



**LISTENING**

**LESSON 8**

**PART 3 - SHORT CONVERSATION**

**LESSON 8 (BÀI HỌC 8)**

**PART 3**  
**SHORT CONVERSATION**

**I. Giới thiệu tổng quan**

**II. Chiến thuật làm bài**

**1. Nhận biết bố cục, lượt thoại và câu hỏi tương ứng**

**2. Kỹ thuật xử lý từng dạng câu hỏi**

**2.1. Câu hỏi tổng quan**

**2.2. Câu hỏi chi tiết**

**MINI TEST 8**

**Moon.vn**


## I. GIỚI THIỆU TỔNG QUAN PART 3 - SHORT CONVERSATION

## FORMAT

**Tổng số câu hỏi: 39** câu (từ câu hỏi số **32** đến câu hỏi số **70**)

**Nhiệm vụ:** Nghe đoạn hội thoại giữa **2** hoặc **3** nhân vật, sau đó trả lời **3** câu hỏi tương ứng với đoạn hội thoại.

**Thời gian nghỉ giữa các câu hỏi: 08s**


**Những gì bạn nghe thấy:** 

Questions 1-3 refer to the following conversation.

W: Have you finished editing the story about the city's new park yet?  
I am just about done. Give me another five minutes, and I will have it on your desk for your approval.

M: Actually, could you give it to Mr. Smith? He is going to do a final proof of all of the articles from now on. Could you also tell Ron and Mary to do the same when they get back from their break?

M: All right. I'll pass on the message.

**Những gì bạn nhìn thấy trong đề:** 

- Where do they most likely work?  
(A) At a city park  
(B) At a bookstore  
(C) At a newspaper company  
(D) At a telephone company
- Why is Mr. Smith being mentioned by the woman?  
(A) He will be leaving the team soon.  
(B) He is going to take on a new role.  
(C) He is related to the woman.  
(D) He is taking too many breaks.
- What did Ron and Mary do?  
(A) Took a walk  
(B) Took a rest  
(C) Worked on a story  
(D) Had lunch

PART 3  
OverviewQUESTION  
TYPES**Overview questions (Câu hỏi tổng quan)**

- Câu hỏi về mục đích/chủ đề của đoạn hội thoại
- Câu hỏi về địa điểm diễn ra đoạn hội thoại
- Câu hỏi về nghề nghiệp/mối quan hệ của người tham gia hội thoại

**Detail questions (Câu hỏi chi tiết)**

- Câu hỏi lí do
- Câu hỏi vấn đề
- Câu hỏi gợi ý
- Câu hỏi "do-next"
- Câu hỏi con người
- Câu hỏi thời gian
- Câu hỏi địa điểm
- Câu hỏi ý kiến

**Inference questions (Câu hỏi suy luận)****Sentence meaning questions (Câu hỏi ý nghĩa câu nói)****Graphic questions (Câu hỏi kèm hình ảnh)**

## II. CHIẾN THUẬT LÀM BÀI PART 3 - SHORT CONVERSATION

### CHIẾN THUẬT LÀM BÀI (Test strategies)

1. Nhận biết **BỐ CỤC**, **LƯỢT THOẠI**  
và **CÂU HỎI TƯƠNG ỨNG**

2. **Nắm được KỸ THUẬT XỬ LÝ**  
**TỪNG DẠNG CÂU HỎI**

### 1. Nhận biết bố cục, lượt thoại và câu hỏi tương ứng

BỐ CỤC	CÂU HỎI TƯƠNG ỨNG
<p><b>INTRODUCTORY PART</b></p> <p><b>W:</b> Hi, this is <b>Sarah from Landmark Electronics (02)</b>. Some items we ordered for our store <b>haven't been delivered yet (01)</b>, even though we placed the order over a week ago.</p>	<p><b>OVERVIEW QUESTIONS</b> (Câu hỏi tổng quan)</p> <ul style="list-style-type: none"> <li>Câu hỏi về <b>mục đích / chủ đề</b> của đoạn hội thoại Example: (01) <i>Why is the woman calling?</i></li> <li>Câu hỏi về <b>địa điểm diễn ra</b> đoạn hội thoại</li> <li>Câu hỏi về <b>ngành nghiệp / mối quan hệ</b> của người tham gia hội thoại Example: (02) <i>Where does the woman work?</i></li> </ul>
<p><b>BODY PART</b></p> <p><b>M:</b> I'm sorry to hear that. We shipped the items last week, but it seems the shipping company is <b>facing delays (03)</b>. <b>This isn't the first time (04)</b> we've encountered such delays with them. Unfortunately, <b>the tracking updates they've provided don't give enough information about the delivery status. (06)</b></p>	<p><b>DETAIL QUESTIONS</b> (Câu hỏi chi tiết)</p> <ul style="list-style-type: none"> <li>Câu hỏi về <b>con người/ lí do/ thời gian/ địa điểm/ cách thức ...</b> Example: (03) <i>What problem with the delivery does the man mention?</i></li> </ul>
<p><b>W:</b> I see (05). Do you have the contact details for the shipping company? I'd like to reach out to them directly.</p>	<p><b>INFERENCE QUESTION</b> (Câu hỏi suy luận)</p> <ul style="list-style-type: none"> <li>Example: (04) <i>What is implied about the shipping company?</i></li> </ul> <p><b>SENTENCE MEANING QUESTION</b> (Câu hỏi ý nghĩa câu nói)</p> <ul style="list-style-type: none"> <li>Example: (05) <i>What does the woman imply when she says, "I see"?</i></li> </ul> <p><b>GRAPHIC QUESTION</b> (Câu hỏi kèm hình ảnh)</p> <ul style="list-style-type: none"> <li>Example: (06) <i>Look at the graphic below. What is the name of the shipping company mentioned in the conversation?</i></li> </ul>

Order Number	Shipping Company	Status	Contact Number
#1001	ExpressShip	Delivery delayed, pending update	1-800-123-4567
#1002	FastTrack	In transit, delayed due to weather	1-800-234-5678
#1003	SpeedyDelivery	Awaiting next scan	1-800-345-6789
#1004	GlobalCouriers	Delivery on time	1-800-456-7890

(06)

CONCLUDING PART

**M:** Yes, I can share their phone number with you. **I'll also send them another inquiry to speed up the process. (07)**

**DO-NEXT QUESTIONS**  
(Câu hỏi làm gì tiếp theo)

- Example: (07) What will the man most likely do next?

## 2. Kỹ thuật xử lý từng dạng câu hỏi

### 2.1. Câu hỏi tổng quan (Overview question)

CÂU HỎI TỔNG QUAN  
(OVERVIEW QUESTION)

a) Mục đích / chủ đề (Topic / Purpose)

b) Nghề nghiệp (Occupation)

c) Địa điểm (Location)

### a) Câu hỏi về mục đích / chủ đề của cuộc hội thoại (Topic / Purpose questions)

#### TYPICAL QUESTIONS

- **What** is the main **topic** of the conversation?
- **What** is the main **purpose** of the call?
- **What** is the conversation mainly **about**?
- **Why** did the man **contact** the maintenance department?
- **Why** is the man **calling**?
- **Why** is the woman **calling**?
- **Why** does the man **call** the woman?

#### STRATEGIES

Nghe **phần đầu** của đoạn hội thoại (thường là **2 lượt thoại đầu**)

Chú ý tới các diễn đạt thể hiện mục đích như:

- I'd like to / I want to / I'm calling about / I'm calling to ~
- ...

**CHECKUP 1**

**Nghe và chọn đáp án đúng. Sau đó điền từ vào chỗ trống. (File 01)**

<p><b>01</b> What is the purpose of the call? (A) To ask about a delivery schedule (B) To check on a product warranty</p>	<p>M: Hi, this is Tom from West Office Supplies. I wanted _____ _____. W: Yes, they're scheduled to be delivered by noon.</p>
<p><b>02</b> What is the conversation mainly about? (A) A new laptop model (B) A defective item</p>	<p>W: Hi, I recently purchased a laptop here, _____. The screen keeps flickering, and it shuts down randomly. Can I _____?</p>
<p><b>03</b> What is the conversation mainly about? (A) A sightseeing tour (B) A business trip</p>	<p>W: _____? M: It went well. I _____ to _____, and we _____.</p>
<p><b>04</b> What is the purpose of the call? (A) To inquire about the order status (B) To change the delivery address</p>	<p>W: Hello, this is Sarah. I placed an order for 10 packs of toner cartridges last week, and I just wanted _____. Can you let me know _____? M: Certainly, please hold for a moment while I check on that for you.</p>
<p><b>05</b> Why is the man calling? (A) To inquire about a website (B) To apply for a job position</p>	<p>M: Hi, my name is David Chen, and I'm calling _____. I saw on your company's website. I'd like _____. W: Sure, I can provide you with the details. Let me pull up the information for you.</p>
<p><b>06</b> Why is the woman calling? (A) To give positive feedback on a task (B) To offer support on a project (C) To check on company policy (D) To ask about scheduling a meeting</p>	<p>W: _____ _____ _____</p>
<p><b>07</b> What is the conversation mainly about? (A) A new sales strategy (B) A product launch (C) A change in marketing strategy (D) A maintenance review</p>	<p>M: _____ _____ W: _____ _____</p>
<p><b>08</b> Why is the man calling? (A) To follow up on an ongoing task (B) To schedule a training session (C) To raise a concern (D) To set a deadline</p>	<p>M: _____ _____ _____</p>
<p><b>09</b> What is the purpose of the call? (A) To request volunteer help (B) To inquire about animal adoption services (C) To solicit a donation from a company (D) To schedule a visit to the shelter</p>	<p>W: _____ _____ _____</p>

10 What is the main topic of the conversation?

- (A) Upcoming car models
- (B) The opening of a new factory
- (C) Changes in management
- (D) Safety improvements

W: \_\_\_\_\_

\_\_\_\_\_

M: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**b) Câu hỏi về nghề nghiệp / mối quan hệ của người tham gia hội thoại (Occupation questions)**

TYPICAL QUESTIONS	STRATEGIES
<ul style="list-style-type: none"> <li>• <b>Who</b> are the <b>speakers</b>?</li> <li>• <b>Who</b> most likely is the <b>man</b>?</li> <li>• <b>Who</b> probably is the <b>woman</b>?</li> <li>• <b>Who</b> most likely is the <b>woman talking to</b>?</li> <li>• <b>Where</b> does <b>the man/woman</b> most likely <b>to work</b>?</li> </ul>	<p>Tên công việc cụ thể sẽ không xuất hiện trong đoạn hội thoại, vì vậy cần suy luận từ những dữ kiện sau:</p> <ul style="list-style-type: none"> <li>• <b>Tính chất / đặc thù / nội dung công việc của mỗi người/ cả hai</b></li> <li>• <b>Tên công ty</b></li> <li>• <b>Các tính từ sở hữu "our, my, your, ..."</b></li> </ul>

**CHECKUP 2**

Nghe và chọn đáp án đúng. Sau đó điền từ vào chỗ trống. (File 02)

<p>01 Who most likely is the woman?</p> <p>(A) A retail store assistant</p> <p>(B) A laundry worker</p>	<p>W: The instructions on your dress recommend handwashing to avoid damage.</p> <p>M: Oh, I wasn't aware of that. How much _____?</p>
<p>02 Who most likely is the man?</p> <p>(A) An applicant</p> <p>(B) A customer service representative</p>	<p>M: Hello, I'm calling _____ listed on your website. Is it still open?</p> <p>W: Yes, it is. _____ with strong customer service skills for the role.</p>
<p>03 Who most likely is the man?</p> <p>(A) An HR member</p> <p>(B) An IT specialist</p>	<p>W: I'm having _____ -it keeps freezing whenever I try to open the design software. _____?</p> <p>M: Sure, I'll finish _____ in the HR department and then I'll come over to your office to troubleshoot the issue.</p>
<p>04 Who is the man?</p> <p>(A) A magazine editor</p> <p>(B) A photographer</p>	<p>M: Ms. Davis, this is Robert Lee, one of the _____ working with _____. I'm calling to discuss the October edition.</p>

<p><b>05</b> What type of business does the woman work for?                  (A) A logistics company                  (B) A marketing company</p>	<p>M: Hi, Ms. Johnson. I heard that you need _____ for _____.</p> <p>W: Yes, that's right. We're feeling the pressure since a new competitor has started offering similar services in our area, and it's impacting on our business.</p>
<p><b>06</b> Who most likely are the speakers?                  (A) Event planners                  (B) Café staff                  (C) Advertising agents                  (D) Food critics</p>	<p>W: _____</p> <p>M: Yes, it's great exposure. I heard you're managing our booth on Saturday, right?</p>
<p><b>07</b> What most likely is the woman's job?                  (A) The man's client                  (B) Receptionist                  (C) Doctor                  (D) Pharmacist</p>	<p>W: _____</p> <p>M: Let me check my schedule. I have a meeting in the afternoon with my clients, but 4 p.m. should work fine.</p>
<p><b>08</b> Where do the speakers work?                  (A) At a travel agency                  (B) At an art gallery                  (C) At a hotel                  (D) At a museum</p>	<p>M: _____</p> <p>W: _____</p>
<p><b>09</b> Who most likely is the man?                  (A) A web developer                  (B) A delivery driver                  (C) A store manager                  (D) A customer service representative</p>	<p>M: _____</p> <p>W: Hi, I need to change the shipping address for an order I placed on your website. It was supposed to be delivered to my new office, but our move-in date has been delayed. Can you reroute it to my current address instead?</p>
<p><b>10</b> Who most likely is the woman?                  (A) An architect                  (B) An interior decorator                  (C) A property manager                  (D) A city official</p>	<p>W: _____</p> <p>M: Thank you, Rebecca. This office looks great. What's your opinion, Brian?</p>



c) Câu hỏi về địa điểm diễn ra cuộc hội thoại (Location questions)

TYPICAL QUESTIONS	STRATEGIES
<ul style="list-style-type: none"> <li>• <b>Where</b> are <b>the man and woman</b>?</li> <li>• <b>Where</b> does this conversation most likely <b>occur</b>?</li> <li>• <b>Where</b> is this conversation most likely <b>taking place</b>?</li> </ul>	<p>Phần lớn địa điểm cụ thể không được nêu rõ, cần nghe được những <b>từ vựng về tình</b> gắn liền với các địa điểm đó để suy đoán.</p> <p><b>Ví dụ:</b> nghe được từ "menu", có thể đoán địa điểm diễn ra hội thoại là "restaurant", tương tự nghe được "reception" =&gt; địa điểm là "hotel".</p>

**CHECKUP 3**

Nghe và chọn đáp án đúng. Sau đó điền từ vào chỗ trống. (File 03)

<p><b>01</b> Where is this conversation most likely taking place?</p> <p>(A) In a bookstore</p> <p>(B) In a library</p>	<p>M: Hi, I'm looking for _____ of 'Advanced Chemistry.' _____?</p> <p>W: Yes, it's in the _____, but since it's a high-demand item, you can only _____ for two weeks.</p>
<p><b>02</b> Where is this conversation most likely taking place?</p> <p>(A) At a real estate agency</p> <p>(B) At a moving company</p>	<p>M: Hi, I noticed _____ outside and I'm looking to _____.</p> <p>W: Sure, we have several _____. Which _____ are you interested in?</p>
<p><b>03</b> Where is this conversation most likely taking place?</p> <p>(A) In a bookstore</p> <p>(B) In a library</p>	<p>M: Excuse me, I'm looking for _____.</p> <p>W: Yes, it's available in the _____, right next to the _____. Would you like me to hold _____ for you _____?</p>
<p><b>04</b> Where most likely are the speakers?</p> <p>(A) At a car rental agency</p> <p>(B) In a garage</p>	<p>W: Hi, I'm _____ for a _____.</p> <p>M: Certainly. We'll need about an hour to complete the inspection and _____. You can pick it up around 3 PM.</p>
<p><b>05</b> Where most likely are the speakers?</p> <p>(A) In a restaurant</p> <p>(B) In a grocery store</p>	<p>M: We have to _____ for tonight's _____. Can you help with that?</p> <p>W: Sure, I'll start by _____.</p>
<p><b>06</b> Where is the conversation most likely taking place?</p> <p>(A) At a farmer's food vendor</p> <p>(B) At an electronics store</p> <p>(C) At a clothing store</p> <p>(D) At a grocery store</p>	<p>M: _____</p> <p>W: _____</p>
<p><b>07</b> Where does the conversation most likely take place?</p> <p>(A) At a hotel</p> <p>(B) At a woodworking workshop</p> <p>(C) At a clothing factory</p> <p>(D) At a ferry terminal</p>	<p>W: _____</p>



**08** Where is the conversation most likely taking place?

- (A) At a home decor store
- (B) At an outdoor equipment store
- (C) At an office supplies store
- (D) At a music shop

M: \_\_\_\_\_

W: \_\_\_\_\_

**09** Where is the conversation most likely taking place?

- (A) At a flower shop
- (B) At a wedding event
- (C) At a bakery
- (D) At a custom clothing store

M: \_\_\_\_\_

W: \_\_\_\_\_

**10** Where are the speakers?

- (A) At an airport check-in counter
- (B) At a restaurant
- (C) At a vacation rental office
- (D) At a hotel

W: \_\_\_\_\_

M: \_\_\_\_\_

W: Yes, it's Sarah Collins.

M: \_\_\_\_\_

## 2.2. Câu hỏi chi tiết (Detail question)

**Câu hỏi chi tiết** sẽ luôn bắt đầu với từ để hỏi **5W1H**, hỏi tập trung tới **1 chi tiết nhỏ bất kì** được nhắc tới trong các lượt thoại. Các chi tiết này có thể là: 1 vấn đề (what - problem), 1 đồ vật (what - object), 1 yêu cầu (what - request), 1 sự việc diễn ra vào thời điểm cụ thể (what - action happening at a specific time), 1 mốc / khoảng / tần suất thời gian (when / how long / how often), 1 nơi chốn (where), 1 người được nhắc tới tên (who), đặc điểm hoặc cách thức (how), lí do cho 1 sự việc (why) và hành động làm gì tiếp theo (what - do-next) ...

Đối với dạng câu hỏi này, cần **tìm và ghi nhớ "keyword" trong câu hỏi**, sau đó tập trung nghe những **thông tin xoay quanh "keyword" này trong phần giữa của đoạn hội thoại**.

**Riêng đối với câu hỏi chi tiết liên quan tới nội dung "Làm gì tiếp theo" (Do-next questions), ta có chiến thuật cụ thể như sau:**

TYPICAL QUESTIONS

- **What** will the man / woman probably **do next**?
- **What** is going to **happen next**?

STRATEGIES

Nghe **phần cuối** của đoạn hội thoại (thường là **1 đến 2 lượt thoại cuối cùng**)

Chú ý tới **các diễn đạt thể hiện yêu cầu và khuyên nhủ (request & advice)** như:

- Why don't you ~?
- Please/ Please make sure that ~
- Please remember to ~
- Don't forget to ~
- Could you ~?
- You should/ need/ have to/ must ~
- ...

Chú ý tới các **diễn đạt đề nghị (offer)** như:

- I can/ could/ would/ have to/ need ~
- I will/ am going to/ am planning to ~
- Maybe I should ~
- Let me ~
- ...

Chú ý tới các từ vựng **thể hiện tiến trình** như:

- Start, next, ...
- ...

**CHECKUP 4**

Nghe và chọn đáp án đúng. Sau đó điền từ vào chỗ trống. (File 04)

- 01** What will the man most likely do next?  
(A) Make a purchase  
(B) Complete some paper

M: I noticed a sign saying I could receive a discount if I joined your membership program. Is that right?

W: Yes, that's correct! If you're interested, \_\_\_\_\_, and then you'll be eligible for the discount.

- 02** What will the speakers most likely do next?  
(A) Set up a meeting  
(B) Finalize the partnership agreement

W: We're interested in setting up a partnership with your company for our upcoming event

M: That sounds promising. To move forward, \_\_\_\_\_.  
When would be a good time for you?

- 03** What will the woman do next?  
(A) Process the refund  
(B) Speak to her manager

M: I purchased this blender here last week, but it stopped working after just two days. I'd like to return it for a full refund.

W: I understand your frustration, but I can't authorize a refund myself. \_\_\_\_\_

- 04** What will the man do next?  
(A) Speak to the candidate  
(B) Contact the Tokyo office

W: The new candidate seems a bit overqualified for the role we're offering, but he has an impressive background. I don't want to miss the chance to bring him on board. What if we offer him the open managerial position in our Tokyo office instead?

M: That sounds like a great plan. \_\_\_\_\_

- 05** What will the woman probably do next?  
(A) Check a calendar  
(B) Find the confirmation email

W: I'm not sure when our client meeting is scheduled for. I thought it was at 2 PM, but I couldn't seem to find the confirmation email.

M: \_\_\_\_\_. I remember seeing the time posted there yesterday.

- 06** What will the man do next?  
(A) Review the marketing campaign  
(B) Meet with the sales team  
(C) Prepare some data  
(D) Update some items

W: \_\_\_\_\_

M: Got it. \_\_\_\_\_

- 07** What will the man most likely do next week?  
(A) Train some personnel  
(B) Update the software  
(C) Organize a team meeting  
(D) Hire additional personnel

W: Hi, Tom. How is everything going at the support desk? I just wanted to see if the new software update is functioning well

M: It's been great! It's really streamlined my workflow, and I can handle twice as many requests now

W: That's fantastic to hear. \_\_\_\_\_?

M: \_\_\_\_\_

- 08** What will the man most likely do next?  
(A) Provide a gallery tour  
(B) Store a guest's bag  
(C) Guide the guest to the exhibition hall  
(D) Escort a guest to her seat

M: Good evening, welcome to the downtown art exhibition. \_\_\_\_\_

W: Thanks! I'm excited to see the gallery. Oh, and I brought a large bag with me. Is there a place where I can leave it during the event?

M: \_\_\_\_\_

**09** What will the man most likely do next?

- (A) Contact the supplier
- (B) Check the inventory
- (C) Send an email
- (D) Organize the supplies

W: I just got the new shipment of supplies in, but we're missing some of the items from the order. Did you get a chance to check the delivery invoice?

M: Not yet. \_\_\_\_\_.

W: Okay, let me know if you need any help with that.

M: Thanks, \_\_\_\_\_ now, and then \_\_\_\_\_.

**10** What is the woman likely to do later today?

- (A) Visit a retail store
- (B) Purchase a new charger online
- (C) Request a refund over the phone
- (D) Come back to her office

M: Hello, thanks for calling TechFix. How can I assist you today?

W: Hi, I bought a laptop from your store yesterday, but I'm having trouble with the charger. It doesn't seem to fit properly.

M: I'm sorry to hear that. \_\_\_\_\_.

\_\_\_\_\_?

W: Sure, \_\_\_\_\_.

## **CHECKUP 5**

### **Nghe và chọn đáp án. (File 05)**

**01** Where does the woman work?

- (A) At a hospital
- (B) At a university
- (C) At a retail store
- (D) At a logistics company

**04** Where do the speakers most likely work?

- (A) At a hospital
- (B) At a marketing agency
- (C) At a university
- (D) At a law firm

**02** What problem with the delivery does the man mention?

- (A) A delay in the shipment
- (B) Incorrect pricing
- (C) Missing items
- (D) A technical error

**05** Why does the woman have concerns about Mr. Johnson?

- (A) He lacks work experience.
- (B) He struggled with the technical questions.
- (C) His references were not positive.
- (D) He has no experience in digital marketing.

**03** What will the woman most likely do next?

- (A) Contact the shipping company
- (B) Check the shipping status
- (C) Cancel the order
- (D) Follow up with the customer

**06** What will the woman do next?

- (A) Check Ms. Davis's references.
- (B) Schedule another interview.
- (C) Review Mr. Johnson's portfolio again.
- (D) Finalize the hiring decision.

- 07** Where most likely are the speakers?  
(A) In a financial office  
(B) At a retail store  
(C) In a training center  
(D) At a construction site
- 08** Who most likely is Jessica?  
(A) A technical support representative  
(B) A client  
(C) A department head  
(D) A software developer
- 09** What does the man ask the woman to do?  
(A) Order new software  
(B) Contact technical support  
(C) Assist a client with paperwork  
(D) Schedule a software update
- 10** Who is the man?  
(A) A marketing specialist  
(B) An artist  
(C) An event planner  
(D) A journalist
- 11** What does the woman want to do?  
(A) Host a charity event  
(B) Organize an art exhibition  
(C) Schedule a community meeting  
(D) Give an interview
- 12** What does the woman suggest the man do?  
(A) Check a layout online  
(B) Prepare a presentation  
(C) Contact another artist  
(D) Visit the center in person

- 13** What are the speakers mainly discussing?  
(A) Employee duties  
(B) A marketing strategy  
(C) Launching a new product line  
(D) A change in packaging
- 14** What does the woman imply about hiring a specialist?  
(A) It would be expensive.  
(B) It might not resolve their issue.  
(C) Finding the right expertise could be difficult.  
(D) The specialist has already been hired.
- 15** What does the man suggest they do?  
(A) Stop production temporarily  
(B) Hire part-time staff  
(C) Cut marketing expenses  
(D) Review the packaging options
- 16** Why is the man calling?  
(A) To rent a venue  
(B) To hire a caterer  
(C) To schedule a delivery  
(D) To inquire about event planning
- 17** What problem does the woman mention?  
(A) The chef has limited availability.  
(B) They are fully booked for the night.  
(C) The venue does not support late-night events.  
(D) The event requires special dietary accommodations.
- 18** What does the woman say she will do?  
(A) Suggest a different chef  
(B) Offer a discount  
(C) Contact the chef to discuss the request  
(D) Send an email with a price list

- 19** Where most likely are the speakers?  
(A) In a retail store  
(B) In a school  
(C) In a warehouse  
(D) In an office
- 20** Why do the speakers mention Sarah?  
(A) She made a large purchase.  
(B) She wants to change her schedule.  
(C) She may be able to assist with a task.  
(D) She is unable to work today.
- 21** What will the man probably do next?  
(A) Start unpacking boxes  
(B) Call a client  
(C) Prepare an order for shipment  
(D) Write an email to Sarah

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**MINI TEST 8**

- 01** What is the purpose of the phone call?  
(A) To help a customer choose a product  
(B) To check on a customer's satisfaction  
(C) To inform a customer of a price estimate  
(D) To advertise a special offer
- 02** What does the man say about redoing the kitchen lighting?  
(A) He guarantees his company will do a good job.  
(B) His company is too busy to take on the work.  
(C) His company does not handle that type of project.  
(D) He thinks it will be an expensive project.
- 03** What will the man most likely do next?  
(A) Send workers to the woman's house  
(B) Find contact details for the woman  
(C) Check lighting prices  
(D) Discuss a new product with some workers
- 04** Where is the conversation taking place?  
(A) At a travel agency  
(B) At a pharmacy  
(C) At an electronics shop  
(D) At a hotel
- 05** What does the woman say she will do at lunch today?  
(A) Visit a fitness center  
(B) Contact her nutritionist  
(C) Pick up her supplements  
(D) Arrange a delivery
- 06** What does the man offer to do?  
(A) Arrange a delivery  
(B) Extend the store hours  
(C) Provide a discount on the supplements  
(D) Schedule an appointment with the nutritionist
- 
- 07** Where does the woman work?  
(A) At a baseball stadium  
(B) At a fitness center  
(C) At a distribution warehouse  
(D) At a school
- 08** What is the woman concerned about?  
(A) A store's opening hours  
(B) Overall expenses  
(C) When the order will arrive  
(D) The quality of the equipment
- 09** What will the man do next?  
(A) Check the availability of items  
(B) Provide a discount  
(C) Connect the woman with the manager  
(D) Send an email to the woman