

B

B

C

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

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

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?

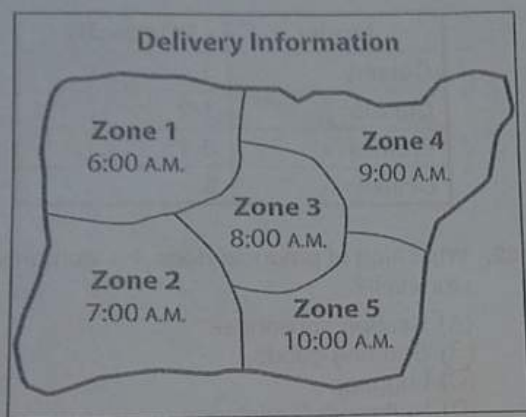
- (A) Kitchen appliances
- (B) Sporting goods
- (C) Luggage
- (D) Bathroom furnishings

✓ 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



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.

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.
- ✓ 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

6/8

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 ¹³¹ technical difficulties with our mobile app. ¹³² 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 ¹³³ the next twenty-four hours. ¹³⁴ 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
- Handwritten notes: For 133: "as long as" is correct. For 134: "In the meantime" is correct.*

Questions 135-138 refer to the following information.

Bethenie Industries guarantees that its products will function as ¹³⁵ for at least one year from date of purchase. ¹³⁶ This ¹³⁷ 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 ¹³⁸ 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

20/25.
Exercise 4: Read the passages and choose the correct answer (25)

http://www.yummygoodfoods.com

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 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.

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

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.

Sincerely yours,

Dan Madsen
Property Manager, Thompson Towers

nearby = close

contestant: Hủ
số nhiều

✓ 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.

hand **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 the name

To be considered, e-mail your résumé and cover letter to s.mohita@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.

http://www.moorecountylibrary.gov/seminars

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MARKETING BASICS

April 15, 6 P.M.
Moore County Library System, Newburg Branch
Presenter: Sal Quatrochi

Do you want to learn how to effectively market your business?
Come join us for this informative class, where you will learn how to:

- Determine your **target customers** and what motivates them to buy
- Choose the best ways to reach your customers *7 nh' best*
- Identify your competitors and **stand out** from them
- Get the most out of your limited marketing budget

The class is free, but registration is required and begins on March 1.

Marketing Basics is part of Moore County Library's new ongoing series, Marketing for Small Businesses. Join us for our next class, Digital Strategy, on May 6 at the Lancaster Branch. Registration will open 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.

From:	Takeshi Ishiguro
To:	All Sevastya employees
Subject:	Update
Date:	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

quản trị kinh doanh

fierce
(mạnh mẽ)

was featured
(Đã giới thiệu)
sustained

(Duy trì)
modest
khiêm tốn

- ✓ 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 ^{clue didn't} 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, 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:  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 *trả lại*
- (B) matches *phù hợp*
- (C) considers *xem xét*
- (D) shines *chấn sáng*