

DAY 17

Part 3: Why

Grammar: Verb Tenses

I. Part 3: Questions with Why

Group 1: Questions about the reason for calling/ not answering the phone

- Why is the man calling?
- Why did the man call the woman?
- Why is Mr. Watson unable to answer the man's call?

Group 2: Questions about the reason for lateness/ holding a meeting/ (not) attending a meeting

- Why will the man be late for the meeting?
- Why does the woman want to hold a meeting?
- Why is the man not able to attend the meeting this morning?

Group 3: Questions about the reason for some specific actions/ behaviors

- Why is the man leaving the company?
- Why is the man riding the bus?
- Why is the woman staying in her office?

Practice

Questions with Why

Listen to each of the conversations and choose the correct answer to the question. Then, listen again and fill the missing words in the conversations.

3-3-02

1. Why is Mr. Johnson unable to answer the man's call?

- (A) He left his office a few minutes ago.
(B) He is attending a meeting.

M: Hello, I'd like to speak to Mr. Johnson.

W: I'm sorry. Mr. Johnson is _____.
Would you like to leave a message?

2. Why is Allen leaving the company?

- (A) He has gotten a new job.
(B) He has gotten a promotion.

W: I heard Allen was leaving the company. Do you know why?

M: He has _____ a _____ in Washington.

3. Why is the man unable to attend the meeting this morning?

- (A) His train was delayed.
(B) He had a trouble with his car.

M: Hi, Jessica. It's me, Richard. My car _____.
I am afraid I can't _____ the 9 o'clock meeting this morning.

W: I see. Where are you now?

4. Why will the man be late for the meeting?

- (A) He has to meet someone.
(B) His flight will be delayed.

M: I may be a little late for the meeting. I have to _____ to the _____ Mr. Chan from Hong Kong.

W: Don't worry. I will tell the CEO where you are.

Vocabulary and Expressions

1. unable
answer a call
attend
leave a message

2. company
get a promotion

3. delay
have a trouble with
be afraid (that)

4. may
be late for
CEO(chief executive officer)

Vocabulary and Expressions

5. Why is the man calling?

(A) To order a television

(B) To inquire about a delivery

M: Hello, I _____ a television from your company last week but still have not _____ it.

W: I'm sorry, sir. Let me check on that for you. Can you tell me your _____, please?

5. inquire
delivery
still

6. Why is the man calling?

(A) To find out where the woman's store is

(B) To see if the woman has a product in stock

M: Hello, this is Charles in the High Avenue store. Do you _____ the new Bio 3000 laptop computer _____? A customer here is looking for the _____, but we _____ the last one this morning.

W: Yes, we have a few _____. Do you want me to send it to your store?

6. laptop computer
customer
look for

7. Why is the man riding the bus?

(A) His car is being repaired.

(B) He lives close to the bus stop.

W: James, I didn't expect to see you on the bus. Where is your _____?

M: It's in the _____. I couldn't get it _____ yesterday.

7. close to
expect

8. Why does the woman want to have a meeting?

(A) Because the sales team did an excellent job.

(B) Because there was a sharp decline in sales.

W: We have recently spent a lot of money on advertisements for our products, _____ total sales _____ last month by nearly 20 percent. What do you think the _____ is?

M: Well... I thought the sales team _____ quite well. I would have never expected such a result.

W: Arrange a meeting with the sales team right now.

8. sharp
decline in sales
advertisement
product
total sales
nearly
result
arrange

Common Vocabulary in Part 3

3

First, listen to the words in the box. Then, listen and fill the missing words in the gapped questions and statements below.

3-3-03

Meeting

- be in a meeting
- cancel a meeting
- attend a meeting
- arrange a meeting

[Check-up 1]

1. He is _____ a _____.
2. The meeting has been _____, so I will stay in the office.
3. We should _____ a _____ with him.

Appointment

- make/have an appointment
- miss an appointment
- rearrange an appointment

[Check-up 2]

1. I'd like to _____ an _____ for an eye test.
2. I _____ an important _____ because my car broke down this morning.

Work

- have a job
- leave a company
- get a promotion

[Check-up 3]

1. He _____ a new _____ in Texas.
2. Have you heard that James is _____ next month?
3. He _____ to the marketing manager position.



Order/Delivery

- take
- order
- payment
- refund
- delivery
- place an order
- receive an order
- inquire about a delivery
- in stock
- drop off

[Check-up 4]

1. I _____ an _____ for a copy machine last week.
2. How long does it take to _____ the _____?
3. Deliveries usually _____ three days, but on some occasions, they could _____ a little longer.
4. We currently do not have it _____.
5. The _____ person will _____ it _____ at your office tomorrow afternoon.

Traffic

- delay
- be stuck
- parking lot / space
- speed limit
- ticket

[Check-up 5]

1. My train has _____.
2. I _____ in traffic on my way to the office.
3. If you do not move your car right now, I'll have to give you a _____.
4. You exceeded the _____.

Repair/Maintenance

- car repair center
- breakdown (cf. break down)
- fix
- charge
- need a car repaired
- request maintenance

[Check-up 6]

1. My car is in the _____.
2. My car _____. I _____ my car _____.
3. If you want the in-home repair service, you will be _____ for it.

Practice with Possible Questions

Listen to each of the conversations and choose the best answer to each question.

3-3-04

<1-2>

1. Why did the woman miss the appointment?

- (A) Her train was delayed.
- (B) Her new car has not arrived yet.
- (C) She had a trouble with her car.

2. Why is the woman unable to buy a new car?

- (A) She does not have enough money.
- (B) She cannot find the right one for her.
- (C) She prefers to lease a car.

<3-4>

3. Why is the man not able to meet on the 17th?

- (A) He will work in his office.
- (B) He will be out of town.
- (C) He will have a meeting.

4. When will they meet?

- (A) Wednesday morning
- (B) Friday morning
- (C) Friday afternoon

<5-6>

5. Why is the woman staying in the office?

- (A) Her meeting has been cancelled.
- (B) She is expecting a call from her client.
- (C) She has a meeting in the office.

6. What does the woman want to know?

- (A) Why the meeting has been cancelled.
- (B) What time the man meets his dentist.
- (C) What she needs to tell the man's client.

<7-8>

7. Why did the man call?

- (A) He has an appointment with Mr. Anderson.
- (B) He is going to deliver a desk to Mr. Anderson's office.
- (C) He wants to meet the building manager.

8. Who will Jennifer Ross call?

- (A) Mr. Anderson
- (B) Mighty Jackson Furniture company
- (C) A building manager

Dictation

Listen again and fill the missing words in each of the conversations below. 3-3-05

<1-2>

W: I _____ an important _____ because my car _____ this morning.

M: Oh, no! Not again. Why don't you get a _____?

W: Well... I wish I could, but I _____ to buy one right now.

M: Have you thought about _____ a car? It doesn't _____.

<3-4>

W: Are you _____ on the 17th?

M: _____, I have a _____. What about the following week?

W: Let's see... I'm available all day on Wednesday and on Friday _____.

M: I'll be out of town on _____, but _____ is okay for me. How about 10:30?
I can come to your office.

<5-6>

M: Clara, are you going to be in the office this afternoon?

W: Yes, I should be. The _____ at three o'clock today has been _____, so I will stay in the office until five o'clock. Why are you asking?

M: I'm expecting a call from one of my clients, but I _____ with my dentist this afternoon.

W: Okay, don't worry. I'll handle your call. What do you _____?

<7-8>

M: Good afternoon. Can I talk to Mr. Anderson, please?

W: Mr. Anderson is not here at the moment. I'm Jennifer Ross, his _____. Do you want me to _____ a _____ for him?

M: Well, this is Mike Jackson from Mighty Jackson Furniture. We are supposed to _____ a _____ to your office this afternoon.

W: Oh, I see. You can come by. I'll call the _____ to _____ you _____.

Practice with TOEIC Actual Questions

Listen to each of the conversations and choose the best answer to each question. 3-3-06

1. What did the man order?

- (A) A coffee maker
- (B) A copy machine
- (C) A voice recorder
- (D) A fax machine

■ copy machine voice recorder
fax machine

2. Why did the man call?

- (A) To place an order
- (B) To confirm his address
- (C) To inquire about a delivery
- (D) To find out the location of a store

■ place an order confirm
inquire location

3. When did the man make the order?

- (A) April 11
- (B) April 21
- (C) August 11
- (D) August 21

5. What does the man request?

- (A) Directions to an office
- (B) A signature for a delivery
- (C) The date for an interview
- (D) The name of an interviewer

■ request direction signature

6. What does the woman ask the man to do?

- (A) Show his ID
- (B) Tell his name
- (C) Get out of the car
- (D) Sign the visitor's book

■ ID(identification) get out of

7. Why is the man calling the woman?

- (A) To reserve airline tickets
- (B) To reserve a hotel room
- (C) To rearrange an appointment
- (D) To arrange a business meeting

■ airline ticket rearrange

4. Why is the man at the building?

- (A) To drop off a parcel
- (B) To sign a contract
- (C) To attend a conference
- (D) To have a job interview

■ drop off parcel conference

8. What is the man doing tomorrow?

- (A) Visiting the health clinic
- (B) Going to New York
- (C) Having a business meeting with his client
- (D) Returning from a business trip

■ health clinic return business trip

9. When will the man see the doctor?

- (A) 10 a.m. tomorrow
- (B) 2 p.m. Tuesday
- (C) 11 a.m. Thursday
- (D) 3 p.m. Friday

■ see the doctor

10. When will Kate return from her trip?

- (A) Today
- (B) Tomorrow
- (C) Monday
- (D) Tuesday

11. When is the new faculty orientation?

- (A) Tomorrow
- (B) This Tuesday
- (C) This Wednesday
- (D) Next Monday and Tuesday

■ faculty orientation

12. Why is the man calling?

- (A) To arrange a talk
 - (B) To cancel an appointment
 - (C) To place an order
 - (D) To buy a ticket
-

13. Who is the woman probably speaking to?

- (A) A store manager
- (B) A computer technician
- (C) A customer service representative
- (D) A delivery person

■ technician customer service representative

14. Why is the woman calling?

- (A) To order a computer
- (B) To request computer repairs
- (C) To find out the store location
- (D) To hire a technician

■ repair hire

15. What will happen next?

- (A) The woman will drop by the store.
- (B) A computer will be delivered.
- (C) Someone will visit the woman's office.
- (D) The woman's office will be investigated.

■ drop by investigate

TENSES

I. Simple tenses (nhóm thì đơn)

	Quá khứ đơn	Hiện tại đơn	Tương lai đơn
Verb	Was/ were V-ed/ V2	Is/ are/ am V-bare, Vs/es	Will be Will + V-bare
Signal of time	Yesterday, Ago, Last, In 2000	Every, usually, often, sometimes,...	Tomorrow, Next, Upcoming, Soon In 2030
Example	I bought a new car yesterday .	She often walks to work.	They will move to New York next month.

* S-V agreement (sự hòa hợp giữa chủ ngữ và động từ)

Sự hòa hợp giữa chủ ngữ và động từ thực chất là việc chia động từ theo chủ ngữ số ít/ số nhiều sao cho phù hợp.

Chủ ngữ	Chia động từ
Chủ ngữ số ít: Đại từ ngôi 3 số ít (<i>he/ she/ it</i>), danh từ số ít (<i>an employee</i>), danh từ không đếm được (<i>information</i>), ...	To be: is, was Động từ thường: V-s/es (has, goes, works,...)
Chủ ngữ số nhiều: đại từ số nhiều (<i>they, we</i>), danh từ số nhiều (<i>employees</i>)	To be: are, were Động từ thường: V-bare (have, go, work,...)

Exercise 1: Choose the correct answer to complete each sentence below.

1. Everyone _____ when gas prices go up. (complains/ complain)

2. Some children _____ at the ice-cream shop every day. (stop/ stops)
3. They _____ as consultants. (work/ works)
4. The manager _____ on a business trip every month. (goes/ go)
5. When she _____ the report, she will bring it to you. (finish/ finishes)
6. My company's Christmas party _____ at 9 o'clock tonight. (start/ starts)
7. The information about the course _____ at the bottom of the page. (is/ are)
8. The sales meeting usually _____ at 5.
A. begins B. began C. begin D. will begin
9. If he _____ the team, we will start the project right away.
A. join B. will join C. joins D. joined
10. Many workers _____ abroad in 2003.
A. go B. goes C. went D. will go
11. Several computer manufacturers _____ their new lines in the next few months.
A. introduce B. will introduce C. introduction D. introducing
12. The hotel's recreational facilities _____ a swimming pool and tennis courts.
A. include B. inclusion C. includes D. to include
13. The meeting _____ at 9 AM tomorrow.
A. takes place B. will take place C. took place D. taking place
14. Ms. Cooper _____ one of her new clients 3 days ago.
A. were meeting B. was meeting C. meets D. met
15. Helen is going to _____ A&T Communications next week.
A. will leave B. to leave C. left D. leave
16. The traffic lights _____ working last night because of the heavy rain.

A. stop B. stops C. stopped D. to stop

17. The customer service department usually _____ with customers' complaints related to our products.

A. dealing B. deals C. dealt D. will deal

18. Most of the stores downtown _____ at 10 in the morning and close at 9 P.M.

A. open B. opens C. have opened D. will open

19. Before they submitted the proposal, they _____ a lot of research for it.

A. has done B. will have done C. had done D. did

20. She was working on her report when the fire _____.

A. happened B. happens C. to happen D. is happening

II. Continuous tenses (nhóm thì tiếp diễn)

CÔNG THỨC CHUNG: **BE + V-ing**

	Quá khứ tiếp diễn	Hiện tại tiếp diễn	Tương lai tiếp diễn
Verb	Was/ were + V-ing	Am/ is/ are + V-ing	Will be + V-ing
Signal of time	At this time yesterday At 6 PM last night	Now, right now, at the moment, at present, currently	At this time tomorrow At 6 PM tomorrow Next, soon, ...
Example	I <i>was sleeping</i> at 8:30 last night.	The manager <i>is meeting</i> with new clients now.	The meeting <i>will be happening</i> at 8:00 tomorrow.

Exercise 2: Choose the correct answer to complete each sentence below.

1. Our CEO _____ an important workshop at the moment.

A. attends B. are attending C. attending D. is attending

2. The community center _____ for donations to help the disable and the elderly.
A. ask B. is asking C. to ask D. have asked
3. He _____ handouts when I entered the room.
A. will be B. has distributed C. was D. were
distributing distributing distributing
4. The manager and the staff members _____ a discussion right now.
A. are having B. were having C. having D. will be having
5. To attract more customers, we _____ an express delivery service from next month.
A. offer B. offering C. will be offering D. were offering
6. Small business owners are currently _____ chances to increase their profits.
A. looked for B. looking for C. look D. looks
7. I _____ a presentation at 8:30 last night.
A. am preparing B. were preparing C. have prepared D. was preparing
8. The memo informed us that the company _____ out the renovation of the office next month.
A. carry B. will be carrying C. has carried D. was carrying
9. The grocery store in this town is temporarily closed because it _____ a renovation.
A. undergo B. is undergoing C. have undergone D. underwent
10. At this time tomorrow, Mr. Thompson _____ an important conference.
A. is attending B. will be attending C. attends D. was attending

III. Perfect tenses (nhóm thì hoàn thành)

CÔNG THỨC CHUNG: **HAVE + P2**

	Quá khứ hoàn thành	Hiện tại hoàn thành	Tương lai hoàn thành
Verb	Had + P2	Has/ have + P2	Will have + P2
Signal of time	Before (đứng cuối câu) By the time, before, after	For, since, up to now, so far, already, just, recently, lately, yet, for the past/last, over the past/ last	By the end of, by next By the time, before
Example	I <i>had turned off</i> the lights <i>before</i> I <i>went</i> home.	I <i>have learned</i> English <i>for</i> 10 years.	She <i>will have joined</i> the company for 5 years <i>by the end of</i> July.

Exercise 3: Choose the correct answer to complete each sentence below.

- The cost of living in the country _____ by 17 percent over the last 15 years.
A. will rise B. have risen C. rises D. has risen
- Mr. Jantick _____ in the military for 6 months by the end of the year.
A. serves B. serving C. will have served D. served
- Jim _____ for a consulting firm before he came here.
A. has worked B. working C. had worked D. been worked
- Since last winter, they _____ financial difficulties.
A. has experienced B. experienced C. have experienced D. experiencing
- Before they submitted the proposal, they _____ a lot of research for it.
A. had done B. have done C. will have done D. doing

6. Mr. Heath _____ Richard Barth as a financial officer by next May.
A. appoints B. appointment C. will have appointed D. has appointed
7. The number of tourists visiting this city _____ for the past few months.
A. rises B. risen C. has risen D. have risen
8. This advertisement _____ a lot of new customers since it was released last week.
A. attracts B. will attract C. have attracted D. has attracted
9. As of next February, the accounting manager _____ away for 2 years.
A. has been B. will have been C. had been D. was
10. They _____ several meetings with new clients for 2 weeks.
A. have B. have had C. are having D. will have

Exercise 4: Choose the correct answer to complete each sentence below.

1. If Ms. Kim successfully _____ the project, she will be promoted to sales manager.
A. complete B. completes C. will complete D. to complete
2. The factory's productivity _____ since the new manufacturing system was operational.
A. improves B. improved C. had improved D. has improved
3. Fashion, Inc. _____ the order before Ms. Cho requested to cancel it.
A. ships B. is shipping C. had shipped D. will have shipped
4. Mr. Miller's books have received great reviews since they _____.
A. were published B. publishing C. are published D. will be published

5. If the weather _____ nice, the company's picnic would have been held as scheduled.
A. was B. is C. has been D. had been
6. By the end of this year, the Personnel manager _____ the employee reviews.
A. completes B. had completed C. be completed D. will have completed
7. Sunset Co. _____ another branch office in Florida in the near future.
A. will opened B. opens C. opening D. is going to open
8. The manager _____ to your email as soon as he finishes the meeting with his new clients.
A. replies B. to reply C. will reply D. replied
9. The play _____ before we arrive the theater.
A. is beginning B. will have begun C. begins D. to begin
10. If this month's sales were not so low, the manager _____ a bonus for all employees.
A. will pay B. paid C. would pay D. would have paid