

PART 7: CÂU HỎI TÌM THÔNG TIN



1. ĐẶC ĐIỂM CHUNG

- Câu hỏi tìm thông tin là dạng câu hỏi phổ biến nhất, xuất hiện ở hầu hết mọi bài trong Part 7. Câu hỏi tìm thông tin là các câu hỏi dạng **5W1H** hỏi về một **chi tiết trong bài đọc**, thí sinh cần tìm được thông tin về chi tiết đó trong bài (không cần suy luận thêm) để trả lời câu hỏi.

- Câu hỏi tìm thông tin là dạng câu hỏi phổ biến nhất, xuất hiện ở hầu hết mọi bài trong Part 7. Câu hỏi tìm thông tin là các câu hỏi dạng **5W1H** hỏi về một chi tiết **trong bài đọc**, thí sinh cần tìm được thông tin về chi tiết đó trong bài (không cần suy luận thêm) để trả lời câu hỏi.
- Câu hỏi tìm thông tin **không** chứa các từ như: **most likely, indicated, stated, mainly, true about..** vì đó là dấu hiệu nhận biết các câu hỏi suy luận.

2. CÁC TRƯỜNG HỢP CỤ THÊ

2.1. Câu hỏi Who?

To: Brody Dimmick <bdimmick@greerscoffee.com.au>
From: Fawzia Gurmani <fgurmani@greerscoffee.com.au>
Subject: Following up On your recent call

Date: 17 September

Attachment: Proposal

Dear Mr. Dimmick,

Thank you for your recent call. We are always pleased to hear from one of our many local store managers. I think your idea to reinstate the Greer's Coffee Club is excellent, and I am also pleased to know your customers have been asking about the club punch cards. I agree that this is a good time to bring back the program, as we are working on rebranding the company. I have drawn up your proposal and will forward it to Ms. So-Ra Oh. vice president of marketing, tomorrow. Before I do that, can you please look it over and let me know if I have missed any details? Please send me your feedback by the end of the day.

Thank you,

Fawzia Gurmani

Regional Director

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: Who is Mr. Dimmick?

Ông Dimmick là ai?

(A) A new supplier

Nhà cung cấp mới

(B) A store manager

Quản lý cửa hàng

(C) A vice president

Phó chủ tịch

(D) A regional director

Giám đốc khu vực

=> Dạng câu hỏi tìm thông tin

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: Who is Mr. Dimmick?

Ông Dimmick là ai?

(A) A new supplier

Nhà cung cấp mới

(B) A store manager

Quản lý cửa hàng

(C) A vice president

Phó chủ tịch

(D) A regional director

Giám đốc khu vực

Lưu ý: dựa vào tên riêng để tìm thông tin

- Tìm thông tin + chọn đáp án:

To: Brody Dimmick <bdimmick@greerscoffee.com.au>

From: Fawzia Gurmani <fgurmani@greerscoffee.com.au>

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Thank you,

Fawzia Gurmani

Regional Director

- Tìm thông tin + chọn đáp án:

Dear **Mr. Dimmick**,

Thank you for your recent call. We are always pleased to hear from one of our many local store managers.

- Tìm thông tin + chọn đáp án:

Dear **Mr. Dimmick**,

Thank you for your recent call. We are always pleased to hear from one of our many local store managers. = Mr. Dimmick

- Tìm thông tin + chọn đáp án:

Q: Who is Mr. Dimmick?

Ông Dimmick là ai?

(A) A new supplier

Nhà cung cấp mới

(B) A store manager

Quản lý cửa hàng

(C) A vice president

Phó chủ tịch

(D) A regional director

Giám đốc khu vực

2.2. Câu hỏi When?

Welinaras Corporation

Job title: Senior Research and Development Engineer

Listing date: 23 March

Apply by: 25 April

Responsible for designing and testing wearable health-monitoring devices.

EDUCATION AND SKILLS:

- Graduate degree in biomedical engineering
- Minimum of five years' experience developing medical devices and conducting clinical trials
- Minimum of three years' experience in managing research teams
- Excellent written and oral communication skills-
- Ability to work collaboratively in a global, multicultural environment

Candidates must attend a preliminary training course on 25 May, prior to starting work on 8 June.

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

When is the application deadline?

Khi nào là hạn chót hộp đơn?

(A) In March

Tháng Ba

(B) In April

Tháng Tư

(C) In May

Tháng Năm

(D) In June

Tháng Sáu

=> Dạng câu hỏi tìm thông tin

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

When is the application deadline?

Khi nào là hạn chót hộp đơn?

(A) In March

Tháng Ba

(B) In April

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(C) In May

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(D) In June

Tháng Sáu

Lưu ý: các đáp án có tên các tháng là danh từ riêng, dễ nhận diện

=> kết hợp với keyword ở câu hỏi để tìm thông tin

- Tìm thông tin + chọn đáp án:

Welinaras Corporation

Job title: Senior Research and Development Engineer

Listing date: 23 March

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- Tìm thông tin + chọn đáp án:

Welinaras Corporation

Job title: Senior Research and Development Engineer

Listing date: 23 March

Apply by: 25 April = application deadline

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- Minimum of three years' experience in managing research teams
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Candidates must attend a preliminary **training course on 25 May**, prior to **starting work on 8 June**.

- Tìm thông tin + chọn đáp án:

Welinaras Corporation

Job title: Senior Research and Development Engineer

Listing date: 23 March

Apply by: 25 April = application deadline is in April

Responsible for designing and testing wearable health-monitoring devices.

EDUCATION AND SKILLS:

- Graduate degree in biomedical engineering
- Minimum of five years' experience developing medical devices and conducting clinical trials
- Minimum of three years' experience in managing research teams
- Excellent written and oral communication skills-
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Candidates must attend a preliminary training course on 25 May, prior to starting work on 8 June.

- Tìm thông tin + chọn đáp án:

When is the application deadline?

Khi nào là hạn chót hộp đơn?

(A) In March

Tháng Ba

(B) In April

Tháng Tư

(C) In May

Tháng Năm

(D) In June

Tháng Sáu

Lưu ý: Thông tin liên quan đến tên người nhận, địa chỉ, ngày tháng, tiêu đề thư... cũng là thông tin để trả lời câu hỏi. Cần chú ý đến cả phần này khi đọc bài.

2.3. Câu hỏi Where?

To: All Sevastya employees

Subject: Update

Date: December 13

Dear Sevastya employees.

I am writing to give you an update on this year's sales so far. [1]— I am happy to report that currently our sales volume is up 20% from last year. This is due in part to the fact that we have been very successful in expanding our international reach.

[2] – In Brazil, sales increased 57%, which can be attributed to the Rio de Janeiro Fashion Show where our evening wear was featured. A similar trend emerged in Russia, where sales were up by 32%. -[3]- There we anticipate sustained growth for the rest of the year, especially in our winter apparel line. We also saw sales growth in the United Arab Emirates (UAE), but growth was a modest 10% due to fierce competition. That said, in this market, sign-ups for our credit card were strong. Finally, in Korea, where we have had our most successful international market launch thus far, favorable news articles about our products drove very strong sales.

-[4]– Thus, overall, it's been an excellent year so far. I am confident that our new program, which offers discounts to customers who invite others to shop with us, will begin to boost sales growth at all locations.

Sincerely,

Takeshi Ishiguro

Vice President of Sales

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: According to the e-mail, where was the company's product seen by an audience?

Theo như email, sản phẩm của công ty được xem bởi khán giả ở đâu?

(A) In Brazil

Brazil

(B) In Russia

Nga

(C) In the UAE

Tiểu vương quốc Ả Rập Thống nhất

(D) In Korea

Hàn Quốc

=> Câu hỏi tìm thông tin

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: According to the e-mail, where was the company's product seen by an audience?

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(A) In Brazil

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Tiểu vương quốc Ả Rập Thống nhất

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Hàn Quốc

Lưu ý: keyword trong câu hỏi là danh từ mang tính khái quát, chung chung nên khả năng cao sẽ được paraphrase trong bài. => Dựa vào tên riêng ở các đáp án để scan thông tin sẽ dễ dàng hơn.

- **Tìm thông tin + chọn đáp án:**

To: All Sevastya employees

Subject: Update

Date: December 13

Dear Sevastya employees.

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[2] – **In Brazil, sales increased 57%, which can be attributed to the Rio de Janeiro Fashion Show where our evening wear was featured.** = **our product was seen by an audience.** A similar trend emerged in Russia, where sales were up by 32%. -[3]- There we anticipate sustained growth for the rest of the year, especially in our winter apparel line. We also saw sales growth in the United Arab Emirates (UAE), but growth was a modest 10% due to fierce competition. That said, in this market, sign-ups for our credit card were strong. Finally, in Korea, where we have had our most successful international market launch thus far, favorable news articles about our products drove very strong sales. -[4]– Thus, overall, it's been an excellent year so far. I am confident that our new program, which offers discounts to customers who invite others to shop with us, will begin to boost sales growth at all locations.

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[2] – **In Brazil, sales increased 57%, which can be attributed to the Rio de Janeiro Fashion Show where our evening wear was featured. = our product was seen by an audience. => (A) đúng.** A similar trend emerged in Russia, where sales were up by 32%. -[3]- There we anticipate sustained growth for the rest of the year, especially in our winter apparel line. We also saw sales growth in the United Arab Emirates (UAE), but growth was a modest 10% due to fierce competition. That said, in this market, sign-ups for our credit card were strong. Finally, in Korea, where we have had our most successful international market launch thus far, favorable news articles about our products drove very strong sales.

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Sincerely,

Takeshi Ishiguro

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Tiểu vương quốc Ả Rập Thống nhất

(D) In Korea

Hàn Quốc

2.5. Câu hỏi Why?

One reason that corrugated fiberboard has become such a popular material for shipping fresh vegetables and fruits is the ease of labeling the containers. Information such as the brand, size, and grade of the produce can be printed directly on the box after it has been formed. Although this method, known as "postprinting" is the most economical way of labeling fiberboard containers, it is limited to only one or two colors. Full-color graphics can be obtained by printing the information on the box before it has been formed. This method, known as "preprinting" costs about 15 percent more, but many supermarket managers prefer it because customers are attracted to the colorful displays, which leads to increased sales.

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: Why do store managers generally prefer boxes with full-color graphics?

Tại sao quản lý cửa hàng thường thích hộp đựng với hình trang trí đủ màu sắc?

(A) They can be cleaned and reused.

Chúng có thể được làm sạch và tái sử dụng.

(B) They come in a wide variety of sizes.

Chúng có nhiều cỡ.

(C) They are often requested by customers.

Chúng thường được khách hàng hỏi mua.

(D) They increase customers' purchases.

Chúng tăng lượng mua của khách hàng.

=> Dạng câu hỏi tìm thông tin

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: Why do store managers generally prefer boxes with full-color graphics?

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Chúng thường được khách hàng hỏi mua.

(D) They increase customers' purchases.

Chúng tăng lượng mua của khách hàng.

Lưu ý: các keyword trong câu hỏi không phải danh từ riêng nhưng là các danh từ khó thay thế => vẫn có thể dựa vào các keyword này để tìm thông tin.

- Tìm thông tin + chọn đáp án:

One reason that corrugated fiberboard has become such a popular material for shipping fresh vegetables and fruits is the ease of labeling the containers. Information such as the brand, size, and grade of the produce can be printed directly on the box after it has been formed. Although this method, known as "postprinting" is the most economical way of labeling fiberboard containers, it is limited to only one or two colors. Full-color graphics can be obtained by printing the information on the box before it has been formed. This method, known as "preprinting" costs about 15 percent more, but many supermarket managers prefer it because customers are attracted to the colorful displays, which leads to increased sales.

- **Tìm thông tin + chọn đáp án:**

One reason that corrugated fiberboard has become such a popular material for shipping fresh vegetables and fruits is the ease of labeling the containers. Information such as the brand, size, and grade of the produce can be printed directly on the box after it has been formed. Although this method, known as "postprinting" is the most economical way of labeling fiberboard containers, it is limited to only one or two colors. **Full-color graphics can be obtained by printing the information on the box before it has been formed. This method, known as "preprinting" costs about 15 percent more, but many supermarket managers prefer it because customers are attracted to the colorful displays, which leads to increased sales.**

- Tìm thông tin + chọn đáp án:

many supermarket managers prefer it because customers are attracted to the colorful displays, which leads to increased sales.

- Tìm thông tin + chọn đáp án:

many supermarket managers prefer it because customers are attracted to the colorful displays, which leads to increased sales.

= increase customers' purchases

- Tìm thông tin + chọn đáp án:

Q: Why do store managers generally prefer boxes with full-color graphics?

Tại sao quản lý cửa hàng thường thích hộp đựng với hình trang trí đủ màu sắc?

(A) They can be cleaned and reused.

Chúng có thể được làm sạch và tái sử dụng.

(B) They come in a wide variety of sizes.

Chúng có nhiều cỡ.

(C) They are often requested by customers.

Chúng thường được khách hàng hỏi mua.

(D) They increase customers' purchases.

Chúng tăng lượng mua của khách hàng.

Lưu ý: các từ/ cụm từ nói về lí do là dấu hiệu nhận biết đáp án: **because, because of, due to, leads to, caused by, cause, the reason is that...**

2.5. Câu hỏi How?

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!

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: How can customers receive a discount?

Khách hàng nhận giảm giá bằng cách nào?

(A) By cutting back on their storage space by 20 percent

Giảm không gian lưu trữ 20%

(B) By renting a premium-size unit for one year

Thuê một kho cỡ đại trong một năm

(C) By showing the advertisement to a service representative

Đưa quảng cáo cho đại diện dịch vụ xem

(D) By agreeing to rent a unit for a second year

Đồng ý thuê một kho cho năm thứ hai

- Tìm thông tin + chọn đáp án:

AKBAR STORAGE COMPANY

227 Wexham Road, Bridgetown

Phone: 246-555-0147

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- Tìm thông tin + chọn đáp án:

Q: How can customers receive a discount?

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Đưa quảng cáo cho đại diện dịch vụ xem

(D) By agreeing to rent a unit for a second year

Đồng ý thuê một kho cho năm thứ hai

2.6. Câu hỏi What?

- Example 1: Câu hỏi về sự vật

<http://www.yummygoodfoods.com>

Yummy Good Foods

Is nutrition important to you?

Do you like high-quality, natural products?

Are you short on time?

Then consider our healthy, nutritional meals shipped right to your door! Yummy Good Foods is having a special one-time offer. We will send your first week of delicious meals from our Healthy Meal menu with complimentary shipping!

Go to www.yummygoodfoods.com and enter code: BetterHealth4Me.

Offer valid through June with your first monthly purchase.

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: What is available through the month of June?

Cái gì sẽ được áp dụng suốt tháng Sáu?

(A) A diet analysis

Phân tích thực đơn

(B) A sample recipe

Công thức mẫu

(C) A free delivery

Miễn phí giao hàng

(D) A magazine subscription

Đăng ký đặt tạp chí

=> Câu hỏi tìm thông tin

- Tìm thông tin + chọn đáp án:

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Is nutrition important to you?

Do you like high-quality, natural products?

Are you short on time?

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Go to www.yummygoodfoods.com and enter code: BetterHealth4Me.

Offer valid through June with your first monthly purchase.

- Tìm thông tin + chọn đáp án:

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Is nutrition important to you?

Do you like high-quality, natural products?

Are you short on time?

Then consider our healthy, nutritional meals shipped right to your door! Yummy Good Foods is having a special one-time offer. We will send your first week of delicious meals from our Healthy Meal menu with complimentary shipping!

Go to www.yummygoodfoods.com and enter code: BetterHealth4Me.

Offer valid through June with your first monthly purchase.

=> Chưa rõ là gì => scan ngược lên trên

- Tìm thông tin + chọn đáp án:

<http://www.yummygoodfoods.com>

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- Tìm thông tin + chọn đáp án:

Q: What is available through the month of June?

Cái gì sẽ được áp dụng suốt tháng Sáu?

(A) A diet analysis

Phân tích thực đơn

(B) A sample recipe

Công thức mẫu

(C) A free delivery

Miễn phí giao hàng

(D) A magazine subscription

Đăng ký đặt tạp chí

- Example 2: Câu hỏi về sự việc/ hành động

Fulton Stainless Steel Products

Fulton Stainless Steel Products is a large-scale manufacturer making stainless steel industrial kitchen appliances in factories in Germany and France. The company's products are trusted by chefs and bakers around the world to be durable, long-lasting, and of superb quality. The company produces kitchen stoves, ovens, microwaves, refrigerators, food processors, electric kettles, coffee makers, and other products.

After acquiring the Visor Home Products Company in a deal last month, the company expected its overall profits to increase 20% compared to the last fiscal year. As a result, to meet increased demand, the company will employ more than 300 full-time workers in our six factories and offer good pay with an excellent benefits package. The company considers all of its employees valuable members of the Fulton family. Additionally, the company continues to research and develop new products to satisfy its customers and compete with other companies.

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: What did Fulton Stainless Steel Products do last month?

Fulton Stainless Steel Products đã làm gì tháng trước?

(A) It held a press conference.

Tổ chức một họp báo.

(B) It opened a new factory.

Mở một công ty mới.

(C) It obtained a company.

Mua một công ty.

(D) It laid off some workers.

Sa thải vài công nhân.

=> Câu hỏi tìm thông tin

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: What did Fulton Stainless Steel Products do last month?

Fulton Stainless Steel Products đã làm gì tháng trước?

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Lưu ý: Câu hỏi có tên riêng cty nhưng đây là bài báo viết về chính cty đó nên khả năng cao tên riêng đó sẽ được paraphrase. Ta dựa vào **keyword** về thời gian sẽ dễ scan thông tin hơn.

- Tìm thông tin + chọn đáp án:

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Sa thải vài công nhân.

- Example 3: Câu hỏi về yêu cầu, đề nghị

To: All Employees (employees@politospizza.com)

From: Greg Kluck (gregkluck@politospizza.com)

Subject: Inspection Results

Date: January 25

Dear employees,

The results from our recent inspection on January 22 indicate that there are a few problems that we need to address.

First, it was brought to my attention that fire exit signs need to be installed again. The most serious violation concerned the improper storage and labeling of food. All ingredients stored for later use must be labeled with an exact date and detailed contents. If we do not label containers properly, spoiled food could accidentally be served to customers. We received relatively low grades for employee hygiene and the cleanliness of our facilities. All employees are required to wear their uniform and hairnet at all times and wash their hands after every bathroom visit. We also need to mop floors more often and keep them dry.

In order to correct these poor situations, I will be posting a checklist that all employees will be required to complete every morning. It will include necessary preparations to ensure that we are not breaking any regulations. This measure will go into effect on January 29.

If you have any questions about these changes, please bring them up at the staff meeting tomorrow.

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: What does Mr. Kluck ask his employees to do?

Mr. Kluck yêu cầu nhân viên làm gì?

(A) Apologize to customers

Xin lỗi khách hàng

(B) Wear a name tag at all times

Luôn đeo bảng tên

(C) File a complaint with Ms. Tenner

Gửi một khiếu nại với Ms. Tenner

(D) Fill out a required form

Điền một đơn

=> Dạng câu hỏi tìm thông tin

- Đọc câu hỏi: Xác định dạng câu hỏi + keyword

Q: What does Mr. Kluck ask his employees to do?

Mr. Kluck yêu cầu nhân viên làm gì?

(A) Apologize to customers

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Gửi một khiếu nại với Ms. Tenner

(D) Fill out a required form

Điền một đơn

Lưu ý: đây là câu hỏi về yêu cầu đề nghị => scan thông tin các câu dạng yêu cầu, đề nghị

- **Tìm thông tin + chọn đáp án:**

To: All Employees (employees@politospizza.com)

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In order to correct these poor situations, **I will be posting a checklist that all employees will be required to complete every morning.** = **Fill out a required form.** It will include necessary preparations to ensure that we are not breaking any regulations. This measure will go into effect on January 29.

If you have any questions about these changes, please bring them up at the staff meeting tomorrow.

- Tìm thông tin + chọn đáp án:

Q: What does Mr. Kluck ask his employees to do?

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(C) File a complaint with Ms. Tenner

Gửi một khiếu nại với Ms. Tenner

(D) Fill out a required form

Điền một đơn

Lưu ý: Dấu hiệu các câu yêu cầu đề nghị: **must/ must be, need to/ need to be, have to/ have to be, be required to, requested to, be asked to..**