

Practice 3: Read the passage carefully and choose the correct answer

Questions 131-134 refer to the following notice.

To continue providing the highest level of _____ to our corporate tenants, we have scheduled the south lobby restrooms for maintenance this weekend, May 13 and May 14. _____ this time, the restrooms will be out of order, so tenants and their guests should instead use the facilities in the north lobby.

We _____ for any inconvenience this might cause. _____

Denville Property Management Partners

131. (A) serve
(B) served
(C) server
(D) service

132. (A) Along
(B) During
(C) Without
(D) Between

133. (A) apologize
(B) organize
(C) realize
(D) recognize

134. (A) If you would like to join our property management team, call us today.
(B) Thank you for your patience while the main lobby is being painted.
(C) Please do not attempt to access the north lobby on these days.
(D) Questions or comments may be directed to the Management Office.

22/25.

Exercise 1: Listen, choose the correct answer, then write the transcript for the incorrect ones (25 questions) (File 13.2)

A

(B)

C

(A)

B

C

A

B

C

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

- ✓ 30 A B C
- ✓ 31 A B C

Exercise 2: Listen to the conversations and choose the correct answer
(39 questions) (File 13.3)

- ✓ 32. Why does the man want to buy Ms. Jefferson some flowers?
(A) She was promoted.
(B) She won an award.
(C) She is moving.
(D) She is retiring.
- ✓ 33. According to the woman, where is Greenwood Flower Shop?
(A) In a shopping mall
(B) In a train station
(C) Next to a café
(D) Across from the library
- ✓ 34. What does the man say he will do before he leaves the office?
(A) Fill out a time sheet
(B) Send an e-mail
(C) Finish a budget proposal
(D) Arrange a meeting
- ✓ 35. What did the man just do?
(A) He upgraded a flight.
(B) He arranged for a rental car.
(C) He prepared some presentation slides.
(D) He made a hotel reservation.
- ✓ 36. What does the man remind the woman to do?
(A) Save her receipts
(B) Bring her ID badge
(C) Sign a form
(D) Arrive early
- ✓ 37. What does the woman ask the man about?
(A) A bank
(B) A post office
(C) A restaurant
(D) A conference center
- ✓ 38. What industry do the speakers most likely work in?
(A) Television
(B) Fashion
(C) Home furnishings
(D) Advertising
- ✓ 39. What does the man suggest doing?
(A) Providing tours of a facility
(B) Opening a branch office
(C) Designing special fabric
(D) Installing brighter lights
- ✓ 40. What is the woman concerned about?
(A) A plan would be time-consuming.
(B) A color is too bright.
(C) Some sales figures have declined.
(D) Some supplies will be expensive.
- ✓ 41. What problem is being discussed?
(A) A company manual contains some errors.
(B) A shipment was not delivered on time.
(C) Some materials are missing from a cabinet.
(D) An e-mail system is not functioning properly.
- ✓ 42. Who most likely is the man?
(A) A computer technician
(B) A security guard
(C) A warehouse manager
(D) A sales representative
- ✓ 43. What are the women most likely planning to do next?
(A) Sign a contract
(B) Attend a training
(C) Go to the airport
(D) Revise a presentation

- ✓ 44. Where does the woman work?
CV và địa điểm làm việc
(A) At an amusement park
(B) At a fitness center
(C) At a bicycle-tour company
(D) At an automobile dealership
phải là ô tô
45. Why is the man unable to make a reservation for next Thursday?
(A) A calendar is fully booked.
(B) An employee is on vacation.
(C) Some roads will be closed.
(D) Some equipment will be replaced.
- ✓ 46. What will the man most likely do next?
(A) Pick up a brochure *phải có*
(B) Make a down payment
(C) Provide a membership number
(D) Write a customer review
- ✓ 47. Who is the man?
(A) A news reporter
(B) A photographer
(C) A fashion designer
(D) A translator
- ✓ 48. Why does the woman say, "The issue is already being printed"?
(A) To apologize for an error
(B) To provide reassurance
(C) To indicate a schedule change
(D) To decline an offer
- ✓ 49. What does the woman ask the man to do?
(A) Come in for an interview
(B) Appear in a feature story
(C) Travel for an assignment
(D) Post some information online
- ✓ 50. What kind of business do the speakers most likely work for?
(A) An automobile manufacturer
(B) An insurance company
(C) A county hospital
(D) A construction firm
51. What problem do the women mention?
concern
(A) A building site did not pass an inspection.
(B) A vehicle needs to be repaired.
(C) Potential clients have not made a decision.
(D) Some vendors are making late deliveries.
52. What does the man recommend?
(A) Offering a discount
(B) Changing suppliers
(C) Forming a committee
(D) Closing a branch
- ✓ 53. What has the woman volunteered to do?
(A) Try out some new products
(B) Purchase beverages for a luncheon
(C) Lead a workshop session
(D) Organize a hiring event
- ✓ 54. What does the man ask the woman to sign?
(A) An employee contract
(B) An attendance sheet *bảng điểm*
(C) A participant agreement
(D) A service estimate
- ✓ 55. What will the woman most likely do next?
(A) Set up her computer
(B) Go to another room
(C) Have some lunch
(D) Make a phone call

✓ 56. Where most likely are the speakers?

- (A) At a hair salon
- (B) At a catering hall *phony on*
- (C) At a laundry service
- (D) At an energy company

✓ 57. Why does the woman say, "they don't have as many clients, though"?

- (A) To express pride in her company's growth
- (B) To explain why an expense is so high
- (C) To suggest that a strategy should continue
- (D) To question the accuracy of a client list

✓ 58. What will happen later today?

- (A) Some supplies will be delivered.
- (B) An inspection will be conducted.
- (C) An employee meeting will be held.
- (D) An expense report will be submitted.

✓ 59. Which industry do the speakers most likely work in?

- (A) Tourism
- (B) Agriculture
- (C) Education
- (D) Engineering


✓ 60. What does the man say he is concerned about?

- (A) Expenses
- (B) Safety
- (C) Competition
- (D) Space

✓ 61. What does the man agree to do?

- (A) Apply for some funding,
- (B) Do some research
- (C) Organize a business trip,
- (D) Assemble a work crew

HARTSVILLE EXITS



Maple Road	Exit 5
Carter Lane	Exit 7
Berk Street	Exit 8
High Road	Exit 10

✓ 62. What does the woman remind the man about?

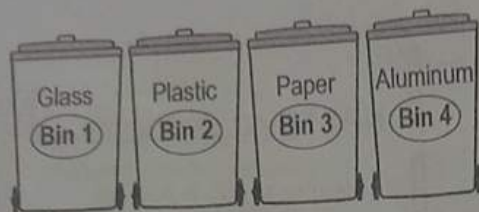
- (A) She used to live in the area.
- (B) She needs to stop at a store.
- (C) She attended a seminar last year.
- (D) She has just bought a new car.

✓ 63. Look at the graphic. Which exit will the speakers take?

- (A) Maple Road
- (B) Carter Lane
- (C) Berk Street
- (D) High Road

✓ 64. What will the man ask his coworkers to do?

- (A) Cancel a reservation
- (B) Save some seats
- (C) Sign in at an event
- (D) Print some materials



- ✓ 65. Where does the conversation most likely take place?
- (A) At a hotel
 - (B) At an accounting firm
 - (C) At a doctor's office
 - (D) At a school
66. Look at the graphic. Which bin will the man use?
- (A) Bin 1
 - (B) Bin 2
 - (C) Bin 3
 - (D) Bin 4
- ✓ 67. What does the woman suggest?
- (A) Using a cart
 - (B) Waiting for a confirmation
 - (C) Giving an assignment to a colleague
 - (D) Rescheduling an appointment with a client

Invitation draft

Date: Friday, August 10
Location: Davis Botanical Garden
 • 5:00 P.M. Garden Tour
 • 6:00 P.M. Dinner
 • 7:00 P.M. Live Music
 • 8:00 P.M. Speeches

- ✓ 68. What type of event are the speakers organizing?
- (A) An award ceremony
 - (B) A grand-opening celebration
 - (C) A foreign official's reception
 - (D) A fund-raiser
- ✓ 69. Look at the graphic. What time does the man think the music should begin?
- (A) At 5:00 P.M.
 - (B) At 6:00 P.M.
 - (C) At 7:00 P.M.
 - (D) At 8:00 P.M.
- ✓ 70. What information does the man suggest adding to the invitation?
- (A) The name of a sponsor
 - (B) The location of a concert hall
 - (C) A Web site address
 - (D) A list of performers

Exercise 3: Choose the correct answer (30 questions)

1 ✓

Building residents _____ about utility fees should consider the option of prepaying.

- (A) concern
(B) concerns
(C) concerned
(D) be concerned

2 ✗

_____ on the Internet, the new beauty product is selling three times better than it did during the last quarter.

- (A) Advertising
(B) Advertised
(C) To advertise
(D) Advertisement

3 ✓

Ms. Mason was _____ to hear that Mr. Hudson decided to join her consulting firm.

- (A) please
(B) pleases
(C) pleased
(D) pleasing

4 ✓

The marketing director was _____ with the public's positive response to the new product.

- (A) satisfy
(B) to satisfy
(C) satisfied
(D) satisfaction

5 ✓

Workers _____ the chemical laboratory must wear masks and protective clothing.

- (A) enter
(B) entered
(C) entering
(D) entrance

6 ✓

_____ a sales representative, Ms. Patel understands how to deal with demanding customers.

- (A) Be
(B) Been
(C) Being
(D) To be

✓7

Anyone _____ in applying for the volunteer work needs to talk to the Human Resources director. *Verb*

- (A) interest
- (B) interests
- (C) interested
- (D) interesting

✓8

To repair the _____ equipment will cost much more money than we expected. *adj*

- (A) exist
- (B) exists
- (C) existing
- (D) existed

(tính từ có tính)

✓9

There has been a _____ concern about adopting a new system. *adj* *mis / lo*

- (A) grow
- (B) grew
- (C) growing
- (D) grown

✓10

_____ unemployed, Jessica is having a hard time making ends meet. *(Being) P II*

- (A) Being
- (B) Is
- (C) Be
- (D) To be

✓11

Workers are expected to wear newly _____ protective clothing. *adj*

- (A) purchase
- (B) purchases
- (C) purchasing
- (D) purchased

✓12

Mr. Ford was appointed to head the committee _____ on the educational reform project.

- (A) work
- (B) works
- (C) worked
- (D) working

(Không động từ)

13 ✓

The employees were ____ to hear ^{tin đồn} rumors about staff reduction

- (A) shocks
- (B) shocking
- (C) shock
- (D) shocked

15

It's hard to work in these ^{ad's} ____ offices

- (A) crowded (TT 1 loc)
- (B) crowding (tinh trạng)
- (C) crowds
- (D) crowd

✓ 17

____ a few days ago, the system worked perfectly

- (A) Update
- (B) Updated
- (C) Updating
- (D) Updates

✓ 14

You can contact your supervisor if you are ____ in the time management training course

- (A) interesting
- (B) interests
- (C) interested
- (D) interested

✓ 16

Income levels are ____ in the city and surrounding areas

- (A) rising (đang có dấu)
- (B) rises
- (C) risen
- (D) rose

✓ 18

The manager is really ____ with Jackson as he often goes to work late

- (A) annoyed
- (B) annoying
- (C) annoys
- (D) annoy

✓ 19

Mrs. Rose is an ____ area director

- (A) experience
- (B) experiencing
- (C) experienced (H 1 day)
- (D) experiences

✓ 21

His comments written on Moonlight restaurant's website showed that he was more than ____ with the service

- (A) satisfied
- (B) satisfying
- (C) satisfy
- (D) satisfaction

✓ 23

After 10 years as a journalist, Mr. Ben will quit his job to pursue an ____ career in marketing

- (A) excitement
- (B) exciting (fine chat)
- (C) excited
- (D) excite

✓ 20

The hiring committee is ____ with outstanding performance

- (A) impressive
- (B) impressing
- (C) impressed
- (D) impress

✓ 22

The ____ ^{H 1} leaflet contains information about the promotion program next month

- (A) enclosing
- (B) enclosure
- (C) enclose
- (D) enclosed (H 1 day)

✓ 24

I have had a very ____ day at work today and I don't want to do anything right now

- (A) tiring (H chat) cu day
- (B) tired
- (C) tiredness
- (D) tire

25 ✓

Eco Fashion is responsible for organizing a ^{đang đang} runway collections ^{điễn tả sự}

- (A) stunning
- (B) stunned
- (C) stunner
- (D) stunningly

✓27

ALOHA Real Estate is actively ^{adj} new rental properties for its portfolio

- (A) seek ^{Đang mua bán từ}
- (B) seeker
- (C) seeks
- (D) seeking

✓29

Anyone ^N the professional development workshops will receive a certificate for participation ^{V (h)}

- (A) attending
- (B) attended
- (C) attends
- (D) attention

✓26

The woman ^N the photocopier is our new intern ^{V (chính)}

- (A) uses
- (B) used
- (C) using
- (D) has used

✓28

The ^{+N} opening of the new bakery had to be delayed due to some problems

- (A) schedule
- (B) scheduling
- (C) schedules
- (D) scheduled

30

Mr. Adam is our recently team leader

- (A) appointed
- (B) appoints
- (C) appointing
- (D) appointment

Exercise 4: Read the passages carefully and choose the correct answer
(16 questions)

Questions 131-134 refer to the following information.

Thank you for shopping with Danforth Fashions online. Our quality-control team carefully inspects all products ¹³¹ packaging to ensure customer satisfaction. ¹³² If not, we make exchanges or returns easy. Simply contact us at service@danforthfashions.com if you need a different size, color, or pattern—or if you are dissatisfied for any reason. Your exchange ¹³³ right away. To return an item for a refund, use the prepaid return shipping label included with your order and send it back to us in its original packaging unused and undamaged. We ¹³⁴ issue refunds to the original method of payment, ¹³⁴ the return shipping fee.

131. (A) in case
(B) as much as
(C) prior to *trước khi*
(D) in keeping with *đồng thời*

133. (A) will be processed
(B) was processed
(C) is processing
(D) to be processing

132. (A) We hope you are entirely pleased with your purchase.
(B) We expect to be redesigning our Web site this summer.
(C) We value all of our loyal customers.
(D) We noticed that your billing address has changed.

134. (A) past
(B) above
(C) aboard
(D) minus

Questions 135-138 refer to the following notice.

Attention, Aiden-Apner Industries Employees:

Please remember that the switch to our new e-mail software will begin at 11:00 P.M. on Sunday, May 2. All ¹³⁵ information in your account, including contacts and calendar events, will be moved to the new system by 4:00 A.M. on Monday, May 3. Though we are working diligently to anticipate and provide solutions for all potential issues, some employees may experience difficulty ¹³⁶ attempting to log in to their accounts after the switch. In addition, there is a *remote* ¹³⁷ possibility that some information may be lost. ¹³⁷ be sure to back up any critical e-mail files as soon as possible. ¹³⁸ A training session will be scheduled next week to familiarize employees with key functions of the new software.

135. (A) existed
(B) existence
(C) to exist
(D) existing

138. (A) The new software will be ordered this week.
(B) The current system will be reactivated in June.
(C) you need assistance with this, please contact the IT department.
(D) In that case, you must complete the installation yourself.

136. (A) when
(B) plus
(C) already
(D) whose

137. (A) Previously
(B) Otherwise
(C) Even so
(D) For this reason

Questions 139-142 refer to the following e-mail.

From: Hong Truong <htruong@jansenwebbfoundation.ca>
Sent: Friday, 16 November
To: Staff, Friends, and Stakeholders
Subject: JWF's new budget director

To the JWF team and our community partners:

I just want to let you know that Sofia Vargas ¹⁴⁰ as the Jansen-Webb Foundation's new budget director. Ms. Vargas has a strong background in ¹⁴¹ within the nonprofit sector.

Ms. Vargas brings with her a wealth of experience in organizational finance, including most recently at The Lawton Children's Centre in Winnipeg. Ms. Vargas started her employment with us this morning, so please stop in and introduce ¹⁴² to her.

Best,

Hong Truong
CEO, Jansen-Webb Foundation

- ✓ 139. (A) This is a request to be prompt.
(B) Thanks for the generous contribution.
(C) All are welcome here.
(D) I hope that all are well.
- ✓ 140. (A) is hiring
(B) will be hired
(C) has been hired
(D) is being hired
- ✓ 141. (A) referral
(B) administrator
(C) running
(D) management
- ✓ 142. (A) yourself
(B) him
(C) them
(D) ourselves

Questions 143-146 refer to the following flyer.

Jamaica National Tourist Organization Offers Free Cultural Passes

The Jamaica National Tourist Organization (JAMTO) announces an exciting new program that provides free entry to a variety of cultural attractions. The program is sponsored by the JAMTO

¹⁴³ the hotels and businesses listed on the back of this flyer. Together we ¹⁴⁴ you to take advantage of some of the finest cultural and educational experiences that Jamaica has to offer.

¹⁴⁵ attractions include the Caribbean National Gardens, Montego Bay Pottery Gallery, Jamaican Music Experience, and many others.

To obtain your pass, visit our Web site at www.jamto.org/freepass or stop by any JAMTO office.

One ¹⁴⁶ pass is valid for up to five people.

- ✓ 143. (A) despite
(B) instead of
(C) except for
(D) along with
- ✓ 144. (A) invite
(B) invited
(C) may invite
(D) were inviting
- ✓ 145. (A) Early
(B) Past
(C) Affordable
(D) Participating
- ✓ 146. (A) Thank you for your order.
(B) It can be used for three days.
(C) The bus runs only on weekdays.
(D) All major credit cards are accepted.

Exercise 5: Read the passages carefully and choose the correct answer.
(31 questions)

Questions 155-157 refer to the following magazine article.

Spotlight on Geiger Travel

Wanting to combine his passion for exploring places and cultures with his career as a corporate travel consultant, Marcus Geiger founded Geiger Travel Management (GTM). Now, ten years later, the company has offices in the United States, Canada, and several South American nations. It crafts itineraries and facilitates travel and accommodation arrangements for business professionals.

GTM also offers its clients secure, high-speed computers, conference call systems, and file management software through an agreement with Balefire Electronics, located in Mumbai. "We owe a lot of our success to Balefire," says Mr. Geiger, "because their

services enable our clients to work efficiently wherever they are."

Mr. Geiger is optimistic that further growth is on the horizon for GTM. Two additional businesses, Apura Airways, based in Paramaribo, Suriname, and the restaurant chain Triggerfish, headquartered in Bridgetown, Barbados, have agreed to enter into strategic partnerships with GTM in August. And looking to launch operations in Europe, the company is currently in discussions with Krokushaus AG, a hospitality company with locations throughout Germany.

For more information about Geiger Travel Management, visit www.gtm.com.

- ✓ 155. What is indicated about Mr. Geiger?
- (A) He regularly goes to Mumbai for business.
 - ✓ (B) He has overseen the expansion of a business.
 - (C) He decided to become a travel writer ten years ago.
 - (D) He used to work for a hospitality company.
- ✓ 156. What service does GTM offer?
- ✓ (A) Booking hotels for executives
 - (B) Leading cross-cultural training workshops
 - (C) Providing translation services at conferences
 - (D) Furnishing overseas branch offices
- ✓ 157. GTM does NOT have an agreement in place with which company?
- ✓ (A) Balefire Electronics
 - (B) Apura Airways
 - (C) Triggerfish
 - ✓ (D) Krokushaus AG

Questions 158-160 refer to the following press release.

FOR IMMEDIATE RELEASE

Contact: Sherylin Stevens, sstevens@tearsoncorp.ca

CALGARY (2 November)—Yves Vernier, the Chief Information Officer of the Tearson Corporation, announced on Monday that 200 robots will soon appear in Tearson's grocery stores. The robots, which are all named Bailey, will be used to locate areas where boxes or bottles have fallen and broken, spilling cereal, juice, or other substances onto the floor. The robots will report the spills so that the locations can be cleaned by store employees before they become safety hazards.

The robots were tested in Calgary, where Tearson's head office is located. During the eighteen-month pilot programme, store managers consistently gave the robots high marks. Although the robots have been used in the company's warehouses for several years, this will be their first time working in stores and interacting with customers. All Tearson stores should have the robots by the beginning of December.

For more information, visit Tearson Corporation at www.tearsoncorporation.ca.

✓ 158. What is the topic of the press release?

- (A) The promotion of a company executive
- (B) The use of technology in stores
- (C) The launch of new product lines
- (D) The relocation of a company's head office

✓ 159. What can Bailey do?

- (A) Clean a mess on the floor
- (B) Create labels for products
- (C) Find areas that have spills
- (D) Locate items for customers

✓ 160. What is suggested in the press release?

- (A) A pilot program in Calgary was a success.
- (B) Tearson stores will be renovated in December.
- (C) A warehouse earned high marks for safety features.
- (D) Managers will be hired in several stores.

Questions 161-163 refer to the following e-mail.

From:	Helen Dietrich <hdietrich@morphospublishing.ca>
To:	Alia Cervantes <alia.cervantes@gotomail.ca>
Date:	3 March
Subject:	Practical Gardening

Dear Ms. Cervantes:

I am sorry to report that next month's issue of *Practical Gardening* will be our last. After 62 years of monthly issues, we at Morphos Publishing have decided that *Practical Gardening* will be among the periodicals that we must discontinue. We plan to redirect the resources gained through cost-cutting toward growing our book publishing and instructional video production businesses.

We are grateful for your support as a longtime subscriber to *Practical Gardening*. For the remainder of your subscription term, we hope you will allow us to instead send you *Flora Discovery*, our popular publication about wild plants. However, if you would rather have the balance of your subscription account refunded to you, please contact us at (822) 555-0127.

Sincerely,

Helen Dietrich
Subscription Manager, Morphos Publishing

✓ 161. What is the purpose of the e-mail?

- (A) To apologize for a delay
- (B) To promote a new product
- (C) To announce a cancellation
- (D) To address a billing error


✓ 162. What most likely is *Practical Gardening*?

- (A) A film
- (B) A book
- (C) A Web site
- (D) A magazine

163. The word "balance" in paragraph 2, line 4 is closest in meaning to

- (A) amount remaining
- (B) stability
- (C) increase in cost
- (D) production

Questions 164-167 refer to the following online chat discussion.



Lindsay Pokora (2:15 P.M.) Hello, Mr. Kopalinski. I need to place the monthly office supplies order. In addition to the regular items, can you let me know if anything extra is needed?

Craig Kopalinski (2:17 P.M.) Let me check with the other managers. Kaitlyn and Jeffrey, do you have any requests for office supplies in your departments?

Kaitlyn Daley (2:18 P.M.) Yes, we need more whiteboard markers.

Craig Kopalinski (2:19 P.M.) And how about accounting?

Jeffrey Carden (2:20 P.M.) Nothing here.

Lindsay Pokora (2:22 P.M.) Markers? I just checked our inventory and we still have a box in the supply room. Do you need a special kind?

Kaitlyn Daley (2:23 P.M.) No, just regular black markers. Three boxes should be enough. I tried some markers from the box we have, but they seem to have dried up. A group of new employees will be starting next week, and we'll need markers for the orientation and training sessions.

Craig Kopalinski (2:24 P.M.) OK. Lindsay, in addition to those markers, could you please order a new chair for the second-floor conference room to replace the one that is broken? You'll need to look up the model number. Thanks.

164. At 2:20 P.M., what does Mr. Carden most likely mean when he writes, "Nothing here"?

- (A) He has not heard from Ms. Pokora.
- (B) He does not need to place an order.
- (C) He does not have extra-markers.
- (D) He has not checked the supply room.

166. In what department does Ms. Daley most likely work?

- (A) Accounting
- (B) Human Resources
- (C) Purchasing
- (D) Shipping

165. What problem does Ms. Daley report?

- (A) Some presentations are too long.
- (B) Expenses in the office have increased.
- (C) Some office supplies cannot be used.
- (D) The conference room is not big enough.

167. What will Ms. Pokora most likely do next?

- (A) Locate some information
- (B) Review a training document
- (C) Conduct an orientation session
- (D) Contact department managers

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

To:	All staff
From:	Jan Merchant
Date:	October 15
Subject:	Reginald Carmen

Dear Colleagues,

It is my pleasure to welcome Reginald Carmen to Edmonton Engineering Consultants, LLC. — [1] —.

With his expertise in engineering and education, Dr. Carmen will be a valuable addition to our distinguished staff. — [2] —. Upon graduating from university, he spent six years designing telecommunications systems for AstroPart, Inc. He comes to us directly from the Glasse School of Engineering, where he spent the past nineteen years. While there, he served as a full-time professor for ten years, teaching advanced mathematics and various special courses in engineering. He was then appointed president of the school and served in that position for the remaining nine years of his tenure. — [3] —. During that time, he led the team that redesigned the school's electrical engineering curriculum. — [4] —.

Dr. Carmen's first day will be next Tuesday. *Đến với ngày đầu*

Jan Merchant, Director of Personnel

- ✓ 168. Why did Ms. Merchant send the e-mail?
- (A) To announce that she is retiring
 - (B) To provide details about a new employee
 - ✓ (C) To welcome a distinguished guest presenter
 - (D) To publicize expansion into a new line of business
- ✓ 169. What is indicated about Dr. Carmen?
- ✓ (A) He has experience designing communications systems.
 - (B) He worked as a consultant for Edmonton Engineering Consultants in the past.
 - (C) He mentored Ms. Merchant at another company.
 - (D) He graduated from the Glasse School of Engineering.
170. How long did Dr. Carmen teach at the Glasse School of Engineering?
- (A) 6 years
 - (B) 9 years
 - ✓ (C) 10 years
 - (D) 19 years
- ✓ 171. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong?
- "He is thus the perfect choice for redesigning our client training modules."
- (A) [1]
 - (B) [2]
 - (C) [3]
 - ✓ (D) [4]

Questions 172-175 refer to the following review.

Patrons See Big-City Art At Local Museum

No need to venture into the big city to see an impressive art collection. — [1] —.

Locals know Janford as a quiet town situated next to a forest that is popular with hikers. — [2] —. It is likewise home to Janford University and an unexpectedly outstanding museum. Considered one of the finest university art museums in the nation, the Janford University Art Museum (JUAM) houses over 94,000 pieces, with works dating from ancient times to the present. Due to the size of its collection, the museum regularly rotates the works on display. — [3] —. It also hosts temporary exhibitions featuring loans from other institutions.

Experts consider JUAM noteworthy as a home to a comprehensive collection of twentieth-century art. — [4] —. In particular, it holds the largest public collection of works by sculptor Robert Dabulis, with more than 50 of his pieces and an assortment of his sketches.

The museum offers free admission and is open daily from 10 A.M. to 5 P.M. On Friday evenings, the museum has extended hours until 10 P.M.

Ngài từ hồ để lại

lưu lại
chụp

đang chờ

lưu lại thảo

172. What does the review indicate about the town of Janford?

- (A) It is in a peaceful setting.
- (B) It is more than 100 years old.
- (C) It has a thriving community of artists.
- (D) It has a well-known school of forestry.

173. What is mentioned about the museum?

- (A) Its main focus is on ancient art.
- (B) It has received several national awards.
- (C) Its location makes it difficult for tourists to find.
- (D) It displays some items from its collection for only a limited time.

174. What is most likely true about Mr. Dabulis?

- (A) He began his work as a painter.
- (B) He created sculptures specifically for JUAM.
- (C) He created art during the twentieth century.
- (D) He studied art at Janford University.

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

"Art enthusiasts can find it right here in Janford."

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

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

Ready Barn		
Order #	#13565	
Date:	June 3	
Delivery:	24-hour Express Shipping	
Shipping Address:	Helen Kang 45 Skyrise Road Newten, NY 12039	
Payment Method:	Credit Card-Jay Shim	
Item Number	Description	Price
7563	Countertop Electric Grill	\$49
7564	Egg Beater	\$14
7565	Tea Kettle	\$27
7566	Toaster	\$56
7567	Cheese Grater	\$16
24-hour Express Shipping		\$20
		TOTAL \$182

To:	customerservice@readybarn.com
From:	jayshim@silyex.com
Subject:	Order #13565
Date:	June 6

Hello,

I recently placed an order (#13565) with Ready Barn. The items I purchased are housewarming gifts for my niece Helen Kang, who recently purchased a new home. Therefore, her address was provided as the delivery destination. I paid higher shipping fees for 24-hour delivery, as I wanted the items to arrive well ahead of the housewarming party being held tomorrow evening. Several days have passed, and my niece has yet to receive these items. I would appreciate it if you could find out what has happened and let me know when my niece can expect delivery. Also, I would like to ask you to return the money I paid for expedited shipping.

Additionally, I do not recognize item number 7564 that I was charged \$14 for on my receipt. Please let me know how to send it back.

I am a longtime customer of Ready Barn, and I am usually very satisfied with your products and services. Please reply as soon as possible.

Sincerely,
Jay Shim

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176. What most likely does Ready Barn specialize in?
- (A) Kitchen equipment
(B) Party invitations
(C) Shipping supplies
(D) Large appliances
177. What is indicated about 45 Skyrise Road?
- (A) It is Ready Barn's address.
(B) It is Mr. Shim's billing address.
(C) It is Ms. Kang's new address.
(D) It is Mr. Shim's former address.
178. What does Mr. Shim request in his e-mail?
- (A) A discount
(B) A refund
(C) A receipt
(D) A gift list
179. What item did Mr. Shim not intend to buy?
- (A) The cheese grater
(B) The grill
(C) The toaster
(D) The egg beater
180. According to the e-mail, what is true about Mr. Shim?
- (A) He is satisfied with the items he purchased.
(B) He has shopped with Ready Barn before.
(C) He received his order on schedule.
(D) He prefers to shop through a catalog.

Questions 181-185 refer to the following e-mail and boarding pass.

the letter may

E-mail

To: Yong-Sun Che <yche@buztech.com>
 From: Ginny Redman <gredman@silvervaleair.com>
 Subject: RE: Seat problem
 Date: February 12
 Attachment: Voucher

Dear Mr. Che:

Thank you for contacting us regarding your recent flight. We apologize for the discomfort you experienced during your flight because of the nonfunctioning air-conditioning vent above your seat.

We value you as a customer and want to make sure your experience with Silvervale Air is positive, so we have attached Voucher 789798 in the amount of \$200. This may be applied to a future domestic flight with us. The voucher expires after twelve months.

Thank you for choosing Silvervale Air.

Sincerely,
 Ginny Redman
 Silvervale Air Customer Service

Passenger: Mr. Yong-Sun Che
 Ticket number: 0272125899649
 Confirmation code: CMOAAB

Flight	Departs	Arrives	Seat
Silvervale Air 29	Atlanta, GA (ATL) Mon., May 6 11:43 A.M.	Los Angeles, CA (LAX) Mon., May 6 1:35 P.M.	36D

Summary of airfare charges

Base fare	\$259.54
Taxes and fees	\$33.76
Voucher 789798	-\$200.00
Total	\$93.30

All passengers are entitled to travel with one complimentary carry-on and one checked bag.

- ✓ 181. Why did Ms. Redman e-mail Mr. Che?
- (A) To update him on the repair of some equipment
 (B) To announce changes to airfare pricing
 (C) To assign him a new seat
 (D) To offer him **compensation** *thứ bù*
- ✓ 182. In the e-mail, the phrase "applied to" in paragraph 2, line 3, is closest in meaning to
- (A) asked for
 (B) **used for**
 (C) dealt with
 (D) kept with
- ✓ 183. What does Ms. Redman mention about Voucher 789798?
- (A) It is valid for twelve months.
 (B) It has not been mailed yet.
 (C) It may be used for international flights.
 (D) It cannot be transferred to another passenger.
- ✓ 184. What can be inferred from the boarding pass about Mr. Che?
- (A) He redeemed the full value of a voucher.
 (B) He paid an additional fee for an upgrade.
 (C) He booked a round-trip flight.
 (D) He is a frequent flyer on Silvervale Air.
- ✓ 185. What is indicated about Silvervale Air flight 29?
- (A) It departs from Los Angeles.
 (B) It arrives in the afternoon.
 (C) Its passengers do not have **assigned seats**. *chỗ ngồi đã định*
 (D) Its passengers are allowed two free checked bags.