

31/33

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 *thứ lỗi*
- (C) To express concern
- (D) To give permission

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

- (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* *nguồn*
- (C) Changing the product's launch date
- (D) Redesigning a carrying case

28/80

Exercise 2: Choose the correct answer

✓ 1

N-ry

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

- (A) who + V
- (B) whose + N
- (C) when CV
- (D) what SV

2

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

Chỉ là TTG + N

- (A) launching V-ing
- (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

N

V-chon

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

✓ 16

The police wanted to ask some

----- the fire

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

✓ 17

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

→ N-ri chon

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

✓ 18

The woman ----- with the virus made a speedy recovery

pre

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

lây nhiễm

4 ✓

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

- (A) who + ✓
(B) whom + ✓
(C) whose + N
(D) that

✓ 19

Most computers ^{N/A} have software ----- enables ^V us to create professional posters

- (A) that
(B) who
(C) whom + ✓
(D) whose + N

✓ 5

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

- (A) whom + ✓
(B) whose + N
(C) who
(D) that

✓ 20 ?

Lucy is the most creative student ----- the competition

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

✓ 6

These activities ----- for young people become less popular

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

✓ 21

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

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

✓ 7

This is the place ^{đó chỗ} ----- the terrible car accident happened.

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

✓ 8

Your bill ^N ----- \$20 should be fully paid by Thursday, September 30 ^{with}

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

✓ 9

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

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

✓ 22

The students ----- games yesterday were ^{trừng phạt} punished by the head teacher ^{V. think}

- (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 ^{→ N}
- (C) who
- (D) what

✓ 24

We provide some temporary shelters for those ----- by the recent storm ^{V. check}

- (A) affected ^{ph}
- 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~~ + SV

(B) who

~~(C) whose~~ + N

(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 + SV

(C) whose + N

~~(D) which~~

✓ 13

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

(A) that

(B) who

(C) whom + SV ✓

(D) which + SV ✓

✓ 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 sa 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 ^{131.} than we 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 ^{134.} February.

- ✓ 131. (A) expensive : quá đắt
(B) repetitive : lặp đi, lặp lại
(C) appealing : hấp dẫn
(D) surprising : ngạc nhiên

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.

4/9

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 ^{135.} your query. ^{136.} our call got disconnected when we were trying to ⁽¹³⁵⁻¹³⁶⁾ 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 ^{138.} your computer to its full capabilities.

Sincerely,

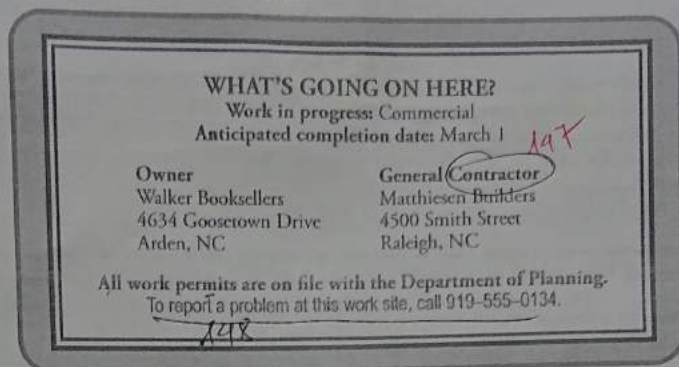
Arthur Feldt
 Technical Service Facilitator

- ✓ 135. (A) until
 (B) besides
 (C) into
 (D) with
- ✓ 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.
138. (A) restore
 (B) restoring
 (C) restored
 (D) restoration

3/3

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

✓ 151. The word "conclude" in paragraph 1, line 6, is closest in meaning to

- (A) raise
- (B) decide
- (C) believe
- (D) finish

✓ 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

2/5

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

partnership: liên hệ đối tác

Burger: B.M. kết hợp

franchise: nhượng quyền kinh doanh

3/4

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 Burger 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.

4/9

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 ^{form} 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.

5/5

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

| Our Company | Our Products | Our Partners | Contact Us | | | | | | | | | | | | |
|--|--------------|--|------------|--------------|-------|---------------|-------|-------|----------------------|-------|-------|---------------------------|-------|--------|--|
| <p>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.</p> <p>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.</p> <p>Drymotic machines are available in the following sizes:</p> <table border="1"><thead><tr><th>Model Number</th><th>Power</th><th>Suggested use</th></tr></thead><tbody><tr><td>G4200</td><td>10 kw</td><td>Testing new products</td></tr><tr><td>G4260</td><td>50 kw</td><td>Small-scale manufacturers</td></tr><tr><td>H4500</td><td>100 kw</td><td>Large-scale, high-volume manufacturers</td></tr></tbody></table> | | | | 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 |
| 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

stew: hớt hân
mixes: hỗn hợp

✓ 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.