

DAY 11

- PART 3 – CONVERSATIONS
- PART 5 – RELATIVE CLAUSE
- PART 6+7 – SKIMMING PRACTICE

◊ Part 3 – Conversation practice

Practice 1: Listen to the conversations and choose the correct answer
(file 11.1)

32. Where does the man work?
(A) At a travel agency
(B) At a fitness center
(C) At a sports stadium
(D) At a hotel
33. What does the woman say she recently did?
(A) She read a review.
(B) She changed jobs.
(C) She attended a conference.
(D) She received a gift certificate.
34. What does the man offer to do?
(A) Arrange a tour
(B) Update a reservation
(C) Provide a meal voucher
(D) Change a seat assignment
-
35. Where does the conversation take place?
(A) At a museum
(B) At a pottery shop
(C) At a bookstore
(D) At a flower shop
36. Why is the woman purchasing a gift?
(A) A supervisor won an award.
(B) A coworker received a promotion.
(C) A friend is moving into a new home.
(D) A colleague is retiring.
37. What is the woman going to look at?
(A) An order form
(B) A Web site
(C) A catalog
(D) A calendar
-
38. What are the speakers discussing?
(A) A fund-raiser
(B) A health fair
(C) A facility tour
(D) A business trip
39. Why does the man say, "I'm on vacation next week"?
(A) To request assistance
(B) To correct a time frame
(C) To express excitement
(D) To decline an invitation
40. What does the woman complain about?
(A) Poor lighting
(B) Small desks
(C) Back pain
(D) Loud noises
-
41. Why is the man calling?
(A) To request a repair
(B) To pay a utility bill
(C) To reserve a car
(D) To cancel an appointment
42. Who most likely is Stefan?
(A) A real estate agent
(B) A salesperson
(C) A maintenance worker
(D) A delivery person
43. What policy does the woman mention?
(A) Residents must be home for appointments.
(B) Deliveries must be signed for in person.
(C) Vehicles must be parked in a designated area.
(D) Service fees must be paid online.

- 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

**Practice 2: Listen to the conversations and choose the correct answer
(file 11.2)**

	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

◊ Part 5 - Relative clause (Mệnh đề quan hệ)

1. Mệnh đề quan hệ thường

- **Who, whom, whose, which, that** được gọi là các “Đại từ quan hệ”.

Chúng nằm trong “Mệnh đề quan hệ”

- **Who, whom, whose, which, that** luôn phải đứng sau N_{người} / N_{vật}

Chỉ người	
N _{người}	who + V VD: I just met <u>the man who helped</u> me with my math exercises
	whom + SV VD: I just met <u>the man who I admire</u>
	whose + N VD: I just met <u>the man whose hair</u> is brown

Chỉ vật	
N _{vật}	which + V VD: She bought <u>the car which is</u> very expensive
	which + SV (VD: She bought <u>the car which she really likes</u>
	whose + N (VD: She bought <u>the car whose brand</u> is MG

2. Mệnh đề quan hệ rút gọn

Dạng chủ động	
Câu thường	<p>James just <u>went</u> to the shop <u>which sells</u> electronic devices</p> <p>Đối tượng chính: “The shop”</p> <p>Động từ chính: went to</p> <p>Động từ phụ: which sells</p> <p>Sau động từ phụ có tân ngữ => chủ động</p>
Câu sau khi rút gọn	<p>Mệnh đề quan hệ rút gọn các bạn sẽ rút gọn <u>động từ phụ</u></p> <p>James just <u>went</u> to the shop <u>SELLING</u> electronic devices</p> <p>(which sells + tân ngữ => SELLING + tân ngữ)</p>
Công thức	<p>Trường hợp 1:</p> <p>Câu thường: S + V_{chính} + N + <u>who/which/ that</u> + V_{phụ} + O</p> <p>Rút gọn: S + V_{chính} + N + <u>V_{ing}</u> + O</p> <p>Trường hợp 2:</p> <p>Câu thường: N + <u>who/which/that</u> + V_{phụ} + O + V_{chính}</p> <p>Rút gọn: N + <u>V_{ing}</u> + O + V_{chính}</p> <p>(2 trường hợp có danh từ chính đứng ở 2 vị trí khác nhau nhưng đều có 1 động từ phụ + 1 động từ chính)</p>

Dạng bị động

The police just found **the car which was stolen** by a bad guy

Đối tượng chính: "The car"

Động từ chính: found

Động từ phụ: which was stolen

Sau động từ phụ không có tân ngữ => bị động

Mệnh đề quan hệ rút gọn các bạn sẽ rút gọn động từ phụ

The police just found **the car STOLEN** by a bad guy

(which was stolen => STOLEN)

Trường hợp 1:

Câu thường: S + V_{chính} + N + who/which/ that + V_{phụ} + giới từ ...

Rút gọn: S + V_{chính} + N + V_{PII} + giới từ ...

Trường hợp 2:

Câu thường: N + who/which/that + be + V_{phụ (VPII)} + giới từ ... + V_{chính}

Rút gọn: N + V_{PII} + giới từ ... + V_{chính}

(2 trường hợp có danh từ chính đứng ở 2 vị trí khác nhau nhưng đều có 1 động từ phụ + 1 động từ chính)

Practice 3: Choose the correct answer

- 1 If the managers _____ have time fill in for sick employees, they will be respected.
(A) who
(B) whoever
(C) whose
(D) which
- 2 We have several people _____ train the professionals on site every day to deal with problems.
(A) who
(B) whether
(C) which
(D) what
- 3 Please ensure that you have to return the merchandise _____ has defects within a week of purchase.
(A) there
(B) who
(C) when
(D) that
- 4 Most of the applicants were put on the waiting list for the positions for _____ they signed up.
(A) which
(B) that
(C) who
(D) what
- 5 The names of the candidates _____ qualifications are suitable for the job will be posted tomorrow.
(A) that
(B) which
(C) who
(D) whose
- 6 _____ who want to reduce their unnecessary expenses are advised to read Ms. Parker's recent book.
(A) That
(B) Those
(C) Everyone
(D) Anybody
- 7 Temporary workers get paid on a weekly basis, _____ is common in most workplaces.
(A) who
(B) where
(C) which
(D) that
- 8 Tazan Narration Ltd. consists of seven employees, all of _____ are under the age of 30.
(A) what
(B) them
(C) this
(D) whom

Practice 4: Choose the correct answer

- 1 The company policy _____ the use of electronic devices at work has been announced.
(A) prohibit
(B) prohibited
(C) prohibiting
(D) for prohibit
- 2 The most visited museum _____ within walking distance of my place is well known for its extensive collections.
(A) locates
(B) location
(C) locate
(D) located
- 3 The company newsletter _____ on the last week of every month contains useful information.
(A) publish
(B) published
(C) publishing
(D) publish
- 4 Mr. Ford was appointed to head the committee _____ on the educational reform project.
(A) work
(B) works
(C) worked
(D) working
- 5 The vice president _____ to travel to Southeast Asia on business had to cancel the trip because of a strike by the airlines.
(A) schedule
(B) schedules
(C) scheduled
(D) scheduling
- 6 We really apologize for any inconvenience _____ by poor service and employee negligence.
(A) cause
(B) causing
(C) caused
(D) causes
- 7 Everyone _____ in the charity activity donated clothes and money to the people in need.
(A) involve
(B) involving
(C) involved
(D) involvement
- 8 If you have experience _____ any technical problem, contact us promptly for assistance.
(A) encounter
(B) encountering
(C) encountered
(D) to encounter

HOMEWORK

Exercise 1: Listen to the conversations and choose the correct answer (File 11.3)

32. Where is the conversation most likely taking place?
(A) At a supermarket
(B) At a hotel
(C) At an auto shop
(D) At a travel agency
33. What problem does the woman mention?
(A) A bill is not correct.
(B) A repair is not finished.
(C) A reservation was not available.
(D) A staff member was not polite.
34. Where will the woman go next?
(A) To a client's office
(B) To the airport
(C) To a shopping center
(D) To a museum
-
35. What did the woman order from the man's company?
(A) Machine parts
(B) Cleaning supplies
(C) Some tickets
(D) Some computers
36. Why is the woman pleased?
(A) Some service fees have decreased.
(B) Some product tests were successful.
(C) A musical performance has been scheduled.
(D) A business competitor has left the industry.
37. What does the woman ask about?
(A) The date of a delivery
(B) The size of a venue
(C) Business hours
(D) Discounts on an order
38. Which department does the woman work in?
(A) Logistics
(B) Marketing
(C) Quality Assurance
(D) Human Resources
39. What will happen in six months?
(A) A company will merge with another.
(B) An employee will retire.
(C) A campaign will be launched.
(D) A branch will open abroad.
40. Why does the man decline the woman's offer?
(A) There is not enough money for a project.
(B) There are no free days on the calendar.
(C) Current employees have been fully trained.
(D) A consultant has been hired to advise the department.
-
41. What problem does the man mention?
(A) A budget has been cut.
(B) A Web site was difficult to use.
(C) Product sales have been low.
(D) A policy change was rejected.
42. What does the man suggest doing?
(A) Presenting at a trade show
(B) Reassigning some projects
(C) Reducing a price
(D) Trying a different advertising strategy
43. What does the woman say she will do?
(A) Call a supplier
(B) Take notes at a meeting
(C) Research a topic
(D) Check a bus map
-

44. What are the men training to become?
- (A) Truck drivers
 - (B) Airplane mechanics
 - (C) Electricians
 - (D) Plumbers
45. What will the men learn to do today?
- (A) Repair equipment
 - (B) Read blueprints
 - (C) Use software to create invoices
 - (D) Prepare for an inspection
46. What does the woman say she will provide?
- (A) A checklist
 - (B) A password
 - (C) A meal voucher
 - (D) A tool kit
-
47. Why are the speakers unable to use a conference room?
- (A) It is not large enough.
 - (B) It is being remodeled.
 - (C) It does not have a projector.
 - (D) It has already been reserved.
48. What does the man say is a problem with the cafeteria?
- (A) The seats are uncomfortable.
 - (B) The menu is limited.
 - (C) The sound quality is poor.
 - (D) The checkout lines are long.
49. Why does the woman want to contact a colleague?
- (A) To ask for a suggestion
 - (B) To decline an invitation
 - (C) To discuss a budget
 - (D) To revise a presentation
50. Where does the conversation take place?
- (A) At an appliance store
 - (B) At a technical support company
 - (C) At a warehouse
 - (D) At a supermarket
51. According to the man, what is the problem?
- (A) Some items are missing from a shipment.
 - (B) Some workers are on vacation.
 - (C) A project deadline has passed.
 - (D) A business address was incorrect.
52. What does the woman want to do?
- (A) Develop an employee handbook
 - (B) Ask some volunteers to work overtime
 - (C) Request a deadline extension
 - (D) Review some recent reports
-
53. What does the man mean when he says, "I have a big job this weekend"?
- (A) He is unhappy about a schedule.
 - (B) He cannot give the woman a ride.
 - (C) He will receive a large payment.
 - (D) He needs some assistance.
54. What will the man do at a wedding?
- (A) Cater the food
 - (B) Provide the music
 - (C) Style hair
 - (D) Decorate a room
55. What will the man most likely do next?
- (A) Pick up some samples
 - (B) Confirm a meeting time
 - (C) Meet with a client
 - (D) Look at some photographs
-

56. Where does the conversation most likely take place?

(A) At a concert
(B) At an airport
(C) At a movie theater
(D) At a train station

57. What is the problem with the machine?

(A) It is out of paper.
(B) It is for members only.
(C) It does not accept cash.
(D) It needs a new cable.

58. What does Nadia ask the man for?

(A) Photo identification
(B) A luggage tag
(C) A credit card
(D) A receipt

-
59. Where do the speakers most likely work?

(A) At a farmer's market
(B) At a catering company
(C) At a home goods store
(D) At a food manufacturer

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

(A) To reject a suggestion
(B) To make an excuse
(C) To express concern
(D) To give permission

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

(A) Some ingredients were too expensive.
(B) Some equipment was unavailable.
(C) A new regulation was passed.
(D) A client requested it.

Product Feature	Satisfaction Rating
Battery Life	69%
Memory Storage	75%
User Manual	88%
Design	95%

62. What product are the speakers discussing?

(A) A laptop computer
(B) A digital camera
(C) A mobile phone
(D) A video game system

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

(A) 69%
(B) 75%
(C) 88%
(D) 95%

64. What does the man suggest?

(A) Asking professionals for their opinions
(B) Switching to a new battery vendor
(C) Changing the product's launch date
(D) Redesigning a carrying case

Exercise 2: Choose the correct answer

1

Passengers ----- wish to have vegetarian meals should notify our flight staff.

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

2

These news apps ____ a few months ago have just been updated

- A. launching
- B. launched
- C. to launch
- D. which launch

3

The brochure ____ all the hotels in the area and their facilities will be given to each guest free of charge

- A. details
- B. to detail
- C. detailing
- D. detailed

16

The police wanted to ask some residents _____ the fire

- A. to witness
- B. witnessing
- C. witnessed
- D. that witnessing

17

The room ----- the training will take place is on the fourth floor.

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

18

The woman ____ with the virus has made a speedy recovery

- A. infected
- B. infecting
- C. infection
- D. to infect

4

The training is for programmers -----
jobs involve entering data.

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

5

We would like to welcome Dr. Zhang,
----- made significant contributions
to our company.

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

6

These activities _____ for young people
become less popular

- A. designed
- B. designing
- C. design
- D. to design

19

Most computers have software -----
enables us to create professional posters.

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

20

Lucy is the most creative student ____
the competition

- A. join
- B. joined
- C. to join
- D. who joins

21

The project ----- is funded by the
government is nearly complete.

- (A) that
- (B) who
- (C) whom
- (D) what

7

This is the place ----- the terrible car accident happened.

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

8

Your bill ____ \$20 should be fully paid by Thursday, September 30

- A. total
- B. totaled
- C. totaling
- D. to total

9

Those of you ----- passports have expired should inform the travel agency.

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

22

The students _____ games yesterday were punished by the head teacher

- A. playing
- B. to play
- C. play
- D. played

23

Most of the reports ----- are submitted by our sales staff suggest improvement.

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

24

We provide some temporary shelters for those _____ by the recent storm

- A. affected
- B. to affect
- C. affecting
- D. affect

10

The government supported businesses
_____ by the pandemic

- A. hit
- B. to hit
- C. which hit
- D. hitting

11

Mr. Simon, ----- is the head of the main office, is responsible for all administrative functions.

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

12

The local shop deals in many kinds of hair products _____ from reasonably priced shampoos to expensive dyes

- A. ranging
- B. ranged
- C. range
- D. to range

(gợi ý: range là nội động từ)

25

We're looking for a new manager ----- responsibilities include international marketing.

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

26

The phones _____ in that shop are the most affordable in town

- A. sold
- B. selling
- C. to sell
- D. sell

27

All workers ----- want to ask for an extended holiday should submit a written form.

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

13

Describe any activities in ----- you participated for your community.

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

14

The top model about _____ I was telling you is on TV now

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

15

The kitchen staff ----- work here are all on temporary contracts.

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

28

Sam's uncle, _____ is very rich, came to visit our village

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

29

This is also the strongest dust and sand weather _____ China in almost 10 years

- A. affecting
- B. affects
- C. affected
- D. affect

30

His family has just visited the village _____ thousand year ago

- A. find
- B. finding
- C. found
- D. to find

Exercise 3: Skim the passage carefully and choose the correct answer

Questions 131-134 refer to the following memo.

To: All staff

From: Leonard Villalobos, Vice President of Product Development

Date: August 27

Subject: Atzeret game (Product #DS8192)

Due to the results from our trial customer testing, we have decided to postpone the launch of the Atzeret video game. Customer surveys indicated that the game was less ----- than we **131.** anticipated. Over the next few months, the game development team will introduce several ----- **132.** to make the product more attractive. ----- **133.** If the changes are successful, we hope to launch the game by next January ----- February. **134.**

131. (A) expensive
(B) repetitive
(C) appealing
(D) surprising

134. (A) since
(B) or
(C) if
(D) later

132. (A) modification
(B) modifies
(C) modifying
(D) modifications

133. (A) At that point, more tests will be conducted.
(B) The launch will be our biggest of the year.
(C) However, the surveys are not reliable.
(D) Team members must each sign the form.

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

To: Eva Linn, Lundtalk Industries

From: Technical Services

Date: January 15

Subject: Technical query

Dear Ms. Linn,

Thank you for contacting our technical department ----- your query. -----, our call got
135. 136.
disconnected when we were trying to reboot your system from our remote location. -----.
137.
Therefore, please call us at your earliest convenience and refer to conversation ID #TECH12-
2020A to complete the system repair. We have prioritized your inquiry and look forward to helping
you ----- your computer to its full capabilities.
138.

Sincerely,

Arthur Feldt
Technical Service Facilitator

135. (A) until
(B) besides
(C) into
(D) with

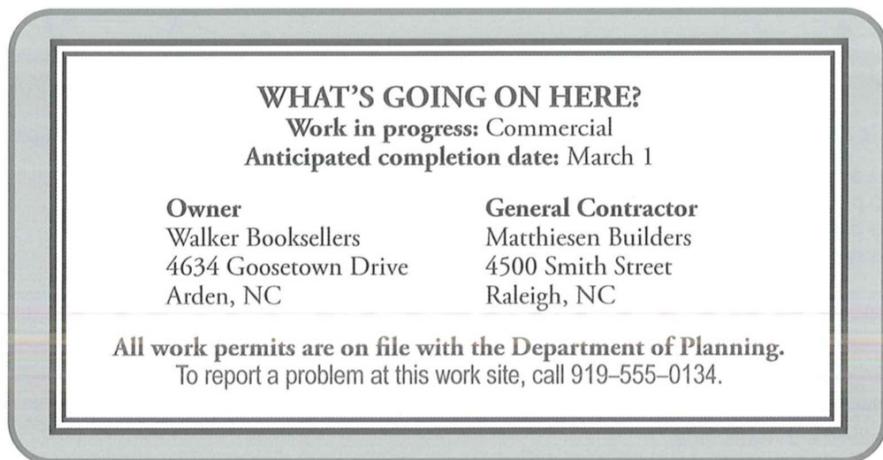
138. (A) restore
(B) restoring
(C) restored
(D) restoration

136. (A) In other words
(B) For this reason
(C) For example
(D) As you know

137. (A) We invite you to visit one of our
computer repair centers in your area.
(B) Unfortunately, we do not have a phone
number at which we can reach you.
(C) Thank you again for being one of our
priority customers.
(D) Please submit your check for the
service fee promptly.

Exercise 4: Skim the passage carefully and choose the correct answer

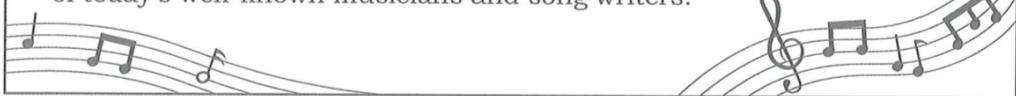
Questions 147-148 refer to the following sign.



147. Where would the sign most likely appear?
- (A) Above a book display
 - (B) At a construction site
 - (C) On a residential building
 - (D) In a university classroom
148. Why should a reader of the sign call the phone number?
- (A) To file a permit
 - (B) To apply for a job
 - (C) To confirm a date
 - (D) To report a problem

Questions 149-151 refer to the following information.

On Saturday, August 1, the **Durhamtown Symphony Orchestra** will be giving a free educational performance at the Cardona Culture Center, 498 Mahogany Ave. Among other things, the musicians will discuss the origins and development of their instruments as well as some musical styles. Audience members will have an opportunity to ask questions. The event will conclude with the orchestra performing works by some of today's well-known musicians and song writers.

- 
149. What is the purpose of the information?
- (A) To announce a change of location
 - (B) To publicize an upcoming event
 - (C) To describe some instruments
 - (D) To review a performance
150. According to the information, what will the audience members be able to do?
- (A) Sing along
 - (B) Request songs
 - (C) Talk to the musicians
 - (D) Sign up for music lessons
151. The word "conclude" in paragraph 1, line 6, is closest in meaning to
- (A) raise
 - (B) decide
 - (C) believe
 - (D) finish

Questions 156-158 refer to the following notice.

Watford Shredding Day

Do you need to safely dispose of piles of confidential paperwork? Come to Watford Community Shredding Day on April 8 from 8:00 A.M. to 11:00 A.M.

A number of Security Too shredders will be conveniently located behind the Watford municipal parking garage. — [1] —. Bring any unneeded bank statements, tax documents, and bills. — [2] —. They will be securely shredded and recycled on the spot. Please note that the event is open to Watford Township residents only, and there is a five-kilo limit per household. — [3] —. Security Too representatives will be on hand to talk about ways to protect your private information.

Community Shredding Day is brought to you by radio station 82.9 WQYX and Security Too. — [4] —.

For more information, visit www.watfordtownship/shreddingday.org.

156. What is the purpose of the notice?

- (A) To notify residents of a due date
- (B) To promote a service
- (C) To welcome a new business to town
- (D) To advertise a contest

157. What will most likely happen on April 8 ?

- (A) Paper will be recycled.
- (B) A bank representative will meet clients.
- (C) A new parking garage will open.
- (D) An informational seminar will be offered.

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

"Simply drive up and drop them off."

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

Questions 161-163 refer to the following advertisement.

AKBAR STORAGE COMPANY
227 Wexham Road, Bridgetown
Phone: 246-555-0147

Satisfying storage needs in Barbados for 30 years!

- Units are available in small, standard, and premium sizes to fit your storage needs.
- Your clean, dry storage unit is available to you around the clock.
- Our storage facility is monitored by high-quality security cameras, and each customer is given a pass code. Our secure electronic gate can be released only by entering this code.
- Our business office is open 9 A.M. to 6 P.M., Monday to Friday, and 9 A.M. to 2 P.M. on Saturday. Stop in to speak with one of our representatives.

And now, get 20 percent off with a twelve-month rental of our largest type of unit!

161. According to the advertisement, when can customers access their storage units?

- (A) At any time
- (B) Monday to Friday only
- (C) On Saturday and Sunday only
- (D) When accompanied by a security person

162. What do customers need to do in order to enter the facility?

- (A) Purchase a day pass
- (B) Be recognized by a security camera
- (C) Enter an access code
- (D) Show identification to a guard

163. How can customers receive a discount?

- (A) By cutting back on their storage space by 20 percent
- (B) By renting a premium-size unit for one year
- (C) By showing the advertisement to a service representative
- (D) By agreeing to rent a unit for a second year

Questions 164-167 refer to the following article.

Gamer Arcades Joins Forces with Frankie's Burgers Franchises

LEEDS (9 July)—Gamer Arcades and fast-food franchise Frankie's Burgers have announced a new partnership, which will formally start at the beginning of August. At that time, all Gamer Arcades will introduce a Frankie's Burgers to their locations.

The president of Gamer Arcades, Allen Ingram, expressed his excitement about the possibilities of this strategic partnership.

"The outstanding quality of Frankie's Burgers will enhance customers' enjoyment of our arcades," said Mr. Ingram. "Until now, there have been no food options on the

premises. With this partnership, however, customers will be able to take a break for a delicious meal and then get back to enjoying our state-of-the-art gaming centers."

This is not the first major change Mr. Ingram has made to the company since he took over from Justine Beckerman last November. A month after assuming the role of president, he brought virtual reality games to Gamer Arcades. Since that time, he has also expanded the company into Germany and Belgium, and he has launched several charity initiatives associated with Gamer Arcades.

164. When will the partnership become official?

- (A) In July
- (B) In August
- (C) In November
- (D) In December

165. What is indicated about Gamer Arcades' partnership with Frankie's Burgers?

- (A) It was agreed upon after months of negotiation.
- (B) It will not apply to all Gamer Arcades sites.
- (C) It is waiting for shareholder approval.
- (D) It is Gamer Arcades' first partnership with a restaurant.

166. According to the article, who is Ms. Beckerman?

- (A) The president of a food supply company
- (B) The owner of a Frankie's Burgers franchise
- (C) The owner of a game manufacturing company
- (D) The former president of Gamer Arcades

167. What did Mr. Ingram do first at Gamer Arcades?

- (A) He introduced virtual reality games.
- (B) He started several charity programs.
- (C) He opened branches in Belgium.
- (D) He moved the headquarters to Germany.

Questions 172-175 refer to the following online chat discussion.


Maria Andreou (9:06 A.M.) Good morning, Jakob and Sandra. I need help with the focus group with the photographers that is taking place on Thursday morning. I'm no longer available to lead it.
Jakob Wendt (9:09 A.M.) That's unfortunate. We need to follow up with that meeting to advise our client about what is important to potential customers.
Maria Andreou (9:10 A.M.) Exactly. So I would rather not have to reschedule. The client is expecting our report early next week. Would either of you be able to conduct the group instead of me?
Sandra Liu (9:12 A.M.) Sorry, Maria. I'm traveling out of town tomorrow for the marketing conference, and won't be back until Friday.
Jakob Wendt (9:15 A.M.) I've never led a focus group before, but I'm happy to do it.
Maria Andreou (9:17 A.M.) Great. I'll send you the participant consent form by e-mail. Remember that at the start of the group session, each participant will need to sign a copy.
Jakob Wendt (9:18 A.M.) OK. How many copies will be needed?
Sandra Liu (9:19 A.M.) Actually, there's no need. I have copies left over from another group I ran last Tuesday. They're still on my desk.
Jakob Wendt (9:20 A.M.) I'll stop by and pick them up later today.
Maria Andreou (9:21 A.M.) Thank you both. This means we can meet and work on the advertising report for the client next Monday.

172. For what type of business do the writers most likely work?
- (A) A market research agency
 - (B) A printing shop
 - (C) A software development firm
 - (D) A photography studio
173. When will the focus group with the photographers meet?
- (A) On Monday
 - (B) On Tuesday
 - (C) On Thursday
 - (D) On Friday
174. What is indicated about Mr. Wendt?
- (A) He would prefer to attend a conference.
 - (B) He works downstairs from Ms. Liu's office.
 - (C) He has never previously run a focus group.
 - (D) He is the most experienced member of the team.
-
175. At 9:19 A.M., what does Ms. Liu most likely mean when she writes, "there's no need"?
- (A) She can cancel her business trip.
 - (B) Focus group participants will not complete consent forms.
 - (C) A focus group can be rescheduled.
 - (D) Mr. Wendt should not print any consent forms.

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

Our Company	Our Products	Our Partners	Contact Us
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Drymotic is pleased to announce that our revolutionary vacuum-microwave dehydration process is now being used by more than 30 companies in the food and pharmaceutical industries.

Here's how it works: Batches of raw organic materials, prepared in small pieces, are loaded into the machine's rotating drum. As the drum turns, moisture is removed from the pieces by microwave energy. The final moisture level can be preset by the operator. The dried pieces retain their color, taste, and nutrition, and are then ready for packaging. Drymotic machines produce better results in less time (and at lower cost) than freeze-drying and air-drying.

Drymotic machines are available in the following sizes:

Model Number	Power	Suggested use
G4200	10 kw	Testing new products
G4260	50 kw	Small-scale manufacturers
H4500	100 kw	Large-scale, high-volume manufacturers

E-mail

To: customerservice@drymotic.com
From: ovolterra@yambrett.com.au
Date: 6 May
Subject: Malfunctioning unit

Dear Customer Service,

We purchased a Drymotic unit (product number: G4260, serial number: 01938207) last year for use with our line of instant stew mixes. We had no issues with the unit until the beginning of this month, when we began to notice an increase in processing time. We have followed the recommended cleaning schedule, so this problem cannot be caused by excess residue.

Please let me know if you have any suggestions for resolving this issue in a timely manner. I always prefer to handle minor repairs on my own, but if this issue persists, we may need to schedule a maintenance visit in the near future.

Best regards,

Olivia Volterra
Yambrett Corporation

176. What are Drymotic processors designed to do?
- (A) Cut food into little pieces
 - (B) Preserve food by drying it
 - (C) Add moisture to organic material
 - (D) Improve a product's color and taste
177. On the Web page, the word "retain" in paragraph 2, line 4, is closest in meaning to
- (A) remember
 - (B) support
 - (C) enhance
 - (D) keep
178. What is suggested about the Yambrett Corporation?
- (A) It operates a high-volume dehydration machine.
 - (B) It produces packaged food on a small scale.
 - (C) It recently tested a new product.
 - (D) It was founded a year ago.
179. Why does Ms. Volterra write to Drymotic's customer service department?
- (A) To schedule a maintenance visit
 - (B) To ask if a unit is covered by a warranty
 - (C) To obtain advice on making a repair
 - (D) To request a replacement for a machine
180. What problem has developed with the Yambrett Corporation's processor?
- (A) It is operating more slowly.
 - (B) It is making more noise.
 - (C) It is using more power.
 - (D) It requires cleaning more often.