

1. Complete the sentence below with a correct preposition! They put the mobile phones ... the table.
A. for B. about C. of D. on
2. Look at the sentences below. 1. I am writing to inform you that 2. I just wanted to let you know that 3. I have lots to tell you 4. Could you call her? Which sentences are suitable for formal language?
A. 1 and 3 B. 2 and 3 C. 3 and 4 D. 1 and 4
3. Look at the list of language expression below. 1. Thank you for your letter of March 5. 2. You are the best. 3. Thank you for your attention. 4. Thanks for coming. The suitable language expression for the informal letter is shown by number....
A. 1 and 2 B. 2 and 4 C. 3 and 4 D. 1 and 3
4. Look at the report below.
November 5, 20XX
Prepared by: Sally Smith
ABC Company
(1) This report is to provide an update on the XYZ project that is due on December 5th. This project will result in the creation of a new employee handbook that will include updated rules and regulations as well as the approved increase of paid-time-off. This handbook will work to increase employee awareness of workplace expectations as well as inform them of the new benefits that have recently been implemented.
(2) Summary of work completed: As of this date, I have completed the following for the XYZ project:
 - Verified all information that will be in the handbook with upper management and HR
 - Drafted a table of contents
 - Formatted layout of handbook
 - Composed the first 12 pages of handbook(3) Tasks to be accomplished by November 12, 20XX:
 - Compose five more pages of handbook.
 - Proofread and edit all pages that have been completed up to this date.
 - Have the manager of HR read handbook content to ensure accuracy.(4) The XYZ project is on track to be completed by the scheduled date. This project currently has no obvious obstacles or issues, but if they should arise they will be promptly addressed.
Sumber: <https://www.indeed.com/career-advice/career-development/how-to-write-a-report-for-work>
What part is indicated by number 4 in the report above?
A. introduction B. main body C. conclusion D. recommendation
5. Look at the following application letter.
Liam Houston
12, Oak Street
Oklahoma
[Date, Year] (Aug 21, 2020)
Benjamin Brown
Department Manager
DigiMark Inc
15, Purple Street
Dear Mr. Brown,
(.....). I had the pleasure of speaking with Mr. Adam Reino, the marketing department manager at your company, and he suggested that I need to contact you about possible job openings. Therefore, I want you to consider this application for a marketing position in your department.
To shortly introduce myself, my name is Liam Houston and I work as a digital marketer at Mark Inc. I have been actively following DigiMark Inc. marketing campaigns. The meaningful, catchy and bold advertisements certainly have a positive effect on me. I would welcome the opportunity to continue this creative strategy to increase customer engagement. My experience in developing customer personas to increase ROI could provide valuable insights. As a motivated marketer, I am thrilled to

deliver creativity and maintain DigiMark Inc's core values on customer experience, boldness and trustworthiness.

In my current role as a Digital Marketer at Mark Inc., I deliver actionable solutions on topics that concern user experience (UX), marketing reports and overall campaign effectiveness. In 2020, I managed to increase customer engagement by 75% and grew overall sales by \$63,000. These results were achieved by measuring the marketing campaign performance against benchmarks and KPIs. These experiences taught me the importance of teamwork and a shared project vision. At this moment, I am seeking to obtain a new, challenging and growth oriented position within an industry of my preference.

I look forward to discussing my ideas and strategies on developing customer personas to increase ROI. In the attachment, you can find my resume and references for more information about my educational background, skills and experience. If you need any additional information, don't hesitate to contact me at liam@email.com. Thank you for your time in reviewing my cover letter.

Best regards,

Liam Houston

Sumber: <https://englishadmin.com/2019/11/49-contoh-soal-application-letter-andjawabannya.html>

Which sentence is suitable to complete the beginning of the application letter above?

- A. I am writing this letter to express my interest for a marketing related position at Trans Inc.
- B. I am writing to apply for the programmer position advertised in the Washington Times.
- C. I wish to apply for the post as salesperson in your company.
- D. With reference to your advertisement in the newspaper as a secretary

6. Read the following text carefully!

Miles Davis - Icon and iconoclast

A At the age of thirteen, Miles Davis was given his first trumpet, lessons were arranged with a local trumpet player, and a musical odyssey began. These early lessons, paid for and supported by his father, had a profound effect on shaping Davis' signature sound. Whereas most trumpeters of the era favoured the use of vibrato (a wobbly quiver in pitch inflected in the instrument's tone), Davis was taught to play with a long, straight tone, a preference his instructor reportedly drilled into the young trumpeter with a rap on the knuckles every time Davis began using vibrato. This clear, distinctive style never left Davis. He continued playing with it for the rest of his career, once remarking, 'If I can't get that sound, I can't play anything.'

B Having graduated from high school in 1944, Davis moved to New York City, where he continued his musical education both in the clubs and in the classroom. His enrolment in the prestigious Julliard School of Music was short-lived, however – he soon dropped out, criticising what he perceived as an over-emphasis on the classical European repertoire and a neglect of jazz. Davis did later acknowledge, however, that this time at the school was invaluable in terms of developing his trumpet-playing technique and giving him a solid grounding in music theory. Much of his early training took place in the form of jam sessions and performances in the clubs of 52nd Street, where he played alongside both up-and-coming and established members of the jazz pantheon such as Coleman Hawkins, Eddie 'Lockjaw' Davis, and Thelonious Monk.

C In the late 1940s, Davis collaborated with nine other instrumentalists, including a French horn and a tuba player, to produce *The Birth of Cool*, an album now renowned for the inchoate sounds of what would later become known as 'cool' jazz. In contrast to popular jazz styles of the day, which featured rapid, rollicking beats, shrieking vocals, and short, sharp horn blasts, Davis' album was the forerunner of a different kind of sound – thin, light horn-playing, hushed drums and a more restrained, formal arrangement. Although it received little acclaim at the time (the liner notes to one of Davis' later recordings call it a 'spectacular failure'), in hindsight *The Birth of Cool* has become recognised as a pivotal moment in jazz history, cementing – alongside his 1958 recording, *Kind of Blue* – Davis' legacy as one of the most innovative musicians of his era.

D Though Davis' trumpet playing may have sounded effortless and breezy, this ease rarely carried over into the rest of his life. The early 1950s, in particular, were a time of great personal turmoil. After returning from a stint in Paris, Davis suffered from prolonged depression, which he attributed to the unravelling of a number of relationships, including his romance with a French actress and some

musical partnerships that ruptured as a result of creative disputes. Davis was also frustrated by his perception that he had been overlooked by the music critics, who were hailing the success of his collaborators and descendants in the 'cool' tradition, such as Gerry Mulligan and Dave Brubeck, but who afforded him little credit for introducing the cool sound in the first place.

E In the latter decades of his career, Davis broke out of exclusive jazz settings and began to diversify his output across a range of musical styles. In the 1960s, he was influenced by early funk performers such as Sly and the Family Stone, which then expanded into the jazz-rock fusion genre – of which he was a frontrunner – in the 1970s. Electronic recording effects and electric instruments were incorporated into his sound. By the 1980s, Davis was pushing the boundaries further, covering pop anthems such as Cyndi Lauper's Time After Time and Michael Jackson's Human Nature, dabbling in hip hop, and even appearing in some movies.

F Not everyone was supportive of Davis' change of tune. Compared to the recordings of his early career, universally applauded as linchpins of the jazz oeuvre, trumpeter Wynton Marsalis derided his fusion work as being 'not true jazz', and pianist Bill Evans denounced the 'corrupting influence' of record companies, noting that rock and pop 'draw wider audiences'. In the face of this criticism Davis remained defiant, commenting that his earlier recordings were part of a moment in time that he had no 'feel' for any more. He firmly believed that remaining stylistically inert would have hampered his ability to develop new ways of producing music. From this perspective, Davis' continual revamping of genre was not merely a rebellion, but an evolution, a necessary path that allowed him to release his full musical potential.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic-2/section-2>

The main idea of paragraph A in the text above is....

- A. musical styles B. first trumpet C. collaboration D. musical education

7. Look at the situation below.

Mr. Sam has talked about a new Meeting Application to his colleagues. He has explained about the strengths of the application.

The conclusion that Mr. Andi can convey is....

- A. Then, I'll move on to the next advantage of the new Meeting Application.
B. In short, I believe that this new Meeting Application will be beneficial for us.
C. Today, I will talk about the new Meeting Application.
D. As I mentioned earlier, this new Meeting Application can accommodate 1000 people.

8. What is the meaning of the highlighted word in the following sentence? We asked them about their preferences of the products.

- A. useful or attractive B. when we like something or someone
C. an officially organized plan or system D. closely connected to another

9. Read the sentence below. I don't get what he's talking about. The characteristic of the underlined informal/casual language in the sentence above is....

- A. cliché B. slang C. contraction D. colloquialism

10. Memo is the type of ... communication.

- A. result-oriented B. informational C. negative D. persuasive

11. Situation:

Mrs. Sandra wants to celebrate her son's graduation party. She invites some of her friends and colleagues to come to the party.

How is the suitable introductory sentence for an informal email?

- A. Dear Mr. Riko, Here I send you a letter of invitation to my son's graduation party
B. Good morning Mr. Riko, I already sent you an invitation to attend our son's graduation party
C. Hi Mr. Riko, Let's come to my son's graduation party
D. To Mr. Riko, I have attached an invitation for my son's graduation party

12. Look at the part of memo below.

To: All Staff

From: The Manager

Date: May 27, 2021

Subject: Inappropriate use of time

Part of the memo above is called.... A. identity B. content C. layout D. opening

13. Look at the following letter.

25th May 2021

Jonan

ABCD Company

1234 Oak Street

Dear Mr. James,

This is to inform you that the stores deliver by you in our warehouse last week against our supply order dated 15th May 2021 has been inspected by our quality assurance team under the supervision of the inspector. Feeling sorry to mention here that the entire store supplied by you has been rejected by the quality assurance team and they have endorsed on the delivery challan to return the store back and replace it with the quality store as per specifications and standards of the contract agreement. Keeping above in view you are hereby instructed to replace all the supplied items with quality goods so the agreement is completed in its true letter and spirit.

Hopefully, you will carry out the task as directed as soon as possible to avoid any inconvenience in the later stage, please.

Source: <https://www.assignmentpoint.com/other/complaint-letter-to-supplier-for-poorquality-of-materials.html>

The above complaint letter is about....

A. wrong goods B. poor quality C. wrong quantity D. slow delivery

14. Look at the following letter.

I would like to thank you for meeting with me yesterday and offering us a new contract. My firm is ...

(1) to provide you with our document review services. I am ... (2) that our 30 years of experience in the legal business is going to make us an ideal vendor for your needs.

The correct word to complete the sentence in number 2 is....

A. confidence B. confidential C. confident D. confidents

The man whom we helped gave us some food.

15. Look at the sentence below. 1 2 3 4. Relative clauses is shown by number.... A. 1 B. 2 C. 3 D. 4

16. Look at the list of language expressions below:

1. Thank you for your kindness. 2. Having it will brighten our life. 3. I would like to express my gratitude. 4. Thanks. I appreciate the birthday wishes! The suitable language expression for the informal letter is shown by number.... A. 1 and 2 B. 2 and 3 C. 2 and 4 D. 1 and 3

17. Arif is having a discussion with his colleagues. He wants to give an explanation about the blackout that occurred lately. The correct sentence is....

A. How did this blackout happen?
B. The main problem was that the storm caused the blackout.
C. Could you tell me how this blackout occurred?
D. I don't understand why this blackout occurred.

316 Colonial Pkwy
Esterhazy, NM 87101

July 30, 2017

Ms. Ginny Clark
Overwatch Villa
7419 Bubble Net Road
Baleen, WA 98101

Dear Ms. Clark:

Hope you're doing well. I'm Miranda Lawson, Director of Marketing at Mass Airlines, and I wanted to share some marketing ideas with you that could benefit both of our companies.

Whenever our flight crews fly into the Seattle area, they overwhelmingly prefer staying at the Overwatch Villa, but there is often no vacancy. If the Overwatch Villa were to permanently reserve a block of rooms for our crew members, we'd be happy to promote the Overwatch Villa in our in-flight magazine at a significant discount.

To demonstrate what a Mass Airlines and Overwatch Villa partnership could look like, I've enclosed three sample ads created by our graphic design team. These samples should prove that we're eager to highlight the Overwatch Villa for the millions of passengers we serve each year. If you'd like to discuss this in further detail, I can be reached at 575-555-9255, or at mlawson@massairlines.com. I look forward to hearing from you.

Sincerely,

Miranda Lawson

Miranda Lawson
Director of Marketing, Mass Airlines

1

2

3

4

18. Enclosures: Three samples of print advertisements.

Source: <https://edu.gcfglobal.org/en/business-communication/how-to-write-a-formal-business-letter/1/> The complimentary close in the letter is shown by number.... A. 1 B. 2 C. 3 D. 4



- 19.

Source: <https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/understandingorganizationalstructures.aspx> From the above organizational structure, the department that is responsible for implementing and operating the production system in order to produce the product is Department.

A. Research and Development (R&D) B. Manufacture C. Marketing D. Finance

20. Read the text below! **Hannah lives in a beautiful house with her husband. She works at one of the most famous companies in New York. Her husband, Jim, works as a full-time writer. They really love their job.** Which word in the text above is an adjective?

A. lives B. beautiful C. works D. job

21. Read the email below and answer the question:

Hi Carol,

I hope things are going well with you these days. Did I hear a rumor that you would be willing to talk at the Hiroshima JALT meeting at Peace Park on Saturday, October 19? It would be the same topic as what you are going to do at the national conference.

If so, I'll put you, Ian Suzuki, and Adam Timmerman on the schedule. Maybe one or two other people, also. I'll contact you later this month regarding timing details.

Everyone would be interested in hearing you talk at Hiroshima JALT in October! I hope you would answer "yes."

Sincerely,
Jessica.

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>
The appropriate reply to the email is....

- A. Hi Jessica,
How are you?
It is an honour for me if I can share in the forum as prestigious as Hiroshima JALT. Please let me know what should I prepare. See you soon!
Regards,
Carol
- B. Hi Jessica,
How's it going?
I'm really happy to hear from you. I'd love to meet and discuss about our next project with you.
See you!
Carol
- C. Hi Jessica,
I'm really bored with my daily routine. I really want to travel and gain new experiences. Let's meet someday!
Your friend,
Carol
- D. Hi Jessica,
How's it going?
I've had exams, so I haven't finished my paperwork. I am really looking forward to meet you and talk about our next project.
Regards,
Carol

22. Read the email below and answer the question:

Hi Carol,
I hope things are going well with you these days. Did I hear a rumor that you would be willing to talk at the Hiroshima JALT meeting at Peace Park on Saturday, October 19? It would be the same topic as what you are going to do at the national conference. (1)
If so, I'll put you, Ian Suzuki, and Adam Timmerman on the schedule. Maybe one or two other people, also. I'll contact you later this month regarding timing details. (2)
Everyone would be interested in hearing you talk at Hiroshima JALT in October! I hope you would answer "yes." (3)
Sincerely, (4)
Jessica.

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What number indicates a low level of formality? A. 1 B. 2 C. 3 D. 4

23. Look at the following letter.

Sara Smith
Owner, Central City Boutique
42 Central Ave
Central City, Iowa 52240
May 20, 2021

Joe Johnson
Johnson Hardwood Floors
1 Main Street Central City, Iowa 52240

Dear Mr. Johnson,

Thank you for your speedy and beautiful work fixing our floors after our plumbing mishap this spring. Although I would have preferred to meet you and your crew under different circumstances – a planned renovation, say, and not during our busiest season – I am so grateful that my neighbor recommended you.

Our floors have never looked better. Customers comment on them at least once a week, which is unusual to say the least! I always make sure to give them your information and pass along my recommendation. Thank you, again, for fitting us in at the last minute and getting us back up and running so quickly.

Best regards,

Sara Smith

Source: https://files.thebalancecareers.com/Letters/TheBalance_Letter_2059676_2021.docx

What kind of thanking letter is it?

A. thanking after interview

B. thanking for active participation

C. thanking for helping the renovation

D. thanking for becoming the Keynote Speaker

24. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

Interests

Hispanic Literature, Latin American Literature, Peninsular Literature

Educations

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

Appointments

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

Publications

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," Lady Liberty Journal, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," Hispanic Literature Today: 11(2): 18-31.

Conferences

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association

Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

Teaching Experience

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

Awards

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

Languages

English (native)
Spanish (bilingual oral and written fluency)
Classical Latin (written)

Affiliations

National Association of Latino Arts and Cultures
Asociación Internacional de Literatura y Cultura Femenina Hispánica
Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

What is the type of the CV?

A. extensive resume B. simple resume C. chronological resume D. functional resume

25. Look at the following letter

Nov 16th, 2020

Dear Mr. James,

We saw your advertisement posted in the Jakarta News and we are interested in doing business with you. Our Company, Aurora Inc., sells stationery and we are always looking to provide the best products and services for our customers. We feel your products will enhance our selection. Please could you provide us with your wholesale price list for your product? We look forward to your response. Thank you.

Yours Sincerely,

Robert Wilson

robert@email.com

Sumber: <https://sampleletters.website/sample-request-for-wholesale-price-list/>

The above letter asks for a.... A. price list B. catalogue C. business partner D. sample

26. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," Lady Liberty Journal, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," Hispanic Literature Today: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley," Hispanic Storytelling Association

Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

(5)

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- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

(6)

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

(7)

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

(8)

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

What can be inferred about the CV owner based on the above resume?

- A. CV owner is interested in the field of science.
- B. CV owner has studied at several universities in the U.S.
- C. CV owner has published several books.
- D. CV owner speaks two languages.

27. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

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M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)**Book**

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

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Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," Lady Liberty Journal, 6(1): 24-41.

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2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

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Adjunct Lecturer, University of Houston

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Graduate Teaching Assistant, Northwestern University

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(6)

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

(7)

English (native)

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National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The educational background on the above CV is shown by number.... A. 1 B. 2 C. 3 D. 4

28. Look at the situation below.

A: What do you think about visiting our boss today?

B: I'm afraid I can't. I have to visit my parents today. How about tomorrow?

A: That's fine with me. Could we use your car tomorrow?

B: Sure thing

Which of the following is the informal language?

A. What do you think about visiting our boss today? B. I have to visit my parents today.

C. That's fine with me.

D. Could we use your car tomorrow?

29. This organization provides space for collaboration by removing the inner layers of the structure and providing more than one communication flow. This is the characteristic of....

A. traditional hierarchy

B. flatter hierarchy

C. holacratic hierarchy

D. flat hierarchy

30. Look at the following application letter.

Dear Mr. Morrison,

I am writing to apply for the position of Content Manager on your web development team at Pierce Manufacturing.

I learned of the opening through an online career job board. I found the opportunity as described very appealing. Based on the expertise and requirements listed, I believe have the qualifications needed to make a positive contribution to the ongoing success of your organization.

As a web communications manager, I worked as part of a team to develop the site structure and authored all of the content for the company's website. I increased the company's visibility with prospective customers by designing detailed product specification pages with built-in modules for size, color and quantity options. I increased page views and improved the company's search engine ranking to first page status by employing a variety of techniques, including key word optimization, co-marketing strategies and strategic online advertisement placements.

My experience in working on cross-departmental teams has allowed me to develop strong interpersonal skills. I possess the ability to work and communicate productively with creative coworkers and highly technical engineers. I am experienced in both the development and marketing aspects of web development. I am skilled in various programming languages, search engine

optimization techniques, functional enhancement identification and implementation and in creating attention-getting web content. I am dedicated, motivated and I consistently strive to achieve a standard of excellence.

I believe I am a very good candidate for the position of Content Manager and I would greatly appreciate an in-person interview. You may reach me by phone at (555)-555 5555 or by email at [email] I am enclosing a copy of my resume for your consideration, along with letters of recommendation from previous employers. Thank you for your time and consideration. I hope to meet you soon.

Sincerely,

Della Walker

Ms. Della Walker

Enclosures:

Resume

Sundance Letter of Recommendation

PSR Letter of Recommendation

Source [https://www.greatsampleresume.com/letters/personal-](https://www.greatsampleresume.com/letters/personal-letters/solicitedapplication#:~:text=I%20believe%20I%20am%20a,of%20recommendation%20from%20previous%20employers.)

[letters/solicitedapplication#:~:text=I%20believe%20I%20am%20a,of%20recommendation%20from%20previous%20employers.](https://www.greatsampleresume.com/letters/personal-letters/solicitedapplication#:~:text=I%20believe%20I%20am%20a,of%20recommendation%20from%20previous%20employers.)

Which type of application letter is the letter above?

A. unsolicited application letter

B. solicited application letter

C. referral application letter

D. networking application letter

31. Read the following text carefully.

Electroreception

A Open your eyes in sea water and it is difficult to see much more than a murky, bleary green colour. Sounds, too, are garbled and difficult to comprehend. Without specialised equipment humans would be lost in these deep sea habitats, so how do fish make it seem so easy? Much of this is due to a biological phenomenon known as electroreception – the ability to perceive and act upon electrical stimuli as part of the overall senses. This ability is only found in aquatic or amphibious species because water is an efficient conductor of electricity.

B Electroreception comes in two variants. While all animals (including humans) generate electric signals, because they are emitted by the nervous system, some animals have the ability – known as passive electroreception – to receive and decode electric signals generated by other animals in order to sense their location.

C Other creatures can go further still, however. Animals with active electroreception possess bodily organs that generate special electric signals on cue. These can be used for mating signals and territorial displays as well as locating objects in the water. Active electroreceptors can differentiate between the various resistances that their electrical currents encounter. This can help them identify whether another creature is prey, predator or something that is best left alone. Active electroreception has a range of about one body length – usually just enough to give its host time to get out of the way or go in for the kill.

D One fascinating use of active electroreception – known as the Jamming Avoidance Response mechanism – has been observed between members of some species known as the weakly electric fish. When two such electric fish meet in the ocean using the same frequency, each fish will then shift the frequency of its discharge so that they are transmitting on different frequencies. Doing so prevents their electroreception faculties from becoming jammed. Long before citizens' band radio users first had to yell "Get off my frequency!" at hapless novices cluttering the air waves, at least one species had found a way to peacefully and quickly resolve this type of dispute.

E Electroreception can also play an important role in animal defences. Rays are one such example. Young ray embryos develop inside egg cases that are attached to the sea bed. The embryos keep their tails in constant motion so as to pump water and allow them to breathe through the egg's casing. If the embryo's electroreceptors detect the presence of a predatory fish in the vicinity, however, the embryo stops moving (and in so doing ceases transmitting electric currents) until the fish has moved on. Because marine life of various types is often travelling past, the embryo has evolved only to react

to signals that are characteristic of the respiratory movements of potential predators such as sharks.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic/section-1> The main idea of paragraph C in the text above is....

- A. other creatures can go further still
- B. electroreception is various
- C. animals with active electroreception can generate electric signals to communicate, locate objects, and differentiate between potential threats or prey
- D. active electroreception has a range of about one body length

32. Look at the situation below. A: Hi, Ben. Could you accompany to the library tomorrow?

B: I'm sorry. I have another appointment tomorrow. A: What about Monday at 3 P.M? B: Sounds good. What is the underlined expression about?

- A. Accepting the appointment
- B. Rejecting the appointment
- C. Suggesting a time
- D. Agreeing to a time

33. Look at the following letter.

Dear Stephanie,

I really ... (1) all of your help in preparing my new house in New York. You've been helping me these past few days from ordering supplies to ... (2) the set-up of the rooms. I could not do this without your help. I hope we can meet soon and discuss our interest in properties.

Sincerely,

Ali

The correct word to complete the sentence in number 1 is....

- A. appreciative
- B. appreciate
- C. appreciation
- D. appreciates

34. Look at the following letter.

Dear Ray,

Thanks for your e-mail.

I am leaving for Cambodia on Dec. 12 and return to Hiroshima on Jan. 12. This means that I will have to miss only one class on Dec. 16. Unfortunately, my friend won't be able to teach that class since he is not sure if he can make it on time. Could you help me find any other teacher to replace me on Dec. 16?

Bye now,

Bill

Sumber: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What is the conclusion of the letter above?

- A. Ray wants to teach in the class.
- B. Bill needs a substitute teacher.
- C. Bill wants to teach in the class.
- D. Bill already found the teacher.

35. Look at the situation below!

Mr. Arda is having a meeting with his business partner. He said "Following the previous meeting we have agreed on some important issues, now we will discuss what to do next"

In negotiation, what part is shown by the sentence above?

- A. opening
- B. bargaining
- C. accepting and confirming
- D. summarizing

36. **MEMO**

MEMORANDUM

DATE: October 23, 2021

TO: All Staff

FROM: John Smith, Director, Marketing Department

SUBJECT: Kelsey's Baby Shower

I am writing to inform you of a baby shower we're planning for Kelsey Johnson, before she leaves on maternity leave.

The party will be held on the 2nd floor, in conference room 2B, on Friday, October 30, 2021.

Pizza will be provided by the company. RSVP to John Smith by Wednesday, October 28, and please include in your RSVP any dietary restrictions.

1

2

3

Sumber: <https://rigorousthemes.com/blog/best-memo-examples/>

The part in the memo indicated by number 2 is....

- A. subject B. introduction C. discussion D. conclusion

37. Look at the following letter!

Request Letter for Shift Change

Adrian

Wood Street, California

Dear Mr. Sean,

I am writing this letter to request a change in my shift schedule. My current shift is from 2pm – 10pm. My daughter is beginning school on August 28th, and I would like to change my shift from 10am – 6pm.

I would be happy to meet you. My phone number is 555-123-4567 and my email address is name@email.com.

Thank you.

Sincerely,

Adrian

The above request letter can be categorized as....

- A. too short B. too long C. appropriate D. redundant

38. **Food**

While eating at a restaurant is an enjoyable (1) and convenient occasional treat (2) most individuals and families prepare their meals at home. To make breakfast, lunch, and dinner daily (3), these persons must have the required foods and ingredients on hand and ready to go; foods and ingredients are typically purchased from a grocery store, (4) or an establishment that distributes foods, drinks, household products, and other items that're used by the typical consumer.

The punctuation error in the paragraph above is shown by number.... A. 1 B. 2 C. 3 D. 4

Nicole Thomas

35 Chestnut Street, Dell Village, Wisconsin 54101 - 555-555-5555 - nicole@thomas.com

August 3, 2020

Jason Andrews
Manager
LMK Company
53 Oak Avenue, Ste 5
Dell Village, Wisconsin 54101

Dear Jason,

I'm writing to resign my position as customer service representative, effective August 14, 2020.

I've recently decided to go back to school, and my program starts in early September. I'm tendering my resignation now so that I can be as helpful as possible to you during the transition.

I've truly enjoyed my time working with you and everyone else on our team at LMK. It's rare to find a customer service role that offers as much opportunity to grow and learn and such a positive, inspiring team of people to grow and learn with.

I'm particularly grateful for your guidance while I was considering furthering my education. Your support has meant so much to me.

Please let me know if there's anything I can do to help you find and train my replacement.

Thanks, and best wishes,

Nicole Thomas (signature hard copy letter)

39. Nicole Thomas

Source: <https://sportsclinictampico.com/self-organization/how-to-write-a-formal-letter/>

The type of business writing in the above example is a....

A. business correspondence B. memo C. documentation D. report

40. Look at the following vocabulary list: 1. make up 2. tolerate 3. handle 4. find out
Which words are suitable to be used in formal language?

A. 1 and 2 B. 2 and 3 C. 3 and 4 D. 1 and 4

41. Look at the sentence below. **The student I met last Friday was a good learner.**

The suitable answer to make the above sentence into a formal language is....

A. The student I meet last Friday was a good learner
B. The student whom I meet last Friday was a good learner
C. The student I met last Friday is a good learner
D. The student whom I met last Friday was a good learner

42. Pay attention to the list of topics below. 1. sports 2. politics 3. climate 4. weight 5. war
Which topics are suitable for casual conversation?

A. 1 and 3 B. 2 and 4 C. 3 and 5 D. 4 and 5

43. Look at the memo below!

To: Adams County School System Special Education Team

From: Jane Doe, special education para-professional

Date: June 13, 2017

Subject: Mental Health in Special Education

I write to share the problem of the stigmatization of mental health disorders in special education and its implications for our team. I offer some possible solutions as well. Adams County School District has seen an increase in students who qualify for special education resources. However, we have not seen a corresponding increase in students who qualify due to mental health. Because of the increase in students seeking services, we assume that all needs are met.

However, students and their families may not seek resources due to the stigma of mental health issues. Given our own increase in special education recipients in our own school system, we should see a similar increase in students' mental health disorders. However, we do not. This is an anomaly that we should explore.

I suggest we address this problem by collecting better data on student diagnoses and reviewing our training program. By collecting data, we can see how our student population aligns with national data to determine whether stigma may prevent some of our students from requesting special education resources. Regarding training, our school system has an interest in better understanding our student population from a mental health standpoint. We have a solid special education training program, but no recent training addresses working with students who have mental health disorders. We may be reinforcing the stigma attached by not providing specialized training. We should review our training and consider planning at least one workshop on students with a mental health disorder diagnosis. We will discuss this in more depth at our next quarterly meeting.

What kind of activity is not suggested by the professional regarding mental health issues?

- A. reviewing the training program
- B. planning the workshop
- C. gathering the data
- D. conducting a meeting

44. Look at the memo below.

(1) Date: 20th April 2021 To: All Staff From: Company Executive Subject: Employee Commute Options Survey

(2) The survey will be distributed via e-mail on 27th April 2021. Please take a couple of minutes to fill out the survey and return in by 2nd May 2021. If you have questions, please talk to our coordinator, Mr. Husni. We will share the results with you in the employee newsletter when they are completed.

(3) We are conducting a commuting survey this week among all employees. The purpose of the survey is to discover what methods we currently use to commute and what alternative methods are of most interest. The survey is required by Department of Environmental Quality's Employee Commute Options (ECO) rules. These rules are part of the Portland area clean air plan to keep the air clean in light of air pollution associated with continued growth in the region.

(4) ECO requires employers to provide employees with incentives to use alternatives to driving alone to work. The results of the survey will be used by Trans. Inc to design a transportation program that reflects the needs and desires of Dare Inc. employees. We must receive completed surveys back from at least 75 percent of Dare Inc. employees to meet the requirements.

The correct order for the memo above is....

- A. 1-3-2-4
- B. 1-4-2-3
- C. 1-3-4-2
- D. 1-2-4-3

45. Look at the following letter.

From,

Mr. Mark Louis

Address

Contact details

Date of letter.

To,

Mr. Sam Smith

Event Manager

Venue Company name

Company Address

Dear Mr. Josh,

Our company, ABC Enterprises, reserved the Four Seasons Hotel for our event on 13th Juni 2021; from 12 a.m. to 10 p.m. We regret to inform you that we have to cancel the room reservation as an urgent meeting of board of directors has been scheduled on that day.

We are aware that as we are cancelling our reservation on short notice our deposit will not be refunded. We apologize for our plan changes and hope it is not inconvenient for you. We shall contact you in future if your services are required.

A written confirmation from your end is awaited regarding cancellation of room reservation. Thank you for your attention in this matter. Please contact me for further information or questions.

Sincerely,

Mr. Mark Louis

ABC Enterprises, Delhi.

Source: <https://www.hrhelpboard.com/contractletters/cancellationletter.htm#:~:text=order%20number%201234-,Dear%20Sir%2FMadam%2C,earlier%20was%20of%20cheap%20quality.>

Based on the information from the letter, why does the sender of the letter cancel the order?

- A. There is another event. B. The hotel is full.
C. The price is too expensive. D. The room is not convenient.

46. Complete the sentence below! They like to talk ... their hobbies.

- A. for B. about C. of D. on

47. Read the text below. **I always want to be a teacher. In my opinion, teaching is a very noble profession. I want to help improving people literacy in my country.** Which word in the text above is an adjective?

- A. teacher B. noble C. want D. country

48. Look at the memo below.

(1) To: All employees From: Barry Buttonwood, Assistant Manager, Staff Training and Development
Date: August 22, 2020 Subject: Natasha's Wedding

(2) The wedding will be held at the Chapel of Light Church, Dawson Boulevard, Chicago, on Saturday, November 1, 2020. Reception is at the Emerald Events Center at 2 p.m.

(3) The company will provide a cocktail table with candy floss, drinks and snacks. RSVP to Anthony by Thursday, October 30 and please include dietary instructions in your RSVP.

(4) I am writing to inform you of Natasha Audrey's wedding that is coming up in the next two weeks. She would like every member of the department to be present on the joyous occasion.

Source: <https://www.indeed.com/career-advice/career-development/memo-format>

What food that will not be provided on the cocktail table?

- A. drinks B. snacks C. bread D. candy

49. Memo is the type of ... communication.

- A. result-oriented B. informational C. negative D. persuasive

50. Look at the following letter!

Hi Steve,

Thank you for attending our international seminar. It was really great to meet you and discussed a lot of things about the new technology. You are such an amazing and great person. I noticed your LinkedIn and saw that you are ... (1) in the field that I am interested for and it is ... (2) with the topic we've discussed before. I'd love to meet for coffee and discuss more about the topic in person. Please let me know if you have free time. Once more thank you for coming to my event.

Best regards,

Fiona

The correct word to complete sentence in number 2 is....

- A. relation B. relates C. relating D. related

51. Complete the sentence below! They like to talk ... their hobbies.

- A. for B. about C. of D. on

52. Look at the sentences below. 1. May I leave the meeting for a second? 2. I'd like to go with him. 3. She went to the hospital with her daughter. 4. Can you gimme the bill, please?

Which sentences are suitable for formal language?

- A. 1 and 3 B. 2 and 3 C. 3 and 4 D. 1 and 2

53. Look at the list of language expressions below! 1. Thank you for your support. 2. You knocked me off my feet. 3. We are very pleased to hear the news. 4. I am touched beyond words.

The suitable language expression for the informal letter is shown by number....

- A. 1 and 2 B. 2 and 4 C. 3 and 4 D. 1 and 3

54. Look at the report below!

November 5, 20XX

Prepared by: Sally Smith

ABC Company

(1) This report is to provide an update on the XYZ project that is due on December 5th. This project will result in the creation of a new employee handbook that will include updated rules and regulations as well as the approved increase of paid-time-off. This handbook will work to increase employee awareness of workplace expectations as well as inform them of the new benefits that have recently been implemented.

(2) Summary of work completed:

As of this date, I have completed the following for the XYZ project:

- Verified all information that will be in the handbook with upper management and HR
- Drafted a table of contents
- Formatted layout of handbook
- Composed the first 12 pages of handbook

(3) Tasks to be accomplished by November 12, 20XX:

- Compose five more pages of handbook.
- Proofread and edit all pages that have been completed up to this date.
- Have the manager of HR read handbook content to ensure accuracy.
- Conclusion

(4) The XYZ project is on track to be completed by the scheduled date. This project currently has no obvious obstacles or issues, but if they should arise they will be promptly addressed.

Source: <https://www.indeed.com/career-advice/career-development/how-to-write-a-report-for-work>

What part is indicated by number 2 in the report above?

- A. introduction B. main body C. conclusion D. recommendation

55. Look at the following application letter!

John Donaldson

8 Sue Circle

Smithtown, CA 08067

909-555-5555

john.donaldson@emailexample.com

August 15, 2020

George Gilhooley

Times Union

87 Delaware Road

Hatfield, CA 08065

Dear Mr. Gilhooley,

(.....) As requested, I enclose a completed job application, my certification, my resume, and three references.

The role is very appealing to me, and I believe that my strong technical experience and education make me a highly competitive candidate for this position. My key strengths that would support my success in this position include:

- I have successfully designed, developed, and supported live-use applications.
- I strive continually for excellence.
- I provide exceptional contributions to customer service for all customers.

With a BS degree in Computer Programming, I have a comprehensive understanding of the full lifecycle for software development projects. I also have experience in learning and applying new technologies as appropriate. Please see my resume for additional information on my experience.

I can be reached anytime via email at john.donaldson@emailexample.com or by cell phone, 909-555-5555.

Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

John Donaldson (signature hard copy letter)

John Donaldson

Source: <https://englishadmin.com/2019/11/49>

Which sentence is suitable to complete the beginning of the application letter above?

- A. I was interested in your advertisement to fill the manager position.
- B. I am writing to apply for the programmer position advertised in the Times Union.
- C. I wish to apply for the post as a salesperson in your company.
- D. With reference to your advertisement in the newspaper as a secretary.

56. Read the following text carefully.

Electroreception

A Open your eyes in sea water and it is difficult to see much more than a murky, bleary green colour. Sounds, too, are garbled and difficult to comprehend. Without specialised equipment humans would be lost in these deep sea habitats, so how do fish make it seem so easy? Much of this is due to a biological phenomenon known as electroreception – the ability to perceive and act upon electrical stimuli as part of the overall senses. This ability is only found in aquatic or amphibious species because water is an efficient conductor of electricity.

B Electroreception comes in two variants. While all animals (including humans) generate electric signals, because they are emitted by the nervous system, some animals have the ability – known as passive electroreception – to receive and decode electric signals generated by other animals in order to sense their location.

C Other creatures can go further still, however. Animals with active electroreception possess bodily organs that generate special electric signals on cue. These can be used for mating signals and territorial displays as well as locating objects in the water. Active electroreceptors can differentiate between the various resistances that their electrical currents encounter. This can help them identify whether another creature is prey, predator or something that is best left alone. Active electroreception has a range of about one body length – usually just enough to give its host time to get out of the way or go in for the kill.

D One fascinating use of active electroreception – known as the Jamming Avoidance Response mechanism – has been observed between members of some species known as the weakly electric fish. When two such electric fish meet in the ocean using the same frequency, each fish will then shift the frequency of its discharge so that they are transmitting on different frequencies. Doing so prevents their electroreception faculties from becoming jammed. Long before citizens' band radio users first had to yell "Get off my frequency!" at hapless novices cluttering the air waves, at least one species had found a way to peacefully and quickly resolve this type of dispute.

E Electroreception can also play an important role in animal defences. Rays are one such example. Young ray embryos develop inside egg cases that are attached to the sea bed. The embryos keep their tails in constant motion so as to pump water and allow them to breathe through the egg's casing. If the embryo's electroreceptors detect the presence of a predatory fish in the vicinity, however, the embryo stops moving (and in so doing ceases transmitting electric currents) until the fish has moved on. Because marine life of various types is often travelling past, the embryo has evolved only to react to signals that are characteristic of the respiratory movements of potential predators such as sharks. Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic/section-1>

The main idea of paragraph A in the text above is....

- A. definition of electroreception
- B. variation of electroreception
- C. active electroreception
- D. electroreception in animal defences

57. Look at the situation below.

Ms. Indah is already explained about the new system in the office. She wants to give final remark by saying...

- A. To end, I'd like to highlight the benefit of the new system. That is safety.
- B. This system is very safe because of some reasons.
- C. In this occasion, I will talk about the new system in the office.
- D. My first point concerns the safety of the new system.

58. What is the meaning of the highlighted word in the following sentence?

Two **complementary** exhibitions are on show at the Asian Centre.

- A. useful or attractive together
- B. polite behavior
- C. short form of a word or phrase
- D. closely connected to another

59. Read the sentence below. **Why are you so salty? I said I would share if I won the competition.**

The underlined word is an example of...

- A. cliché B. slang C. contraction D. colloquialism

60. Complaint letter is the type of ... communication.

- A. result-oriented B. informational C. negative D. persuasive

61. Situation

Hana invited Willis to her birthday party in one of the restaurants in Jakarta.

How is the suitable introductory sentence for an informal email?

- A. Dear Willis, Here I send you a letter of invitation to my birthday party in Jakarta.
B. Good morning Willis, I have already sent you an invitation to attend my birthday party in Jakarta.
C. Hi Willis, Let's come to my birthday party.
D. To Willis, I have attached an invitation for my birthday party.

62. Look at the part of memo below!

You are all aware of the company's recent adoption of a new supply chain management software. The company invested in the new application to improve communication with our vendors, enhance order tracking and reduce delays to the barest minimum to save cost and boost efficiency.

Part of the memo above is called.... A. identity B. content C. layout D. opening

63. Look at the following letter.

28th March 2019

Ms. Stacy Abraham

Happy Shop

101 Rocky Street, Illinois

Respected Madam,

With due respect, this letter has been written to inform you that I have placed an order through your website 2/3 weeks ago. I have also paid the amount through credit card but still, I have got no response from your end. I have called several times on your company's number but I have got no response. What kind of service are you providing to the customers? I am waiting for my goods for the last 2/3 weeks. This sort of unprofessional behavior can result in losing your customers.

Please find the attached receipt of the items. Please respond to my request to refund me the amount I have wasted on your site. I hope you will take action on my complaint as soon as possible. Thank you.

Regards,

Aleesa

87 Harley Street, Alabama

Source: <https://www.assignmentpoint.com/other/sample-complaint-letter-for-poor-delivery-service.html> The above complaint letter is about....

- A. wrong goods B. poor quality C. wrong quantity D. slow delivery

64. Look at the following letter!

Hi Steve,

Thank you for attending our international seminar. It was really great to meet you and discussed a lot of things about the new technology. You are such an amazing and great person. I noticed your LinkedIn and saw that you are ... (1) in the field that I am interested for and it is ... (2) with the topic we've discussed before.

I'd love to meet for coffee and discuss more about the topic in person. Please let me know if you have free time. Once more thank you for coming to my event.

Best regards,

Fiona

The correct word to complete sentence in number 2 is....

- A. relation B. relates C. relating D. related

The person who spoke to me on the phone was the secretary.

65. Look at the sentence below.

1

2

3

4

The relative clause is shown by number.... A. 1 B. 2 C. 3 D. 4

66. Look at the list of language expressions below! 1. thank you for your hard work. 2. thank you for your cooperation. 3. thanks for your help. 4. thanks for helping me.

The suitable language expression for the informal letter is shown by number....

- A. 1 and 2 B. 2 and 3 C. 3 and 4 D. 1 and 3

67. Linda is having an important meeting with her team. She wants to give explanation about the health problem caused by smoking. The correct sentence is...

- A. What does smoking mean?
B. The thing is smoke can harm our health
C. Could you tell me how this health problem happened?
D. I don't understand why people love smoking

316 Colonial Pkwy
Esterhazy, NM 87101

July 30, 2017

Ms. Ginny Clark
Overwatch Villa
7419 Bubble Net Road
Baleen, WA 98101

Dear Ms. Clark:

Hope you're doing well. I'm Miranda Lawson, Director of Marketing at Mass Airlines, and I wanted to share some marketing ideas with you that could benefit both of our companies.

Whenever our flight crews fly into the Seattle area, they overwhelmingly prefer staying at the Overwatch Villa, but there is often no vacancy. If the Overwatch Villa were to permanently reserve a block of rooms for our crew members, we'd be happy to promote the Overwatch Villa in our in-flight magazine at a significant discount.

To demonstrate what a Mass Airlines and Overwatch Villa partnership could look like, I've enclosed three sample ads created by our graphic design team. These samples should prove that we're eager to highlight the Overwatch Villa for the millions of passengers we serve each year. If you'd like to discuss this in further detail, I can be reached at 575-555-9255, or at mlawson@massairlines.com. I look forward to hearing from you.

Sincerely,

Miranda Lawson

Miranda Lawson
Director of Marketing, Mass Airlines

1

2

3

4

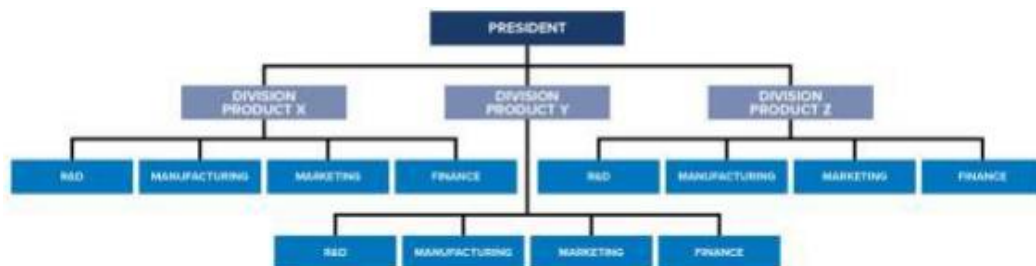
68. Enclosures: Three samples of print advertisements.

Sumner:

<https://edu.gcglobal.org/en/business-communication/how-to-write-a-formalbusiness-letter/1/>

The recipient of the letter is shown by number.... A. 1 B. 2 C. 3 D. 4

- 69.



From

the above organizational structure, the department that is responsible for presenting and creating advertisements as part of the marketing strategy is ... Department.

- A. Research and Development B. Manufacture C. Marketing D. Finance

70. Read the text below! **Edo has traveled to many countries in the world. He loves to meet new people and try unique cuisines. For Edo, traveling is the way to appreciate life.**

Which word in the text above is an adjective?

- A. countries B. world C. people D. unique

71. Read the email below and answer the question:

To
Simon

I am now preparing a few materials for the meeting this weekend. Basically, I will just introduce the Sadako's School program with some general information and some photos.

I agree it can be a challenge to meet the needs of a class with different levels. My students have all sent letters to their foster children (including photos and small gifts), so hopefully we'll get some responses from Cebu by the end of the month!

See you on Saturday,

Adam

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

The appropriate reply to the email is....

- A. Hi Adam,
How are you?
I am doing good here. Now, I'm quite overwhelmed by my new job. Hope to see you soon.
Regards,
Simon
- B. Hi Adam,
How's it going? I'm really happy to hear from you. Yes, I hope we will hear from Cebu really soon.
See you!
Simon
- C. Hi Adam,
I'm really bored with my daily routine. I really want to travel and gain new experiences. Let's meet someday!
Your friend,
Simon
- D. Hi Adam,
How's it going?
I've had exams, so I haven't finished my paperwork. I am really looking forward to meet you and talk about our next project.
Simon

72. Read the email below and answer the question!

To

Simon

(1) I am now preparing a few materials for the meeting this weekend. (2) Basically, I will just introduce the Sadako's School program with some general information and some photos.

(3) I agree it can be a challenge to meet the needs of a class with different levels. My students have all sent letters to their foster children (including photos and small gifts),

(4) so hopefully we'll get some responses from Cebu by the end of the month!

See you on Saturday,

Adam

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What number indicates a low level of formality? A. 1 B. 2 C. 3 D. 4

73. Look at the following letter.

Dear Jessica,

Thank you for participating in our Education Fair on 15th-17th August 2021. It was a great experience to cooperate with you during the event. We appreciate the information, time, and service given for this event.

We would like to inform you that our attendees and staffs experienced a great event with the help of your hand. We won't be success without your participant in giving detail information of job opportunities.

Thank you for the time and dedication for this event. I hope we can work together in the near future.

Best regards,

Vicky

Source: <https://www.virtualedge.org/how-to-write-the-best-post-event-thank-youemail/#:~:text=Thank%20you%20for%20participating%20in,the%20help%20of%20your%20hand.>

What kind of thanking letter is it?

- A. Thanking after an interview. B. Thanking for active participation.

D. Thanking for becoming the Keynote Speaker.

Gloria Gonzalez

Houston, TX 77204

000.123.4567 (Cell)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

Book

Gonzalez, Gloria. *Quixote Reborn: The Wanderer in US Hispanic Literature*. New Haven: Yale University Press (forthcoming)

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," *Lady Liberty Journal*, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," *Hispanic Literature Today* 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," *Hispanic Literature Today*: 11(2): 18-31.

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

- Elementary Spanish 1501, 1502, 1505

- Intermediate Spanish 2301, 2302, 2610

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

What is the type of the CV?

- | | |
|-------------------------|---------------------|
| A. chronological resume | B. simple resume |
| C. functional resume | D. extensive resume |

75. Look at the following letter!

Robinson
Sales Manager
1234 Colby Street
Baltimore

Hi There,

My name is Josh from Hustle and Health Solutions. We are currently looking to purchase and develop our own high-quality yoga mats for the US market. Please find attached several photographs and a short video of our product design and full specifications.

We are interested in finding an exclusive license to manufacture and distribute this new patent-pending design and believe that your company would be the perfect fit.

Specifications:

Size – 70cm x 26cm

Textured, Non-Slip surface

Durable foam; latex-free with phthalate-free inks

Extra Thick, Extra Wide

Please also provide us more information about how the process works and the usual timeframe it takes to develop product samples with similar specifications. Do let us know if you need further information or if you have additional questions. Once complete, please send the sample to the same address we specified but before you do, we would like to request for a short video chat just so we can see what the product looks like before you send them to us. Looking forward to hearing from you.

All the Best!

Josh Miller

Hustle and Health Solutions

Source: <https://www.amzignition.com/requesting-product-samples/>

The above letter asks for a.... A. sample B. catalogue C. business partner D. price list

76. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," Lady Liberty Journal, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," Hispanic Literature Today: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

(5)

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

(6)

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

(7)

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

(8)

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The conclusion that can be drawn is....

- A. CV owner has published several books.
- B. CV owner has studied at several universities in the U.S.
- C. CV owner has the ability to use more than 3 languages.
- D. CV owner is interested in the field of literature.

77. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

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Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," *Hispanic Literature Today*: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

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Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The applicant's current job on the above CV is shown by number....

A. 1 B. 2 C. 4 D. 5

78. Look at the situation below.

A: I am having a graduation party in my house on Sunday. I was wondering if you would come?

B: I would surely come.

A: We are going to have barbecue in my backyard.

B: Sounds good!

Which expression from the above conversation is the informal language?

A. I am having a graduation party in my house on Sunday.

B. I was wondering if you would come?

C. I would surely come.

D. Sounds good!

79. This organization uses one-way communication when everyone at the top has power and information.

This is the characteristic of

A. traditional hierarchy

B. flatter hierarchy

C. holacratic hierarchy

D. flat hierarchy

80. Look at the following application letter.

Dear Mr. Jacobson,

I enjoyed talking with you briefly yesterday when we were in line at Main Street Coffee House. I was especially interested in your comments about the challenges communications companies face. I have long admired Nexus Communications for its approach to integrating cloud technologies in its full line of products. I agree that consolidations in the communications industry need to happen with high attention to detail in regards to cloud utilization and storage.

Through my work as a senior database administrator for Accent Communications, I believe that cloud infrastructure feasibility will be a major issue in the future. In my five years at Accent, I have emphasized proper oversight of system architecture to minimize service issues and downtime.

I am interested in hearing about future opportunities at your company, and I have attached my resume for your convenience. I am passionate about the expanding capabilities that technology offers companies and would appreciate a chance to find out how my skills and experience can fit in your organization.

Thanks so much for your time and consideration.

Sincerely,

Darren

Source: <https://www.livecareer.co.uk/templates/letter-samples/applicationletters/unsolicited-application-letter> Which type of application letter is the letter above?

A. unsolicited application letter

B. solicited application letter

C. referral application letter

D. networking application letter

81. Read the following text carefully.

Miles Davis - Icon and iconoclast

A At the age of thirteen, Miles Davis was given his first trumpet, lessons were arranged with a local trumpet player, and a musical odyssey began. These early lessons, paid for and supported by his father, had a profound effect on shaping Davis' signature sound. Whereas most trumpeters of the era favoured the use of vibrato (a wobbly quiver in pitch inflected in the instrument's tone), Davis was taught to play with a long, straight tone, a preference his instructor reportedly drilled into the young trumpeter with a rap on the knuckles every time Davis began using vibrato. This clear, distinctive style never left Davis. He continued playing with it for the rest of his career, once remarking, 'If I can't get that sound, I can't play anything.'

B Having graduated from high school in 1944, Davis moved to New York City, where he continued his musical education both in the clubs and in the classroom. His enrolment in the prestigious Julliard School of Music was short-lived, however – he soon dropped out, criticising what he perceived as an over-emphasis on the classical European repertoire and a neglect of jazz. Davis did later acknowledge, however, that this time at the school was invaluable in terms of developing his trumpet-playing technique and giving him a solid grounding in music theory. Much of his early training took place in the form of jam sessions and performances in the clubs of 52nd Street, where he played alongside both up-and-coming and established members of the jazz pantheon such as Coleman Hawkins, Eddie 'Lockjaw' Davis, and Thelonious Monk.

C In the late 1940s, Davis collaborated with nine other instrumentalists, including a French horn and a tuba player, to produce *The Birth of Cool*, an album now renowned for the inchoate sounds of what would later become known as 'cool' jazz. In contrast to popular jazz styles of the day, which featured rapid, rollicking beats, shrieking vocals, and short, sharp horn blasts, Davis' album was the forerunner of a different kind of sound – thin, light horn-playing, hushed drums and a more restrained, formal arrangement. Although it received little acclaim at the time (the liner notes to one of Davis' later recordings call it a 'spectacular failure'), in hindsight *The Birth of Cool* has become recognised as a pivotal moment in jazz history, cementing – alongside his 1958 recording, *Kind of Blue* – Davis' legacy as one of the most innovative musicians of his era.

D Though Davis' trumpet playing may have sounded effortless and breezy, this ease rarely carried over into the rest of his life. The early 1950s, in particular, were a time of great personal turmoil. After returning from a stint in Paris, Davis suffered from prolonged depression, which he attributed to the unravelling of a number of relationships, including his romance with a French actress and some musical partnerships that ruptured as a result of creative disputes. Davis was also frustrated by his perception that he had been overlooked by the music critics, who were hailing the success of his collaborators and descendants in the 'cool' tradition, such as Gerry Mulligan and Dave Brubeck, but who afforded him little credit for introducing the cool sound in the first place.

E In the latter decades of his career, Davis broke out of exclusive jazz settings and began to diversify his output across a range of musical styles. In the 1960s, he was influenced by early funk performers such as Sly and the Family Stone, which then expanded into the jazz-rock fusion genre – of which he was a frontrunner – in the 1970s. Electronic recording effects and electric instruments were incorporated into his sound. By the 1980s, Davis was pushing the boundaries further, covering pop anthems such as

Cyndi Lauper's Time After Time and Michael Jackson's Human Nature, dabbling in hip hop, and even appearing in some movies.

F Not everyone was supportive of Davis' change of tune. Compared to the recordings of his early career, universally applauded as linchpins of the jazz oeuvre, trumpeter Wynton Marsalis derided his fusion work as being 'not true jazz', and pianist Bill Evans denounced the 'corrupting influence' of record companies, noting that rock and pop 'draw wider audiences'. In the face of this criticism Davis remained defiant, commenting that his earlier recordings were part of a moment in time that he had no 'feel' for any more. He firmly believed that remaining stylistically inert would have hampered his ability to develop new ways of producing music. From this perspective, Davis' continual revamping of genre was not merely a rebellion, but an evolution, a necessary path that allowed him to release his full musical potential.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic-2/section-2>

The main idea of paragraph C in the text above is....

- A. musical styles B. first trumpet C. collaboration D. musical education

82. Look at the situation below!

A: Would you like to meet tomorrow?

B: I'm sorry. I have another meeting at 11 a.m. What is the underlined expression about?

- A. accepting the appointment B. rejecting the appointment
C. canceling the appointment D. suggesting a time

83. Look at the following letter.

Hi Steve,

Thank you for attending our international seminar. It was really great to meet you and discussed a lot of things about the new technology. You are such an amazing and great person. I noticed your LinkedIn and saw that you are ... (1) in the field that I am interested for and it is ... (2) with the topic we've discussed before.

I'd love to meet for coffee and discuss more about the topic in person. Please let me know if you have free time. Once more thank you for coming to my event.

Best regards,

Fiona

The correct word to complete sentence in number 1 is....

- A. working B. work C. worked D. works

84. Look at the following letter.

Hi there, Doreen

Long time no see. Hope all's well in your world!

I haven't been to JALT all year, shame on me, but I needed the break. I still see the guys and I'm going to the national, so don't write me off yet!

I was trying to remember who you've published with in the past, and I wondered if you had any contacts at Nan'Un-Do. I want to send a proposal to them but have no names, and the personal touch is always best!

I might go to see Jane Willis, family commitments permitting, any plans in that direction? Going to Shizuoka I presume?

Bye for now

All the best

Susan

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What is the conclusion of the letter above?

- A. Susan wants to invite Doreen to her house. B. Susan wants to go to JALT.
C. Susan wants to ask for someone's contact. D. Susan wants to write to Doreen.

85. Look at the situation below.

Mr. Dani is having a meeting with his business partner.

He said, "We can agree to that if you give us 20% of the profit."

In negotiation, what part is shown by the sentence above?

- A. opening B. bargaining C. accepting and confirming D. summarizing

Date: _____
 To: All Staff
 From: Company Executive
 Subject: Employee Commute Options Survey

} → 1

We are conducting a commuting survey this week among all employees. The purpose of the survey is to discover what methods we currently use to commute and what alternative methods are of most interest. The survey is required by Department of Environmental Quality's Employee Commute Options (ECO) rules. These rules are part of the Portland area clean air plan to keep the air clean in light of air pollution associated with continued growth in the region.

} → 2

ECO requires employers to provide employees with incentives to use alternatives to driving alone to work. The results of the survey will be used by (company name) to design a transportation program that reflects the needs and desires of (company name) employees. We must receive completed surveys back from at least 75 percent of (company name) employees to meet the requirements.

} → 3

The survey will be distributed via e-mail on (date). Please take a couple of minutes to fill out the survey and return in by (date). If you have questions, please talk to (transportation coordinator). We will share the results with you in the employee newsletter when they are completed.

} → 4

Thanks for your participation.

86. Your Executive

Source: <https://rigorousthemes.com/blog/best-memo-examples/>

The part in the memo indicated by number 4 is....

- A. subject B. introduction C. discussion D. conclusion

87. Look at the following letter!

Request Letter for Leave

Date: 6th February 2021

Ashok Mehta

Manager

XYZ Company

11th Street, Blz colony

Mumbai, Maharastra

Dear Mr. Mehta,

I am pleased to inform you that the project of ABC company, is on schedule and we intend to deliver it before October this year. I want to congratulate you on your imminent promotion.

I had a request to make to you. I have to make a trip to Bangalore this weekend since I have had a phone call from my parent's place and I came to know that my mother is not keeping well. It is an emergency situation and I have to be there with my parents for any kind of help they might need.

Thus, I request you to kindly grant me leave for three days. I will be resuming my work on Monday.

Thank you for your kind consideration.

Sincerely Your's,

Signature

Designation

The above request letter can be categorized as....

- A. too short B. too long C. appropriate D. redundant

88. California is a great state to live in. (1) Not only is California very large but there are many people who live in it. You can find different types of jobs in California. (2) I want to be a firefighter. California has really amazing weather. (3) The weather in New York is good too, but it snows a lot there. (4) If you want to live in a great state, you should think about moving to California.

Sumber: <https://blog.udemy.com/paragraph-writing-examples/>

The punctuation error in the paragraph above is shown by number....

- A. 1 B. 2 C. 3 D. 4

MEMORANDUM

DATE: November 17, 2018

TO: All Employees

FROM: Emma Johnson, VP, Marketing Department

SUBJECT: Facilities Update

I'm writing to inform you that, over the next few weeks, our kitchen area will be under construction as we re-model.

As our company continues to grow, we feel it necessary to provide more communal dining space, and we are grateful to our facilities team for their hard work in making that happen.

If you have questions or concerns regarding the re-model, you can access the full report [here](#). In the meantime, we are sorry for the inconvenience.

In between the weeks of December 1 - December 31, please use the kitchen on the second floor if you need a microwave. We will also keep that kitchen stocked per usual with snacks and soda.

89. Thank you for your cooperation.

Source: <https://wptips.rbchosting.com/cara-menulis-memo-template-examples/>

The type of business writing in the above example is a....

- A. business correspondence B. memo C. documentation D. report
90. Look at the following vocabulary list: 1. stand for 2. appear 3. put up 4. show
Which words are suitable to be used in formal language?
- A. 1 and 2 B. 2 and 3 C. 3 and 4 D. 1 and 4
91. Look at the sentence below.

The girl I met in Thailand was interested in working in Australia.

The suitable answer to make the above sentence into a formal language is....

- A. The girl whom I met in Thailand was interested in working in Australia
B. The girl whom I meet in Thailand was interested in working in Australia
C. The girl whom I met in Thailand was interesting in working in Australia
D. The girl whom I meet in Thailand was interesting in working in Australia
92. Look at the list of topics below : 1. religion 2. salary 3. weather 4. weight 5. hobby
Which topics are suitable for casual conversation?
- A. 1 and 3 B. 2 and 4 C. 3 and 5 D. 4 and 5
93. Look at the memo below.

(1) To: All employees

From: Barry Buttonwood, Assistant Manager, Staff Training and Development

Date: August 22, 2020

Subject: Natasha's Wedding

(2) The wedding will be held at the Chapel of Light Church, Dawson Boulevard, Chicago, on Saturday, November 1, 2020. Reception is at the Emerald Events Center at 2 p.m.

(3) The company will provide a cocktail table with candy floss, drinks and snacks. RSVP to Anthony by Thursday, October 30 and please include dietary instructions in your RSVP.

(4) I am writing to inform you of Natasha Audrey's wedding that is coming up in the next two weeks. She would like every member of the department to be present on the joyous occasion.

Source: <https://www.indeed.com/career-advice/career-development/memo-format>

What food that will **not** be provided on the cocktail table?

- A. drinks B. snacks C. bread D. candy
94. Look at the memo below.
- (1)**To: All employees

From: Barry Buttonwood, Assistant Manager, Staff Training and Development

Date: August 22, 2020

Subject: Natasha's Wedding

(2) The wedding will be held at the Chapel of Light Church, Dawson Boulevard, Chicago, on Saturday, November 1, 2020. Reception is at the Emerald Events Center at 2 p.m.

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Source: <https://www.indeed.com/career-advice/career-development/memo-format>

The correct order for the memo above is....

A. 1-3-2-4

B. 1-4-2-3

C. 1-3-4-2

D. 1-2-4-3

95. Look at the following letter.

24 February 2031

Yuri Glassman

High Tech Suppliers Ltd.

302 Salisbury Road

New York City, NY 50078

Re: Cancellation of Order No. HTSL002/2031

Dear Mr. Glassman,

I ordered 20 Techno office issue phones on 23 February 2031, to be supplied to ABC Company by 30 February 2031. I am writing to cancel that order, Order No. HTSL002/2031, on behalf of the company as the acquisition's manager, had made a similar purchase from your company two days ago, which I didn't know at the time.

I understand that your policy allows cancellations as long as they are done three days within the order. As it is only the second day, I request that you kindly treat our order as canceled. Please note that ABC Company shall refuse the goods, if delivered, because of this cancellation.

Thank you for your time and consideration.

Sincerely,

Cecily Brighton

Sumber: <https://www.docformats.com/order-cancellation-letter/>

Based on the information from the letter, why does the sender of the letter cancel the order?

A. unmatched orders

B. already bought the same item

C. the price is too expensive

D. seller does not respond to orders

96. Complete the sentence below! They like to talk ... their hobbies.

A. for

B. about

C. of

D. on

97. Read the text below.

I always want to be a teacher. In my opinion, teaching is a very noble profession. I want to help improving people literacy in my country.

Which word in the text above is an adjective?

A. teacher

B. noble

C. want

D. country

98. Look at the memo below.

(1)

To: All employees

From: Barry Buttonwood, Assistant Manager, Staff Training and Development

Date: August 22, 2020

Subject: Natasha's Wedding

(2)

The wedding will be held at the Chapel of Light Church, Dawson Boulevard, Chicago, on Saturday, November 1, 2020. Reception is at the Emerald Events Center at 2 p.m.

(3)

The company will provide a cocktail table with candy floss, drinks and snacks. RSVP to Anthony by Thursday, October 30 and please include dietary instructions in your RSVP.

(4)

I am writing to inform you of Natasha Audrey's wedding that is coming up in the next two weeks. She would like every member of the department to be present on the joyous occasion.

Source: <https://www.indeed.com/career-advice/career-development/memo-format>

What food that will not be provided on the cocktail table?

A. drinks B. snacks C. bread D. candy

99. Memo is the type of ... communication.

A. result-oriented B. informational C. negative D. persuasive

100. Look at the following letter!

Hi Steve,

Thank you for attending our international seminar. It was really great to meet you and discussed a lot of things about the new technology. You are such an amazing and great person. I noticed your LinkedIn and saw that you are ... (1) in the field that I am interested for and it is ... (2) with the topic we've discussed before.

I'd love to meet for coffee and discuss more about the topic in person. Please let me know if you have free time. Once more thank you for coming to my event.

Best regards,

Fiona

The correct word to complete sentence in number 2 is....

A. relation B. relates C. relating D. related

101. Look at the memo below.

(1)

Date: 20th April 2021

To: All Staff From: Company Executive

Subject: Employee Commute Options Survey

(2)

The survey will be distributed via e-mail on 27th April 2021. Please take a couple of minutes to fill out the survey and return in by 2nd May 2021. If you have questions, please talk to our coordinator, Mr. Husni. We will share the results with you in the employee newsletter when they are completed.

(3)

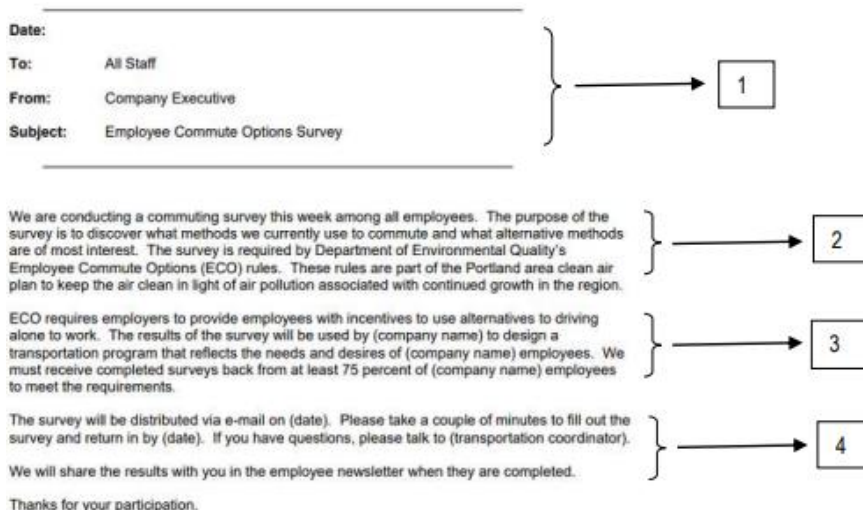
We are conducting a commuting survey this week among all employees. The purpose of the survey is to discover what methods we currently use to commute and what alternative methods are of most interest. The survey is required by Department of Environmental Quality's Employee Commute Options (ECO) rules. These rules are part of the Portland area clean air plan to keep the air clean in light of air pollution associated with continued growth in the region.

(4)

ECO requires employers to provide employees with incentives to use alternatives to driving alone to work. The results of the survey will be used by Trans. Inc to design a transportation program that reflects the needs and desires of Dare Inc. employees. We must receive completed surveys back from at least 75 percent of Dare Inc. employees to meet the requirements.

The correct order for the memo above is....

A. 1-3-2-4 B. 1-4-2-3 C. 1-3-4-2 D. 1-2-4-3



102. Your Executive

Source: <https://rigorousthemes.com/blog/best-memo-examples/>

The part in the memo indicated by number 4 is....

- A. subject B. introduction C. discussion D. conclusion

103. Look at the following letter!

I would like to thank you for meeting with me yesterday and offering us a new contract. My firm is ...

(1) to provide you with our document review services. I am ... (2) that our 30 years of experience in the legal business is going to make us an ideal vendor for your needs.

The correct word to complete the sentence in number 1 is...

- A. excites B. excited C. exciting D. excitement

104. Food

While eating at a restaurant is an enjoyable (1) and convenient occasional treat (2) most individuals and families prepare their meals at home. To make breakfast, lunch, and dinner daily (3), these persons must have the required foods and ingredients on hand and ready to go; foods and ingredients are typically purchased from a grocery store, (4) or an establishment that distributes foods, drinks, household products, and other items that're used by the typical consumer.

The punctuation error in the paragraph above is shown by number....

- A. 1 B. 2 C. 3 D. 4

105. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

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Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

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(5)

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
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Graduate Teaching Assistant, Northwestern University

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Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

What can be inferred about the CV owner based on the above resume?

- A. CV owner is interested in the field of science.
- B. CV owner has studied at several universities in the U.S.
- C. CV owner has published several books.
- D. CV owner speaks two languages.

106. Look at the situation below.

A: I am having a graduation party in my house on Sunday. I was wondering if you would come?

B: I would surely come.

A: We are going to have barbecue in my backyard.

B: Sounds good!

Which expression from the above conversation is the informal language?

- A. I am having a graduation party in my house on Sunday.
- B. I was wondering if you would come?
- C. I would surely come.
- D. Sounds good!

107. Situation

Hana invited Willis to her birthday party in one of the restaurants in Jakarta.

How is the suitable introductory sentence for an informal email?

- A. Dear Willis,
Here I send you a letter of invitation to my birthday party in Jakarta.
- B. Good morning Willis,
I have already sent you an invitation to attend my birthday party in Jakarta.
- C. Hi Willis,
Let's come to my birthday party.

D. To Willis,

I have attached an invitation for my birthday party.

108. Read the email below and answer the question:

Hi Carol,

I hope things are going well with you these days. Did I hear a rumor that you would be willing to talk at the Hiroshima JALT meeting at Peace Park on Saturday, October 19? It would be the same topic as what you are going to do at the national conference.

If so, I'll put you, Ian Suzuki, and Adam Timmerman on the schedule. Maybe one or two other people, also. I'll contact you later this month regarding timing details.

Everyone would be interested in hearing you talk at Hiroshima JALT in October! I hope you would answer "yes."

Sincerely,

Jessica.

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

The appropriate reply to the email is....

A. Hi Jessica,

How are you?

It is an honour for me if I can share in the forum as prestigious as Hiroshima JALT. Please let me know what should I prepare. See you soon!

Regards,

Carol

B. Hi Jessica,

How's it going?

I'm really happy to hear from you. I'd love to meet and discuss about our next project with you.

See you!

Carol

C. Hi Jessica,

I'm really bored with my daily routine. I really want to travel and gain new experiences. Let's meet someday!

Your friend,

Carol

D. Hi Jessica,

How's it going?

I've had exams, so I haven't finished my paperwork. I am really looking forward to meet you and talk about our next project.

Regards,

Carol

109. Read the email below and answer the question!

To

Simon

(1) I am now preparing a few materials for the meeting this weekend. (2) Basically, I will just introduce the Sadako's School program with some general information and some photos.

(3) I agree it can be a challenge to meet the needs of a class with different levels. My students have all sent letters to their foster children (including photos and small gifts),

(4) so hopefully we'll get some responses from Cebu by the end of the month!

See you on Saturday,

Adam

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What number indicates a low level of formality? A. 1

B. 2

C. 3

D. 4

110. Look at the following letter.

Request Letter for Information on Product and Service

Date: 8th May 2021

Simon Raid

Manager
XYZ Company
London

I am building a home with approximately 4200 square feet on two levels and want to install a reliable, energy-efficient heating system. Please send me information on what your company has to offer and what you would recommend. We need to make a decision very soon. Thank you for your help.

The above request letter can be categorized as...

- A. too short B. too long C. appropriate D. redundant

111. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way
Houston, TX 77204
ggonzalez@email.com
000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," Lady Liberty Journal, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," Hispanic Literature Today: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

(5)

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

(6)

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

(7)

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

(8)

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

What is the type of the CV?

A. functional resume

B. simple resume

C. chronological resume

D. extensive resume

112. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: *Quixote Reborn: The Wanderer in US Hispanic Literature*. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

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(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)

Book

Gonzalez, Gloria. *Quixote Reborn: The Wanderer in US Hispanic Literature*. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," *Lady Liberty Journal*, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," *Hispanic Literature Today* 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," *Hispanic Literature Today*: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association

Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of

Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

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Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331

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Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505

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(6)

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

(7)

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

(8)

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The applicant's current job on the above CV is shown by number...

- A. 1 B. 2 C. 4 D. 5

113. What is the meaning of the highlighted word in the following sentence?

The new **scheme** works perfectly.

- A. useful or attractive B. when we like something or someone
C. an officially organized plan or system D. closely connected to another

114. Look at the following application letter.

Dear Ms. Hitchings,

Although I'm currently employed I'm looking for an opportunity where I can put my particular skills to use. There are two paths I can take and fortunately I can walk them both at the same time.

The first path is to follow the job openings at different companies submit my application and see where it takes me.

I've had several job interviews with real possibilities but I prefer the other path. The other path is to choose the company I'd like to work for and convince them to hire me. I've done my research and Babcock Industries comes out on top every time. Your civic responsibility as a company and the high rate of participation of your employees in community events exemplifies Babcock's values which match my own. Your high ethical standards are a matter of record your products are of the highest quality and you stand behind both your products and your employees. I'd be willing to start at an entry-level position in almost any department although I have a bachelor's degree in industrial engineering and could contribute from day one.

I've attached my resume for your review and hope to hear from you. I believe I can contribute to the continuing success of Babcock Industries.

Sincerely Yours,

Isla Cisneros

Source: <https://www.livecareer.co.uk/templates/letter-samples/applicationletters/unsolicited-application-letter>

Which type of application letter is the letter above?

- A. unsolicited application letter B. solicited application letter
C. referral application letter D. networking application letter

115. Look at the report below!

November 5, 20XX

Prepared by: Sally Smith

ABC Company

(1)

This report is to provide an update on the XYZ project that is due on December 5th. This project will result in the creation of a new employee handbook that will include updated rules and regulations as well as the approved increase of paid time off. This handbook will work to increase employee awareness of workplace expectations as well as inform them of the new benefits that have recently been implemented.

(2)

Summary of work completed: As of this date, I have completed the following for the XYZ project:

- Verified all information that will be in the handbook with upper management and HR
- Drafted a table of contents
- Formatted layout of handbook
- Composed the first 12 pages of handbook

(3)

Tasks to be accomplished by November 12, 20XX:

- Compose five more pages of handbook.

- Proofread and edit all pages that have been completed up to this date.
- Have the manager of HR read handbook content to ensure accuracy.
- Conclusion

(4) The XYZ project is on track to be completed by the scheduled date. This project currently has no obvious obstacles or issues, but if they should arise they will be promptly addressed.

Source: <https://www.indeed.com/career-advice/career-development/how-to-write-a-report-for-work>

What part is indicated by number 1 in the report above?

- A. introduction B. main body C. conclusion D. recommendation

116. Look at the part of memo below.

I'm writing to inform you that, over the next few weeks, our kitchen area will be under construction as we re-model.

As our company continues to grow, we feel it necessary to provide more communal dining space, and we are grateful to our facilities team for their hard work in making that happen.

If you have questions or concerns regarding the re-model, you can access the full report here. In the meantime, we are sorry for the inconvenience.

In between the weeks of December 1 - December 31, please use the kitchen on the second floor if you need a microwave. We will also keep that kitchen stocked per usual with snacks and soda.

Thank you for your cooperation.

Part of

the memo above is called....

- A. identity B. content C. layout D. opening

117. Look at the sentence below. I'm buying a gift for the neighbor who helped me move. Relative clauses is shown by number.... A. 1 B. 2 C. 3 D. 4

118. Look at the list of language expression below. 1. Your thoughtfulness is a gift. 2. You are so generous. 3. I am touched beyond words. 4. Thank you for your endless support.

The suitable language expression for the informal letter is shown by number....

- A. 1 and 2 B. 2 and 4 C. 3 and 4 D. 1 and 3

119. Look at the following letter!

Dear Sir/Madam,

I am writing to express my dismay at the service at your Eden Hill branch on Saturday 14 January.

I often collect prescriptions from the pharmacy on behalf of my grandmother, Mrs Elaine Bingham. On this occasion there were two prescriptions: one for 10 x 50 mg Kendomol and one for 50 x 100 mg Leoprone. I was served quickly even though there appeared to be only one pharmacist on duty. However, as I was leaving I saw that I had been given 500 mg tablets of Kendomol. This is ten times stronger than the prescription called for.

If I hadn't noticed the difference between the prescription and the actual tablets, my grandmother could have taken a dangerous overdose of Kendomol. I would be worried about getting any future prescriptions at Eden Hill.

The pharmacist apologised and corrected the mistake but I wanted to bring it to your attention. I think it happened because there were not enough staff on duty. I understand that mistakes happen but there needs to be a minimum of two pharmacists at all times so all prescriptions can be checked.

I hope you can take steps to make sure this mistake does not happen again.

Yours faithfully,

Roger Bingham

Sumber: <https://learnenglish.britishcouncil.org/skills/writing/upper-intermediate-b2/aletter-of-complaint>

The above complaint letter is about....

- A. wrong goods B. poor quality C. wrong quantity D. slow delivery

116 Colonial Pkwy
Easterhazy, NM 87101

July 30, 2017

Ms. Ginny Clark
Overwatch Villa
7419 Bubble Net Road
Birken, WA 98101

Dear Ms. Clark:

Hope you're doing well. I'm Miranda Lawson, Director of Marketing at Mass Airlines, and I wanted to share some marketing ideas with you that could benefit both of our companies.

Whenever our flight crews fly into the Seattle area, they overwhelmingly prefer staying at the Overwatch Villa, but there is often no vacancy. If the Overwatch Villa were to permanently reserve a block of rooms for our crew members, we'd be happy to promote the Overwatch Villa in our in-flight magazine at a significant discount.

To demonstrate what a Mass Airlines and Overwatch Villa partnership could look like, I've enclosed three sample ads created by our graphic design team. These samples should prove that we're eager to highlight the Overwatch Villa for the millions of passengers we serve each year. If you'd like to discuss this in further detail, I can be reached at 375-555-9255, or at mlawson@massairlines.com. I look forward to hearing from you.

Sincerely,



Miranda Lawson
Director of Marketing, Mass Airlines

1

2

3

4

120.

Source: <https://edu.gcfglobal.org/en/business-communication/how-to-write-a-formal-business-letter/1/>

The content of the letter is shown by number.... A. 1

B. 2

C. 3

D. 4

MEMORANDUM

DATE: November 17, 2018

TO: All Employees

FROM: Emma Johnson, VP, Marketing Department

SUBJECT: Facilities Update

I'm writing to inform you that, over the next few weeks, our kitchen area will be under construction as we re-model.

As our company continues to grow, we feel it necessary to provide more communal dining space, and we are grateful to our facilities team for their hard work in making that happen.

If you have questions or concerns regarding the re-model, you can access the full report [here](#). In the meantime, we are sorry for the inconvenience.

In between the weeks of December 1 - December 31, please use the kitchen on the second floor if you need a microwave. We will also keep that kitchen stocked per usual with snacks and soda.

121. Thank you for your cooperation.

Source: <https://wptips.rbchosting.com/cara-menulis-memo-template-examples/>

The type of business writing in the above example is a....

A. business correspondence

B. memo

C. documentation

D. report

Your Name
Company Name
Street Address
City, ST ZIP Code
Date

Recipient Name
Title
Organization Name
Street Address
City, ST ZIP Code

Dear Recipient Name:

We manufacture and sell wide range of electrical equipment. We also sell electrical equipment of other reputed companies through our wholesale and retail outlets in Singapore. We are interested in your electrical equipments, specially explosion flame proof light-fittings and electrical equipment-for explosive atmosphere.

Therefore, will you please send us a copy of your catalogue and pricelist of the above items together with trade terms and conditions and descriptive literature which we can pass on to prospective buyers and customers.

We hope you shall quote the lowest price you are prepared to accept for our future repeat bulk orders for these items.

We look forward to your immediate response and action.

Sincerely,

122. Look at the following letter. Your Name

Source:

<https://www.101businessletter.com/business-correspondence/letter-requesting-for-catalogue-and-price-list-for-electrical-equipment/>

The above letter asks for a.... A. sample B. catalogue C. business partner D. price list

123. Look at the list of language expressions below: 1. You made my day. 2. Thank you for your cooperation. 3. My heart is still smiling. 4. Your kindness is a blessing.

The suitable language expression for the informal letter is shown by number....

A. 1 and 2 B. 2 and 3 C. 3 and 4 D. 1 and 3

124. Look at the following letter.

24 February 2031 Yuri Glassman
High Tech Suppliers Ltd.
302 Salisbury Road
New York City, NY 50078

Re: Cancellation of Order No. HTSL002/2031

Dear Mr. Glassman,

I ordered 20 Techno office issue phones on 23 February 2031, to be supplied to ABC Company by 30 February 2031. I am writing to cancel that order, Order No. HTSL002/2031, on behalf of the company as the acquisition's manager, had made a similar purchase from your company two days ago, which I didn't know at the time.

I understand that your policy allows cancellations as long as they are done three days within the order. As it is only the second day, I request that you kindly treat our order as canceled. Please note that ABC Company shall refuse the goods, if delivered, because of this cancellation.

Thank you for your time and consideration.

Sincerely,

Cecily Brighton

Sumber: <https://www.docformats.com/order-cancellation-letter/>

Based on the information from the letter, why does the sender of the letter cancel the order?

A. unmatched orders B. already bought the same item
C. the price is too expensive D. seller does not respond to orders

125. Look at the following letter!

Hi Johanna!

Thanks for the very nice e-mail. I just printed it out for Hiroko to read later today. Wow, it sounds like Alicia and Monica had terrible times in the hospital. But I'm very happy to hear that they are better! And they seem to be very smart—getting scholarships! No doubt they have good parents. In August Bob and I went canoeing for 5 days in the Boundary Waters of northern Minnesota. That was interesting. But there were a lot of mosquitoes. Take care, Johanna. When you come to Hiroshima, we'll hang out together!

Love, Michihiro.

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What is the conclusion of the letter above?

- | | |
|--|--|
| A. Michihiro wants to spend time together with Johanna | B. Michihiro wants to go to the hospital |
| C. Michihiro wants to get the scholarship | D. Michihiro wants to go canoeing |

126. Look at the following application letter!

John Donaldson
8 Sue Circle
Smithtown, CA 08067
909-555-5555
john.donaldson@emailexample.com
August 15, 2020
George Gilhooley
Times Union
87 Delaware Road
Hatfield, CA 08065
Dear Mr. Gilhooley,

(.....) As requested, I enclose a completed job application, my certification, my resume, and three references.

The role is very appealing to me, and I believe that my strong technical experience and education make me a highly competitive candidate for this position. My key strengths that would support my success in this position include:

- I have successfully designed, developed, and supported live-use applications.
- I strive continually for excellence.
- I provide exceptional contributions to customer service for all customers.

With a BS degree in Computer Programming, I have a comprehensive understanding of the full lifecycle for software development projects. I also have experience in learning and applying new technologies as appropriate. Please see my resume for additional information on my experience.

I can be reached anytime via email at john.donaldson@emailexample.com or by cell phone, 909-555-5555.

Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

John Donaldson (signature hard copy letter)

John Donaldson

Source: <https://englishadmin.com/2019/11/49>

Which sentence is suitable to complete the beginning of the application letter above?

- A. I was interested in your advertisement to fill the manager position.
B. I am writing to apply for the programmer position advertised in the Times Union.
C. I wish to apply for the post as a salesperson in your company.
D. With reference to your advertisement in the newspaper as a secretary.

127. Dear Ms. Gonzalez,

I would like to send my appreciation for your time yesterday. I enjoyed our conversation about the marketing manager position and appreciated learning more about working with the marketing team. It sounds like a rewarding role, especially given the opportunities for collaboration and advancement. I think my master's degree in marketing combined with my marketing experience would make me an excellent candidate for the role.

I look forward to discussing this opportunity with you more. Please don't hesitate to contact me if you need additional information about my references.

Thank you,

Hannah Lee

hannah.lee@email.com

222-555-7777

Source: <https://www.indeed.com/career-advice/career-development/business-thank-youletter>

What kind of thanking letter is it?

- A. thanking after an interview
- B. thanking for active participation
- C. thanking for helping the renovation
- D. thanking for becoming the Keynote Speaker

128. Look at the situation below!

A: Would you like to meet tomorrow?

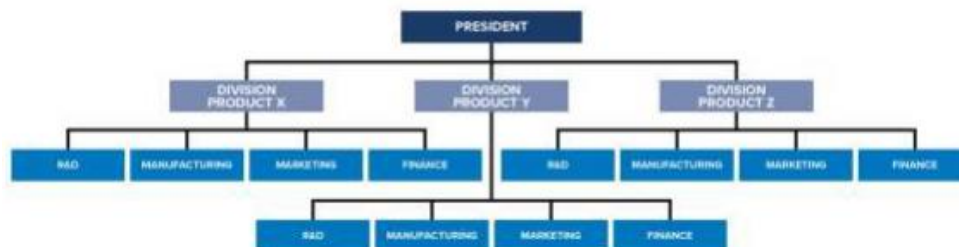
B: I'm sorry. I have another meeting at 11 a.m.

What is the underlined expression about?

- A. accepting the appointment
- B. rejecting the appointment
- C. canceling the appointment
- D. suggesting a time

129. Everyone is given the opportunity to work according to their respective skills based on their departments. This is the characteristic of...

- A. traditional hierarchy
- B. flatter hierarchy
- C. holacratic hierarchy
- D. flat hierarchy



130.

From the above organizational structure, the department that is responsible for presenting and creating advertisements as part of the marketing strategy is ... Department.

- A. Research and Development
- B. Manufacture
- C. Marketing
- D. Finance

131. Arif is having a discussion with his colleagues. He wants to give an explanation about the blackout that occurred lately. The correct sentence is....

- A. How did this blackout happen?
- B. The main problem was that the storm caused the blackout.
- C. Could you tell me how this blackout occurred?
- D. I don't understand why this blackout occurred.

132. Look at the sentences below. 1. May I leave the meeting for a second? 2. I'd like to go with him. 3. She went to the hospital with her daughter. 4. Can you gimme the bill, please?

Which sentences are suitable for formal language?

- A. 1 and 3
- B. 2 and 3
- C. 3 and 4
- D. 1 and 2

133. Look at the situation below.

Ms. Indah is already explained about the new system in the office. She wants to give final remark by saying...

- A. To end, I'd like to highlight the benefit of the new system. That is safety.
- B. This system is very safe because of some reasons.
- C. In this occassion, I will talk about the new system in the office.
- D. My first point concerns the safety of the new system.

134. Look at the situation below!

Mr. Arda is having a meeting with his business partner.

He said "Following the previous meeting we have agreed on some important issues, now we will discuss what to do next"

In negotiation, what part is shown by the sentence above?

- A. opening
- B. bargaining
- C. accepting and confirming
- D. summarizing

135. Look at the sentence below.

The girl I met in Thailand was interested in working in Australia.

The suitable answer to make the above sentence into a formal language is....

- A. The girl whom I met in Thailand was interested in working in Australia B
- B. . The girl whom I meet in Thailand was interested in working in Australia
- C. C. The girl whom I met in Thailand was interesting in working in Australia
- D. D. The girl whom I meet in Thailand was interesting in working in Australia

136. Read the sentence below. **Every cloud has a silver lining.** The characteristic of the informal/casual language in the sentence above is....

- A. cliché
- B. slang
- C. contraction
- D. colloquialism

137. Read the following text carefully!

Fair games?

A For seventeen days every four years the world is briefly arrested by the captivating, dizzying spectacle of athleticism, ambition, pride and celebration on display at the Summer Olympic Games. After the last weary spectators and competitors have returned home, however, host cities are often left awash in high debts and costly infrastructure maintenance. The staggering expenses involved in a successful Olympic bid are often assumed to be easily mitigated by tourist revenues and an increase in local employment, but more often than not host cities are short changed and their taxpayers for generations to come are left settling the debt.

B Olympic extravaganzas begin with the application process. Bidding alone will set most cities back about \$20 million, and while officially bidding only takes two years (for cities that make the shortlist), most cities can expect to exhaust a decade working on their bid from the moment it is initiated to the announcement of voting results from International Olympic Committee members. Aside from the financial costs of the bid alone, the process ties up real estate in prized urban locations until the outcome is known. This can cost local economies millions of dollars of lost revenue from private developers who could have made use of the land, and can also mean that particular urban quarters lose their vitality due to the vacant lots. All of this can be for nothing if a bidding city does not appease the whims of IOC members – private connections and opinions on government conduct often hold sway (Chicago's 2012 bid is thought to have been undercut by tensions over U.S. foreign policy).

C Bidding costs do not compare, however, to the exorbitant bills that come with hosting the Olympic Games themselves. As is typical with large-scale, one-off projects, budgeting for the Olympics is a notoriously formidable task. Los Angelinos have only recently finished paying off their budget-breaking 1984 Olympics; Montreal is still in debt for its 1976 Games (to add insult to injury, Canada is the only host country to have failed to win a single gold medal during its own Olympics). The tradition of runaway expenses has persisted in recent years. London Olympics managers have admitted that their 2012 costs may increase ten times over their initial projections, leaving tax payers 20 billion pounds in the red.

D Hosting the Olympics is often understood to be an excellent way to update a city's sporting infrastructure. The extensive demands of Olympic sports include aquatic complexes, equestrian circuits, shooting ranges, beach volleyball courts, and, of course, an 80,000 seat athletic stadium. Yet these demands are typically only necessary to accommodate a brief influx of athletes from around the world. Despite the enthusiasm many populations initially have for the development of world-class sporting complexes in their home towns, these complexes typically fall into disuse after the Olympic fervour has waned. Even Australia, home to one of the world's most sportive populations, has left its taxpayers footing a \$32 million-a-year bill for the maintenance of vacant facilities.

E Another major concern is that when civic infrastructure developments are undertaken in preparation for hosting the Olympics, these benefits accrue to a single metropolitan centre (with the exception of some outlying areas that may get some revamped sports facilities). In countries with an expansive land mass, this means vast swathes of the population miss out entirely. Furthermore, since the International Olympic Committee favours prosperous "global" centres (the United Kingdom was told, after three failed bids from its provincial cities, that only London stood any real chance at winning), the improvement of public transport, roads and communication links tends to concentrate in places already well-equipped with world-class infrastructures. Perpetually by-passing minor cities

creates a cycle of disenfranchisement: these cities never get an injection of capital, they fail to become first-rate candidates, and they are constantly passed over in favour of more secure choices.

F Finally, there is no guarantee that an Olympics will be a popular success. The “feel good” factor that most proponents of Olympic bids extol (and that was no doubt driving the 90 to 100 per cent approval rates of Parisians and Londoners for their cities’ respective 2012 bids) can be an elusive phenomenon, and one that is tied to that nation’s standing on the medal tables. This ephemeral thrill cannot compare to the years of disruptive construction projects and security fears that go into preparing for an Olympic Games, nor the decades of debt repayment that follow (Greece’s preparation for Athens 2004 famously deterred tourists from visiting the country due to widespread unease about congestion and disruption).

G There are feasible alternatives to the bloat, extravagance and wasteful spending that comes with a modern Olympic Games. One option is to designate a permanent host city that would be re-designed or built from scratch especially for the task. Another is to extend the duration of the Olympics so that it becomes a festival of several months. Local businesses would enjoy the extra spending and congestion would ease substantially as competitors and spectators come and go according to their specific interests. Neither the “Olympic City” nor the extended length options really get to the heart of the issue, however. Stripping away ritual and decorum in favour of concentrating on athletic rivalry would be preferable.

H Failing that, the Olympics could simply be scrapped altogether. International competition could still be maintained through world championships in each discipline. Most of these events are already held on non-Olympic years anyway – the International Association of Athletics Federations, for example, has run a biennial World Athletics Championship since 1983 after members decided that using the Olympics for their championship was no longer sufficient. Events of this nature keep world-class competition alive without requiring Olympic-sized expenses.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic/section-2>

The main idea of paragraph D in the text above is....

- | | |
|----------------------------|-----------------------------|
| A. Sports infrastructure | B. City’s debt |
| C. Olympic popular success | D. Alternatives for Olympic |

138. Look at the following vocabulary list: 1. make up 2. tolerate 3. handle 4. find out

Which words are suitable to be used in formal language?

- | | | | |
|------------|------------|------------|------------|
| A. 1 and 2 | B. 2 and 3 | C. 3 and 4 | D. 1 and 4 |
|------------|------------|------------|------------|

139. Look at the list of topics below : 1. status 2. pet 3. race 4. war 5. food

Which topics are suitable for casual conversation?

- | | | | |
|------------|------------|------------|------------|
| A. 1 and 3 | B. 3 and 4 | C. 2 and 5 | D. 4 and 5 |
|------------|------------|------------|------------|

140. Read the following text carefully.

Electroreception

A Open your eyes in sea water and it is difficult to see much more than a murky, bleary green colour. Sounds, too, are garbled and difficult to comprehend. Without specialised equipment humans would be lost in these deep sea habitats, so how do fish make it seem so easy? Much of this is due to a biological phenomenon known as electroreception – the ability to perceive and act upon electrical stimuli as part of the overall senses. This ability is only found in aquatic or amphibious species because water is an efficient conductor of electricity.

B Electroreception comes in two variants. While all animals (including humans) generate electric signals, because they are emitted by the nervous system, some animals have the ability – known as passive electroreception – to receive and decode electric signals generated by other animals in order to sense their location.

C Other creatures can go further still, however. Animals with active electroreception possess bodily organs that generate special electric signals on cue. These can be used for mating signals and territorial displays as well as locating objects in the water. Active electroreceptors can differentiate between the various resistances that their electrical currents encounter. This can help them identify whether another creature is prey, predator or something that is best left alone. Active

electroreception has a range of about one body length – usually just enough to give its host time to get out of the way or go in for the kill.

D One fascinating use of active electroreception – known as the Jamming Avoidance Response mechanism – has been observed between members of some species known as the weakly electric fish. When two such electric fish meet in the ocean using the same frequency, each fish will then shift the frequency of its discharge so that they are transmitting on different frequencies. Doing so prevents their electroreception faculties from becoming jammed. Long before citizens' band radio users first had to yell "Get off my frequency!" at hapless novices cluttering the air waves, at least one species had found a way to peacefully and quickly resolve this type of dispute.

E Electroreception can also play an important role in animal defences. Rays are one such example. Young ray embryos develop inside egg cases that are attached to the sea bed. The embryos keep their tails in constant motion so as to pump water and allow them to breathe through the egg's casing. If the embryo's electroreceptors detect the presence of a predatory fish in the vicinity, however, the embryo stops moving (and in so doing ceases transmitting electric currents) until the fish has moved on. Because marine life of various types is often travelling past, the embryo has evolved only to react to signals that are characteristic of the respiratory movements of potential predators such as sharks.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic/section-1>

The main idea of paragraph A in the text above is....

- A. definition of electroreception
- B. variation of electroreception
- C. active electroreception
- D. electroreception in animal defences

141. Complete the sentence below with a correct preposition! They put the mobile phones ... the table.

- A. for
- B. about
- C. of
- D. on

142. Read the text below! **Hannah lives in a beautiful house with her husband. She works at one of the most famous companies in New York. Her husband, Jim, works as a full-time writer. They really love their job.**

Which word in the text above is an adjective?

- A. lives
- B. beautiful
- C. works
- D. job

143. Look at the memo below.

Date: 20th April 2021

To: All Staff

From: Company Executive

Subject: Employee Commute Options Survey

The survey will be distributed via e-mail on 27th April 2021. Please take a couple of minutes to fill out the survey and return in by 2nd May 2021. If you have questions, please talk to our coordinator, Mr. Husni. We will share the results with you in the employee newsletter when they are completed.

We are conducting a commuting survey this week among all employees. The purpose of the survey is to discover what methods we currently use to commute and what alternative methods are of most interest. The survey is required by Department of Environmental Quality's Employee Commute Options (ECO) rules. These rules are part of the Portland area clean air plan to keep the air clean in light of air pollution associated with continued growth in the region.

ECO requires employers to provide employees with incentives to use alternatives to driving alone to work. The results of the survey will be used by Trans. Inc to design a transportation program that reflects the needs and desires of Dare Inc. employees. We must receive completed surveys back from at least 75 percent of Dare Inc. employees to meet the requirements.

What is the purpose of the survey?

- A. To find the commute method
- B. To observe the polluted area
- C. To design a program
- D. To provide incentives

144. Reports are the type of ... communication.

- A. result-oriented
- B. informative
- C. negative
- D. persuasive

145. Look at the following letter!

Dear Stephanie,

I really ... (1) all of your help in preparing my new house in New York. You've been helping me these past few days from ordering supplies to ... (2) the set-up of the rooms. I could not do this without your help. I hope we can meet soon and discuss our interest in properties.

Sincerely,

Ali

The correct word to complete sentence in number 2 is....

A. supervising

B. supervised

C. supervision

D. supervise

146. Look at the memo below!

(1)

To: Adams County School System Special Education Team

From: Jane Doe, special education para-professional

Date: June 13, 2017

Subject: Mental Health in Special Education

(2)

However, we have not seen a corresponding increase in students who qualify due to mental health. Because of the increase in students seeking services, we assume that all needs are met. However, students and their families may not seek resources due to the stigma of mental health issues. Given our own increase in special education recipients in our own school system, we should see a similar increase in students' mental health disorders. However, we do not. This is an anomaly that we should explore.

(3)

I suggest we address this problem by collecting better data on student diagnoses and reviewing our training program. By collecting data, we can see how our student population aligns with national data to determine whether stigma may prevent some of our students from requesting special education resources. Regarding training, our school system has an interest in better understanding our student population from a mental health standpoint. We have a solid special education training program, but no recent training addresses working with students who have mental health disorders. We may be reinforcing the stigma attached by not providing specialized training. We should review our training and consider planning at least one workshop on students with a mental health disorder diagnosis. We will discuss this in more depth at our next quarterly meeting.

(4)

I write to share the problem of the stigmatization of mental health disorders in special education and its implications for our team. I offer some possible solutions as well. Adams County School District has seen an increase in students who qualify for special education resources.

The correct order for the memo above is....

A. 1-3-2-4

B. 1-4-2-3

C. 1-3-4-2

D. 1-2-4-3

Date:
To: All Staff
From: Company Executive
Subject: Employee Commute Options Survey

→ 1

We are conducting a commuting survey this week among all employees. The purpose of the survey is to discover what methods we currently use to commute and what alternative methods are of most interest. The survey is required by Department of Environmental Quality's Employee Commute Options (ECO) rules. These rules are part of the Portland area clean air plan to keep the air clean in light of air pollution associated with continued growth in the region.

→ 2

ECO requires employers to provide employees with incentives to use alternatives to driving alone to work. The results of the survey will be used by (company name) to design a transportation program that reflects the needs and desires of (company name) employees. We must receive completed surveys back from at least 75 percent of (company name) employees to meet the requirements.

→ 3

The survey will be distributed via e-mail on (date). Please take a couple of minutes to fill out the survey and return in by (date). If you have questions, please talk to (transportation coordinator).

→ 4

We will share the results with you in the employee newsletter when they are completed.

Thanks for your participation.

147. MEMO Your Executive

Source:

<https://rigorousthemes.com/blog/best-memo-examples/>

The part in the memo indicated by number 3 is....

- A. subject B. introduction C. discussion D. conclusion

148. Look at the following letter.

Dear Stephanie,

I really ... (1) all of your help in preparing my new house in New York. You've been helping me these past few days from ordering supplies to ... (2) the set-up of the rooms. I could not do this without your help. I hope we can meet soon and discuss our interest in properties.

Sincerely,

Ali

The correct word to complete the sentence in number 1 is....

- A. appreciative B. appreciate C. appreciation D. appreciates

149. **A MEMORABLE DAY OR AN UNFORGETTABLE EXPERIENCE**

(1) Human life is a mixture of weal and woe, smiles and tears. (2) However once what had seemed to be a memorable day turned to be the saddest day of my life. (3) We had planned for a picnic with all our classmates after the examination on the bank of the river Ganga. We started early in the morning and reached at 10 am. (4) It turned out that the river was closed.

The punctuation error in the paragraph above is shown in the sentence number....

- A. 1 B. 2 C. 3 D. 4

150. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," Lady Liberty Journal, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," Hispanic Literature Today: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

(5)

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

(6)

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

(7)

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

(8)

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The conclusion that can be drawn is....

- A. CV owner has studied at several universities in the U.S.
- B. CV owner is interested in the field of literature.
- C. CV owner has published several books.
- D. CV owner has the ability to use more than 3 languages.

151. Look at the situation below!

A: What about having lunch together with our badminton team next week?

B: Sure. Let's go!

A: We could meet on Saturday or Sunday. Which day would you prefer?

B: Saturday would be good for me.

Which expression from the above conversation is informal language?

- A. What about having lunch together with our badminton team next week?
- B. Let's go!
- C. We could meet on Saturday or Sunday.
- D. Which day would you prefer?

152. Situation:

Mrs. Sandra wants to celebrate her son's graduation party. She invites some of her friends and colleagues to come to the party.

How is the suitable introductory sentence for an informal email?

- A. Dear Mr. Riko,
Here I send you a letter of invitation to my son's graduation party
- B. Good morning Mr. Riko,
I already sent you an invitation to attend our son's graduation party
- C. Hi Mr. Riko,
Let's come to my son's graduation party
- D. To Mr. Riko,
I have attached an invitation for my son's graduation party

153. Read the email below and answer the question:

Hi Scott,

Thank you for the e-mail. It is always nice to hear from people, especially from you, Scott.

I have not got any reply, a positive or negative one, from Seibido yet. Let's wait and hope for the best result.

Have you finished your paperwork for Kaken and writing academic articles?

If you have some free time in the near future, I want to meet you and explain to you our next project.

Sincerely,

K. Nakagawa

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

The appropriate reply to the email is....

- A. Hi Nakagawa,
How are you?
Sorry I haven't been in touch for such a long time. I am doing good here. Now, I'm quite overwhelmed by my new job. Hope to see you soon.
Regards,
Scott
- B. Hi Nakagawa,
How's it going?
I'm really happy to hear from you. Yes, let's hope for the best from Seibido. I have finished my paperwork. However, I don't have much time these days to write the articles. I hope I can finish it soon. I'd love to meet and discuss our next project with you.
See you!
Scott
- C. Hi Nakagawa,
I'm really bored with my daily routine. I really want to travel and gain new experiences. Let's meet someday!
Your friend,
Scott
- D. Hi Nakagawa,
How's it going?
I've had exams, so I haven't finished my paperwork. I am really looking forward to meeting you and talking about our next project.
Scott

154. Read the email below and answer the question:

Hi Scott,
Thank you for the e-mail. It is always nice to hear from people, especially from you, Scott. (1)
I have not got any reply, a positive or negative one, from Seibido yet. Let's wait and hope for the best result. (2)
Have you finished your paperwork for Kaken and writing academic articles? (3)
If you have some free time in the near future, I want to meet you and explain to you our next project. (4)
Sincerely,
K. Nakagawa

Source: <https://vu.flare.hiroshima-u.ac.jp/english/writing/intermediate/informal/examples.htm>

What number indicates a low level of formality? A. 1 B. 2 C. 3 D. 4

155. Look at the following letter!

Request Letter for Shift Change

Adrian
Wood Street, California
Dear Mr. Sean,
I am writing this letter to request a change in my shift schedule. My current shift is from 2pm – 10pm. My daughter is beginning school on August 28th, and I would like to change my shift from 10am – 6pm.
I would be happy to meet you. My phone number is 555-123-4567 and my email address is name@email.com.

Thank you.

Sincerely,

Adrian

The above request letter can be categorized as....

- A. too short B. too long C. appropriate D. redundant

156. Look at the following Curriculum Vitae below.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

Research Interests

Hispanic Literature, Latin American Literature, Peninsular Literature

Educations

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

Appointments

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

Publications

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," Lady Liberty Journal, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," Hispanic Literature Today: 11(2): 18-31.

Conferences

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association

Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

Teaching Experience

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

Awards

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

Languages

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

Affiliations

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

What is the type of the CV?

- A. extensive resume B. simple resume C. chronological resume D. functional resume

157. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204
ggonzalez@email.com
000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature
Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair
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B.A. in Spanish, June 2013 – University of Houston

(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

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Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," Hispanic Literature Today: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

(5)

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
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Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

(6)

Mexico Study Abroad Summer Grant, 2018
UH Teaching Awards, 2017, 2018, 2020
Dissertation Fellowship, 2017

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Classical Latin (written)

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National Association of Latino Arts and Cultures
Asociación Internacional de Literatura y Cultura Femenina Hispánica
Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The applicant's language skill is shown by number.... A. 5 B. 6 C. 7 D. 8

158. What is the meaning of the highlighted word in the following sentence?

Two **complementary** exhibitions are on show at the Asian Centre.

- A. useful or attractive together
- B. polite behavior
- C. short form of a word or phrase
- D. closely connected to another

159. Look at the following application letter.

Dear Mr. Morrison,

I am writing to apply for the position of Content Manager on your web development team at Pierce Manufacturing.

I learned of the opening through an online career job board. I found the opportunity as described very appealing. Based on the expertise and requirements listed, I believe have the qualifications needed to make a positive contribution to the ongoing success of your organization.

As a web communications manager, I worked as part of a team to develop the site structure and authored all of the content for the company's website. I increased the company's visibility with prospective customers by designing detailed product specification pages with built-in modules for size, color and quantity options. I increased page views and improved the company's search engine ranking to first page status by employing a variety of techniques, including key word optimization, co-marketing strategies and strategic online advertisement placements.

My experience in working on cross-departmental teams has allowed me to develop strong interpersonal skills. I possess the ability to work and communicate productively with creative coworkers and highly technical engineers. I am experienced in both the development and marketing aspects of web development. I am skilled in various programming languages, search engine optimization techniques, functional enhancement identification and implementation and in creating attention-getting web content. I am dedicated, motivated and I consistently strive to achieve a standard of excellence.

I believe I am a very good candidate for the position of Content Manager and I would greatly appreciate an in-person interview. You may reach me by phone at (555)-555 5555 or by email at [email] I am enclosing a copy of my resume for your consideration, along with letters of recommendation from previous employers. Thank you for your time and consideration. I hope to meet you soon.

Sincerely,

Della Walker

Ms. Della Walker

Enclosures:

Resume

Sundance Letter of Recommendation

PSR Letter of Recommendation

Source [https://www.greatsampleresume.com/letters/personal-](https://www.greatsampleresume.com/letters/personal-letters/solicitedapplication#:~:text=I%20believe%20I%20am%20a,of%20recommendation%20from%20previous%20employers.)

[letters/solicitedapplication#:~:text=I%20believe%20I%20am%20a,of%20recommendation%20from%20previous%20employers.](https://www.greatsampleresume.com/letters/personal-letters/solicitedapplication#:~:text=I%20believe%20I%20am%20a,of%20recommendation%20from%20previous%20employers.)

Which type of application letter is the letter above?

A. unsolicited application letter

B. solicited application letter

C. referral application letter

D. networking application letter

160. Look at the report below.

November 5, 20XX

Prepared by: Sally Smith

ABC Company

(1) This report is to provide an update on the XYZ project that is due on December 5th. This project will result in the creation of a new employee handbook that will include updated rules and regulations as well as the approved increase of paid-time-off. This handbook will work to increase employee awareness of workplace expectations as well as inform them of the new benefits that have recently been implemented.

(2) Summary of work completed: As of this date, I have completed the following for the XYZ project:

- Verified all information that will be in the handbook with upper management and HR
- Drafted a table of contents
- Formatted layout of handbook
- Composed the first 12 pages of handbook

(3) Tasks to be accomplished by November 12, 20XX:

- Compose five more pages of handbook.

- Proofread and edit all pages that have been completed up to this date.
- Have the manager of HR read handbook content to ensure accuracy.

(4) The XYZ project is on track to be completed by the scheduled date. This project currently has no obvious obstacles or issues, but if they should arise they will be promptly addressed.

Sumber: <https://www.indeed.com/career-advice/career-development/how-to-write-a-report-for-work>

What part is indicated by number 4 in the report above?

- A. introduction B. main body C. conclusion D. recommendation

161. Look at the part of memo below. To: All Staff From: The Manager Date: May 27, 2021 Subject:

Inappropriate use of time. Part of the memo above is called....

- A. identity B. content C. layout D. opening

162. Look at the sentence below. The man whom we helped gave us some food
1 2 3 4 Relative clauses is shown by
number.... A. 1 B. 2 C. 3 D. 4

163. Look at the list of language expressions below! 1. Thank you for your support. 2. You knocked me off my feet. 3. We are very pleased to hear the news. 4. I am touched beyond words.

The suitable language expression for the informal letter is shown by number....

- A. 1 and 2 B. 2 and 4 C. 3 and 4 D. 1 and 3

164. Look at the following letter.

28th March 2019

Ms. Stacy Abraham

Happy Shop

101 Rocky Street, Illinois

Respected Madam,

With due respect, this letter has been written to inform you that I have placed an order through your website 2/3 weeks ago. I have also paid the amount through credit card but still, I have got no response from your end. I have called several times on your company's number but I have got no response. What kind of service are you providing to the customers? I am waiting for my goods for the last 2/3 weeks. This sort of unprofessional behavior can result in losing your customers.

Please find the attached receipt of the items. Please respond to my request to refund me the amount I have wasted on your site. I hope you will take action on my complaint as soon as possible. Thank you.

Regards,

Aleesa

87 Harley Street, Alabama

Source: <https://www.assignmentpoint.com/other/sample-complaint-letter-for-poor-delivery-service.html>

The above complaint letter is about....

- A. wrong goods B. poor quality C. wrong quantity D. slow delivery

316 Colonel Plooy
Estesburg, NM 87101

July 30, 2017

Ms. Ginny Clark
Overwatch Villa
7419 Bubble Net Road
Bellevue, WA 98101

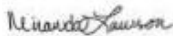
Dear Ms. Clark:

Hope you're doing well. I'm Miranda Lawson, Director of Marketing at Mass Airlines, and I wanted to share some marketing ideas with you that could benefit both of our companies.

Whenever our flight crews fly into the Seattle area, they overwhelmingly prefer staying at the Overwatch Villa, but there is often no vacancy. If the Overwatch Villa were to permanently reserve a block of rooms for our crew members, we'd be happy to promote the Overwatch Villa in our in-flight magazine at a significant discount.

To demonstrate what a Mass Airlines and Overwatch Villa partnership could look like, I've enclosed three sample ads created by our graphic design team. These samples should prove that we're eager to highlight the Overwatch Villa for the millions of passengers we serve each year. If you'd like to discuss this in further detail, I can be reached at 575-555-9255, or at mlawson@massairlines.com. I look forward to hearing from you.

Sincerely,



Miranda Lawson
Director of Marketing, Mass Airlines

1

2

3

4

165.

Source:

<https://edu.gcfcglobal.org/en/business-communication/how-to-write-a-formalbusiness-letter/1/>

The complimentary close in the letter is shown by number.... A. 1 B. 2 C. 3 D. 4

Nicole Thomas

35 Chestnut Street, Dell Village, Wisconsin 54101 - 555-555-5555 - nicole@thomas.com

August 3, 2020

Jason Andrews
Manager
LMK Company
53 Oak Avenue, Ste 5
Dell Village, Wisconsin 54101

Dear Jason,

I'm writing to resign my position as customer service representative, effective August 14, 2020.

I've recently decided to go back to school, and my program starts in early September. I'm tendering my resignation now so that I can be as helpful as possible to you during the transition.

I've truly enjoyed my time working with you and everyone else on our team at LMK. It's rare to find a customer service role that offers as much opportunity to grow and learn and such a positive, inspiring team of people to grow and learn with.

I'm particularly grateful for your guidance while I was considering furthering my education. Your support has meant so much to me.

Please let me know if there's anything I can do to help you find and train my replacement.

Thanks, and best wishes,

Nicole Thomas (signature hard copy letter)

166.

Nicole Thomas

Source:

<https://sportsclinictampico.com/self-organization/how-to-write-a-formal-letter/>

The type of business writing in the above example is a....

A. business correspondence B. memo C. documentation D. report

167. Look at the following letter!

Robinson
Sales Manager
1234 Colby Street
Baltimore
Hi There,

My name is Josh from Hustle and Health Solutions. We are currently looking to purchase and develop our own high-quality yoga mats for the US market. Please find attached several photographs and a short video of our product design and full specifications.

We are interested in finding an exclusive license to manufacture and distribute this new patent-pending design and believe that your company would be the perfect fit.

Specifications:

Size – 70cm x 26cm

Textured, Non-Slip surface

Durable foam; latex-free with phthalate-free inks

Extra Thick, Extra Wide

Please also provide us more information about how the process works and the usual timeframe it takes to develop product samples with similar specifications. Do let us know if you need further information or if you have additional questions. Once complete, please send the sample to the same address we specified but before you do, we would like to request for a short video chat just so we can see what the product looks like before you send them to us. Looking forward to hearing from you.

All the Best!

Josh Miller

Hustle and Health Solutions

Source: <https://www.amzignition.com/requesting-product-samples/>

The above letter asks for a.... A. sample B. catalogue C. business partner D. price list

168. Look at the list of language expressions below! 1. thank you for your hard work. 2. thank you for your cooperation. 3. thanks for your help. 4. thanks for helping me.

The suitable language expression for the informal letter is shown by number....

A. 1 and 2

B. 2 and 3

C. 3 and 4

D. 1 and 3

169. Look at the following letter!

OXFORD LIBRARY

(Publisher & Book Sellers) 15/3, Bangla Bazar, Dhaka

Phone: 9412394-6

1st July 2004

Manager

Central Book Corner

23, Newmarket, Dhaka

Sub: Cancellation of Order No. A/27/2/04 dated 20.06.03

Dear Sir,

We hope that you are in receipt of our order No. A/27/04 dated 20.06.03 for 200 copies of M. A. Kalam's Iktsic Accounting, but we are surprised to notice your silence in the execution of the order within the stipulated time of July 10, 2004.

We, therefore, have no other option but to cancel our order for your failure to execute the order in time as time was of prime importance in this respect. We now request you to kindly treat our order canceled. With thanks,

Yours faithfully,

Prabir Roy

Manager,

Oxford Library

Source: <https://www.businesscommunicationarticles.com/order-cancellation-lettersample-example-format-template/>

Based on the information from the letter, why does the sender of the letter cancel the order?

A. unmatched orders

B. the item ordered does not exist

C. the price is too expensive

D. seller does not respond to orders

170. Look at the following letter.

Hi there, Doreen

Long time no see. Hope all's well in your world!

I haven't been to JALT all year, shame on me, but I needed the break. I still see the guys and I'm going to the national, so don't write me off yet!

I was trying to remember who you've published with in the past, and I wondered if you had any contacts at Nan'Un-Do. I want to send a proposal to them but have no names, and the personal touch is always best!

I might go to see Jane Willis, family commitments permitting, any plans in that direction? Going to Shizuoka I presume?

Bye for now

All the best

Susan

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What is the conclusion of the letter above?

A. Susan wants to invite Doreen to her house.

B. Susan wants to go to JALT.

C. Susan wants to ask for someone's contact.

D. Susan wants to write to Doreen.

171. Look at the following application letter.

Liam Houston

12, Oak Street

Oklahoma

[Date, Year] (Aug 21, 2020)

Benjamin Brown

Department Manager

DigiMark Inc

15, Purple Street

Dear Mr. Brown,

(.....). I had the pleasure of speaking with Mr. Adam Reino, the marketing department manager at your company, and he suggested that I need to contact you about possible job openings. Therefore, I want you to consider this application for a marketing position in your department.

To shortly introduce myself, my name is Liam Houston and I work as a digital marketer at Mark Inc. I have been actively following DigiMark Inc. marketing campaigns. The meaningful, catchy and bold advertisements certainly have a positive effect on me. I would welcome the opportunity to continue this creative strategy to increase customer engagement. My experience in developing customer personas to increase ROI could provide valuable insights. As a motivated marketer, I am thrilled to deliver creativity and maintain DigiMark Inc's core values on customer experience, boldness and trustworthiness.

In my current role as a Digital Marketer at Mark Inc., I deliver actionable solutions on topics that concern user experience (UX), marketing reports and overall campaign effectiveness. In 2020, I managed to increase customer engagement by 75% and grew overall sales by \$63,000. These results were achieved by measuring the marketing campaign performance against benchmarks and KPIs. These experiences taught me the importance of teamwork and a shared project vision. At this moment, I am seeking to obtain a new, challenging and growth oriented position within an industry of my preference.

I look forward to discussing my ideas and strategies on developing customer personas to increase ROI. In the attachment, you can find my resume and references for more information about my educational background, skills and experience. If you need any additional information, don't hesitate to contact me at liam@email.com. Thank you for your time in reviewing my cover letter.

Best regards,

Liam Houston

Sumber: <https://englishadmin.com/2019/11/49-contoh-soal-application-letter-andjawabannya.html>

Which sentence is suitable to complete the beginning of the application letter above?

A. I am writing this letter to express my interest for a marketing related position at Trans Inc.

B. I am writing to apply for the programmer position advertised in the Washington Times.

C. I wish to apply for the post as salesperson in your company.

D. With reference to your advertisement in the newspaper as a secretary.

172. Look at the following letter.

Dear Jessica,

Thank you for participating in our Education Fair on 15th-17th August 2021. It was a great experience to cooperate with you during the event. We appreciate the information, time, and service given for this event.

We would like to inform you that our attendees and staffs experienced a great event with the help of your hand. We won't be success without your participant in giving detail information of job opportunities.

Thank you for the time and dedication for this event. I hope we can work together in the near future.

Best regards,

Vicky

Source: <https://www.virtualedge.org/how-to-write-the-best-post-event-thank-youemail/#:~:text=Thank%20you%20for%20participating%20in,the%20help%20of%20your%20hand.>

What kind of thanking letter is it?

- A. Thanking after an interview.
- B. Thanking for active participation.
- C. Thanking for helping the renovation.
- D. Thanking for becoming the Keynote Speaker.

173. Look at the situation below.

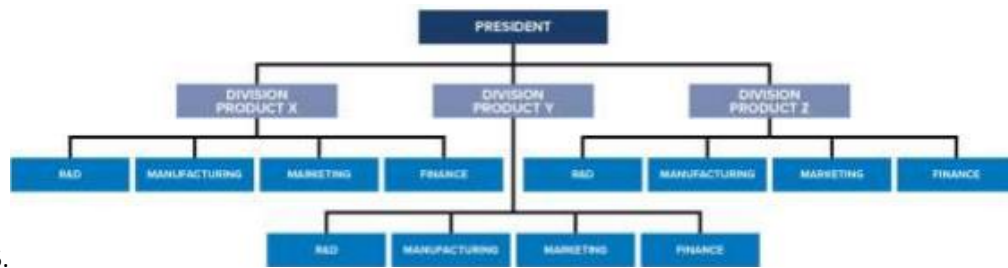
Lex: Hi, Arin. I was wondering if we could discuss our future project on the next Saturday?

Arin: Okay. I am free at 10 a.m. What is the underlined expression about?

- A. accepting the appointment
- B. rejecting the appointment
- C. cancelling the appointment
- D. suggesting a time

174. This organization provides space for collaboration by removing the inner layers of the structure and providing more than one communication flow. This is the characteristic of....

- A. traditional hierarchy
- B. flatter hierarchy
- C. holacratic hierarchy
- D. flat hierarchy



175.

Source:

<https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/understandingorganizationalstructures.aspx>

From the above organizational structure, the department that is responsible for setting the price of products and ensuring that the company's expenses do not outweigh the revenues is ... Department.

A. Research and Development B. Manufacture C. Marketing D. Finance

176. Cindy has to deliver a presentation to a client about the market research that her company does. The correct sentence is....

- A. Could you explain the market research, please?
- B. Well, the thing is, the market research depends on our target age group.
- C. Is my explanation regarding the market research clear?
- D. I still don't understand about the market research the company does

177. Look at the sentences below! 1. I wanna pass my English exam tomorrow 2. They will be attending the meeting tomorrow 3. Hey how's it going? 4. I would like to apologize to you

Which sentences are suitable for formal language?

- A. 1 and 3
- B. 2 and 3
- C. 2 and 4
- D. 1 and 2

178. Look at the situation below.

Mr. Sam has talked about a new Meeting Application to his colleagues. He has explained about the strengths of the application. The conclusion that Mr. Andi can convey is....

- A. Then, I'll move on to the next advantage of the new Meeting Application.
- B. In short, I believe that this new Meeting Application will be beneficial for us.
- C. Today, I will talk about the new Meeting Application.
- D. As I mentioned earlier, this new Meeting Application can accommodate 1000 people.

179. Look at the situation below. Mr. Dani is having a meeting with his business partner. He said, "We can agree to that if you give us 20% of the profit." In negotiation, what part is shown by the sentence above?

- A. opening
- B. bargaining
- C. accepting and confirming
- D. summarizing

180. Look at the sentence below. **The student I met last Friday was a good learner.**

The suitable answer to make the above sentence into a formal language is....

- A. The student I meet last Friday was a good learner
- B. The student whom I meet last Friday was a good learner
- C. The student I met last Friday is a good learner
- D. The student whom I met last Friday was a good learner

181. Read the sentence below. **Why are you so salty? I said I would share if I won the competition.** The underlined word is an example of....

- A. cliché
- B. slang
- C. contraction
- D. colloquialism

182. Read the following text carefully.

Electroreception

A Open your eyes in sea water and it is difficult to see much more than a murky, bleary green colour. Sounds, too, are garbled and difficult to comprehend. Without specialised equipment humans would be lost in these deep sea habitats, so how do fish make it seem so easy? Much of this is due to a biological phenomenon known as electroreception – the ability to perceive and act upon electrical stimuli as part of the overall senses. This ability is only found in aquatic or amphibious species because water is an efficient conductor of electricity.

B Electroreception comes in two variants. While all animals (including humans) generate electric signals, because they are emitted by the nervous system, some animals have the ability – known as passive electroreception – to receive and decode electric signals generated by other animals in order to sense their location.

C Other creatures can go further still, however. Animals with active electroreception possess bodily organs that generate special electric signals on cue. These can be used for mating signals and territorial displays as well as locating objects in the water. Active electroreceptors can differentiate between the various resistances that their electrical currents encounter. This can help them identify whether another creature is prey, predator or something that is best left alone. Active electroreception has a range of about one body length – usually just enough to give its host time to get out of the way or go in for the kill.

D One fascinating use of active electroreception – known as the Jamming Avoidance Response mechanism – has been observed between members of some species known as the weakly electric fish. When two such electric fish meet in the ocean using the same frequency, each fish will then shift the frequency of its discharge so that they are transmitting on different frequencies. Doing so prevents their electroreception faculties from becoming jammed. Long before citizens' band radio users first had to yell "Get off my frequency!" at hapless novices cluttering the air waves, at least one species had found a way to peacefully and quickly resolve this type of dispute.

E Electroreception can also play an important role in animal defences. Rays are one such example. Young ray embryos develop inside egg cases that are attached to the sea bed. The embryos keep their tails in constant motion so as to pump water and allow them to breathe through the egg's casing. If the embryo's electroreceptors detect the presence of a predatory fish in the vicinity, however, the embryo stops moving (and in so doing ceases transmitting electric currents) until the fish has moved on. Because marine life of various types is often travelling past, the embryo has evolved only to react to signals that are characteristic of the respiratory movements of potential predators such as sharks.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic/section-1>

The main idea of paragraph C in the text above is....

- A. other creatures can go further still
- B. electroreception is various
- C. animals with active electroception can generate electric signals to communicate, locate objects, and differentiate between potential threats or prey
- D. active electroreception has a range of about one body length

183. Look at the following vocabulary list: 1. stand for 2. appear 3. put up 4. Show. Which words are

suitable to be used in formal language? A. 1 and 2 B. 2 and 3 C. 3 and 4 D. 1 and 4

184. Look at the list of topics below : 1. religion 2. salary 3. weather 4. weight 5. Hobby. Which topics are suitable for casual conversation? A. 1 and 3 B. 2 and 4 C. 3 and 5 D. 4 and 5

185. Read the following text carefully!

Miles Davis - Icon and iconoclast

A At the age of thirteen, Miles Davis was given his first trumpet, lessons were arranged with a local trumpet player, and a musical odyssey began. These early lessons, paid for and supported by his father, had a profound effect on shaping Davis' signature sound. Whereas most trumpeters of the era favoured the use of vibrato (a wobbly quiver in pitch inflected in the instrument's tone), Davis was taught to play with a long, straight tone, a preference his instructor reportedly drilled into the young trumpeter with a rap on the knuckles every time Davis began using vibrato. This clear, distinctive style never left Davis. He continued playing with it for the rest of his career, once remarking, 'If I can't get that sound, I can't play anything.'

B Having graduated from high school in 1944, Davis moved to New York City, where he continued his musical education both in the clubs and in the classroom. His enrolment in the prestigious Julliard School of Music was short-lived, however – he soon dropped out, criticising what he perceived as an over-emphasis on the classical European repertoire and a neglect of jazz. Davis did later acknowledge, however, that this time at the school was invaluable in terms of developing his trumpet-playing technique and giving him a solid grounding in music theory. Much of his early training took place in the form of jam sessions and performances in the clubs of 52nd Street, where he played alongside both up-and-coming and established members of the jazz pantheon such as Coleman Hawkins, Eddie 'Lockjaw' Davis, and Thelonious Monk.

C In the late 1940s, Davis collaborated with nine other instrumentalists, including a French horn and a tuba player, to produce *The Birth of Cool*, an album now renowned for the inchoate sounds of what would later become known as 'cool' jazz. In contrast to popular jazz styles of the day, which featured rapid, rollicking beats, shrieking vocals, and short, sharp horn blasts, Davis' album was the forerunner of a different kind of sound – thin, light horn-playing, hushed drums and a more restrained, formal arrangement. Although it received little acclaim at the time (the liner notes to one of Davis' later recordings call it a 'spectacular failure'), in hindsight *The Birth of Cool* has become recognised as a pivotal moment in jazz history, cementing – alongside his 1958 recording, *Kind of Blue* – Davis' legacy as one of the most innovative musicians of his era.

D Though Davis' trumpet playing may have sounded effortless and breezy, this ease rarely carried over into the rest of his life. The early 1950s, in particular, were a time of great personal turmoil. After returning from a stint in Paris, Davis suffered from prolonged depression, which he attributed to the unravelling of a number of relationships, including his romance with a French actress and some musical partnerships that ruptured as a result of creative disputes. Davis was also frustrated by his perception that he had been overlooked by the music critics, who were hailing the success of his collaborators and descendants in the 'cool' tradition, such as Gerry Mulligan and Dave Brubeck, but who afforded him little credit for introducing the cool sound in the first place.

E In the latter decades of his career, Davis broke out of exclusive jazz settings and began to diversify his output across a range of musical styles. In the 1960s, he was influenced by early funk performers such as Sly and the Family Stone, which then expanded into the jazz-rock fusion genre – of which he was a frontrunner – in the 1970s. Electronic recording effects and electric instruments were incorporated into his sound. By the 1980s, Davis was pushing the boundaries further, covering pop anthems such as Cyndi Lauper's *Time After Time* and Michael Jackson's *Human Nature*, dabbling in hip hop, and even appearing in some movies.

F Not everyone was supportive of Davis' change of tune. Compared to the recordings of his early career, universally applauded as linchpins of the jazz oeuvre, trumpeter Wynton Marsalis derided his fusion work as being 'not true jazz', and pianist Bill Evans denounced the 'corrupting influence' of record companies, noting that rock and pop 'draw wider audiences'. In the face of this criticism Davis remained defiant, commenting that his earlier recordings were part of a moment in time that he had no 'feel' for any more. He firmly believed that remaining stylistically inert would have hampered his ability to develop new ways of producing music. From this perspective, Davis' continual revamping of

genre was not merely a rebellion, but an evolution, a necessary path that allowed him to release his full musical potential.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic-2/section-2>

The main idea of paragraph A in the text above is....

- A. musical styles B. first trumpet C. collaboration D. musical education

186. Complete the sentence below. Haris is already waiting ... almost two hours.

- A. for B. about C. of D. on

187. Read the text below! **Edo has traveled to many countries in the world. He loves to meet new people and try unique cuisines. For Edo, traveling is the way to appreciate life.** Which word in the text above is an adjective? A. countries B. world C. people D. unique

188. Look at the memo below!

To: Adams County School System Special Education Team

From: Jane Doe, special education para-professional

Date: June 13, 2017

Subject: Mental Health in Special Education

I write to share the problem of the stigmatization of mental health disorders in special education and its implications for our team. I offer some possible solutions as well. Adams County School District has seen an increase in students who qualify for special education resources.

However, we have not seen a corresponding increase in students who qualify due to mental health. Because of the increase in students seeking services, we assume that all needs are met. However, students and their families may not seek resources due to the stigma of mental health issues. Given our own increase in special education recipients in our own school system, we should see a similar increase in students' mental health disorders. However, we do not. This is an anomaly that we should explore.

I suggest we address this problem by collecting better data on student diagnoses and reviewing our training program. By collecting data, we can see how our student population aligns with national data to determine whether stigma may prevent some of our students from requesting special education resources. Regarding training, our school system has an interest in better understanding our student population from a mental health standpoint. We have a solid special education training program, but no recent training addresses working with students who have mental health disorders. We may be reinforcing the stigma attached by not providing specialized training. We should review our training and consider planning at least one workshop on students with a mental health disorder diagnosis. We will discuss this in more depth at our next quarterly meeting.

What kind of activity is not suggested by the professional regarding mental health issues?

- A. reviewing the training program B. planning the workshop
C. gathering the data D. conducting a meeting

189. Complaint letter is the type of ... communication.

- A. result-oriented B. informational C. negative D. persuasive

190. Look at the following letter.

I would like to thank you for meeting with me yesterday and offering us a new contract. My firm is ...

(1) to provide you with our document review services. I am ... (2) that our 30 years of experience in the legal business is going to make us an ideal vendor for your needs.

The correct word to complete the sentence in number 2 is....

- A. confidence B. confidential C. confident D. confidants

191. Look at the memo below.

(1)

To: All employees

From: Barry Buttonwood, Assistant Manager, Staff Training and Development

Date: August 22, 2020

Subject: Natasha's Wedding

(2) The wedding will be held at the Chapel of Light Church, Dawson Boulevard, Chicago, on Saturday, November 1, 2020. Reception is at the Emerald Events Center at 2 p.m.

(3) The company will provide a cocktail table with candy floss, drinks and snacks. RSVP to Anthony by Thursday, October 30 and please include dietary instructions in your RSVP.

(4) I am writing to inform you of Natasha Audrey's wedding that is coming up in the next two weeks. She would like every member of the department to be present on the joyous occasion.

Source: <https://www.indeed.com/career-advice/career-development/memo-format>

The correct order for the memo above is....

A. 1-3-2-4

B. 1-4-2-3

C. 1-3-4-2

D. 1-2-4-3

192. MEMO

MEMORANDUM

DATE: October 23, 2021

TO: All Staff

FROM: John Smith, Director, Marketing Department

SUBJECT: Kelsey's Baby Shower

I am writing to inform you of a baby shower we're planning for Kelsey Johnson, before she leaves on maternity leave.

The party will be held on the 2nd floor, in conference room 2B, on Friday, October 30, 2021.

Pizza will be provided by the company. RSVP to John Smith by Wednesday, October 28, and please include in your RSVP any dietary restrictions.

1

2

3

Sumber: <https://rigorousthemes.com/blog/best-memo-examples/>

The part in the memo indicated by number 2 is....

A. subject

B. introduction

C. discussion

D. conclusion

193. Look at the following letter.

Hi Steve,

Thank you for attending our international seminar. It was really great to meet you and discussed a lot of things about the new technology. You are such an amazing and great person. I noticed your Linked-In and saw that you are ... (1) in the field that I am interested for and it is ... (2) with the topic we've discussed before.

I'd love to meet for coffee and discuss more about the topic in person. Please let me know if you have free time. Once more thank you for coming to my event.

Best regards,

Fiona

The correct word to complete sentence in number 1 is....

A. working

B. work

C. worked

D. works

194. California is a great state to live in. (1) Not only is California very large but there are many people who live in it. You can find different types of jobs in California. (2) I want to be a firefighter. California has really amazing weather. (3) The weather in New York is good too, but it snows a lot there. (4) If you want to live in a great state, you should think about moving to California.

Sumber: <https://blog.udemy.com/paragraph-writing-examples/>

The punctuation error in the paragraph above is shown by number....

A. 1

B. 2

C. 3

D. 4

195. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)

Book

Gonzalez, Gloria. *Quixote Reborn: The Wanderer in US Hispanic Literature*. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," *Lady Liberty Journal*, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," *Hispanic Literature Today* 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," *Hispanic Literature Today*: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association

Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

(5)

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

(6)

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

(7)

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

(8)

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The conclusion that can be drawn is....

- A. CV owner has published several books.
- B. CV owner has studied at several universities in the U.S.
- C. CV owner has the ability to use more than 3 languages.
- D. CV owner is interested in the field of literature.

196. Look at the situation below.

A: What do you think about visiting our boss today?

B: I'm afraid I can't. I have to visit my parents today. How about tomorrow?

A: That's fine with me. Could we use your car tomorrow?

B: Sure thing

Which of the following is the informal language?

- A. What do you think about visiting our boss today?
- B. I have to visit my parents today.
- C. That's fine with me.

D. Could we use your car tomorrow?

197. Situation:

The sender of the email invited Desty to the opening ceremony of the restaurant. Desty is a good friend of the email sender as well as the owner of the restaurant.

What is the suitable introductory sentence for the informal email?

- A. Dear Desty,
Here I send you a letter of invitation to the opening of our new restaurant.
- B. Good morning Desty,
I have already sent you an invitation to attend our restaurant's grand opening event.
- C. Hi Desty,
Let's join in the opening of my new restaurant.
- D. To Desty,
I have attached an invitation for the opening of our new restaurant.

198. Read the email below and answer the question:

To
Simon

I am now preparing a few materials for the meeting this weekend. Basically, I will just introduce the Sadako's School program with some general information and some photos.

I agree it can be a challenge to meet the needs of a class with different levels. My students have all sent letters to their foster children (including photos and small gifts), so hopefully we'll get some responses from Cebu by the end of the month!

See you on Saturday,

Adam

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

The appropriate reply to the email is....

- A. Hi Adam,
How are you?
I am doing good here. Now, I'm quite overwhelmed by my new job. Hope to see you soon.
Regards,
Simon
- B. Hi Adam,
How's it going? I'm really happy to hear from you. Yes, I hope we will hear from Cebu really soon.
See you!
Simon
- C. Hi Adam,
I'm really bored with my daily routine. I really want to travel and gain new experiences. Let's meet someday!
Your friend,
Simon
- D. Hi Adam,
How's it going?
I've had exams, so I haven't finished my paperwork. I am really looking forward to meet you and talk about our next project.
Simon

199. Read the email below and answer the question:

Hi Carol, I hope things are going well with you these days. Did I hear a rumor that you would be willing to talk at the Hiroshima JALT meeting at Peace Park on Saturday, October 19? It would be the same topic as what you are going to do at the national conference. (1)

If so, I'll put you, Ian Suzuki, and Adam Timmerman on the schedule. Maybe one or two other people, also. I'll contact you later this month regarding timing details. (2)

Everyone would be interested in hearing you talk at Hiroshima JALT in October! I hope you would answer "yes." (3)

Sincerely, (4)

Jessica.

Source: <https://vu.flare.hiroshima-u.ac.jp/english/writing/intermediate/informal/examples.htm>

What number indicates a low level of formality? A. 1 B. 2 C. 3 D. 4

200. Look at the following letter!

Request Letter for Leave

Date: 6th February 2021

Ashok Mehta

Manager

XYZ Company

11th Street, Blz colony

Mumbai, Maharastra

Dear Mr. Mehta,

I am pleased to inform you that the project of ABC company, is on schedule and we intend to deliver it before October this year. I want to congratulate you on your imminent promotion.

I had a request to make to you. I have to make a trip to Bangalore this weekend since I have had a phone call from my parent's place and I came to know that my mother is not keeping well. It is an emergency situation and I have to be there with my parents for any kind of help they might need. Thus, I request you to kindly grant me leave for three days. I will be resuming my work on Monday.

Thank you for your kind consideration.

Sincerely Yours,

Signature

Designation

The above request letter can be categorized as....

A. too short B. too long C. appropriate D. redundant

201. Look at the following Curriculum Vitae below.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

Research Interests

Hispanic Literature, Latin American Literature, Peninsular Literature

Educations

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

Appointments

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

Publications

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," Lady Liberty Journal, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," Hispanic Literature Today: 11(2): 18-31.

Conferences

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of

Exclusion in Mexican American Literature.” US Hispanic Literature Annual Conference, Tucson, AZ.

Teaching Experience

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

Awards

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

Languages

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

Affiliations

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

What is the type of the CV?

- | | |
|-------------------------|---------------------|
| A. chronological resume | B. simple resume |
| C. functional resume | D. extensive resume |

202. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. “Mexican Immigrant Stories from the Central Valley,” Lady Liberty Journal, 6(1): 24-41.

Gonzalez, Gloria. “Comparing the Hispanic and European Immigrant Experience through Story,” Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. “Yearning to Be Free: 3 Hispanic Women’s Diaries,” Hispanic Literature Today: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

(5)

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

(6)

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

(7)

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

(8)

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The educational background on the above CV is shown by number.... A. 1 B. 2 C. 3 D. 4

203. What is the meaning of the highlighted word in the following sentence?

We asked them about their **preferences** of the products.

- A. useful or attractive
- B. when we like something or someone
- C. an officially organized plan or system
- D. closely connected to another

204. Look at the following application letter.

Dear Mr. Jacobson,

I enjoyed talking with you briefly yesterday when we were in line at Main Street Coffee House. I was especially interested in your comments about the challenges communications companies face. I have long admired Nexus Communications for its approach to integrating cloud technologies in its full line of products. I agree that consolidations in the communications industry need to happen with high attention to detail in regards to cloud utilization and storage.

Through my work as a senior database administrator for Accent Communications, I believe that cloud infrastructure feasibility will be a major issue in the future. In my five years at Accent, I have emphasized proper oversight of system architecture to minimize service issues and downtime. I am interested in hearing about future opportunities at your company, and I have attached my resume for your convenience.

I am passionate about the expanding capabilities that technology offers companies and would appreciate a chance to find out how my skills and experience can fit in your organization.

Thanks so much for your time and consideration.

Sincerely,

Darren

Source: <https://www.livecareer.co.uk/templates/letter-samples/applicationletters/unsolicited-application-letter>

Which type of application letter is the letter above?

- A. unsolicited application letter
- B. solicited application letter
- C. referral application letter
- D. networking application letter

205. Look at the report below!

November 5, 20XX

Prepared by: Sally Smith
ABC Company

(1) This report is to provide an update on the XYZ project that is due on December 5th. This project will result in the creation of a new employee handbook that will include updated rules and regulations as well as the approved increase of paid-time-off. This handbook will work to increase employee awareness of workplace expectations as well as inform them of the new benefits that have recently been implemented.

(2) Summary of work completed: As of this date, I have completed the following for the XYZ project:

- Verified all information that will be in the handbook with upper management and HR
- Drafted a table of contents
- Formatted layout of handbook
- Composed the first 12 pages of handbook

(3) Tasks to be accomplished by November 12, 20XX:

- Compose five more pages of handbook.
- Proofread and edit all pages that have been completed up to this date.
- Have the manager of HR read handbook content to ensure accuracy.
- Conclusion

(4) The XYZ project is on track to be completed by the scheduled date. This project currently has no obvious obstacles or issues, but if they should arise they will be promptly addressed.

Source: <https://www.indeed.com/career-advice/career-development/how-to-write-a-report-for-work>
What part is indicated by number 2 in the report above?

- A. introduction B. main body C. conclusion D. recommendation

206.Look at the part of memo below!

You are all aware of the company's recent adoption of a new supply chain management software. The company invested in the new application to improve communication with our vendors, enhance order tracking and reduce delays to the barest minimum to save cost and boost efficiency.

Part of the memo above is called....

- A. identity B. content C. layout D. opening

The person who spoke to me on the phone was the secretary.

207. Look at the sentence below.

- clause is shown by number.... A. 1 B. 2 C. 3 D. 4

208. Look at the list of language expression below. 1. Thank you for your letter of March 5. 2. You are the best. 3. Thank you for your attention. 4. Thanks for coming.

The suitable language expression for the informal letter is shown by number....

- A. 1 and 2 B. 2 and 4 C. 3 and 4 D. 1 and 3

209. Look at the following letter.

25th May 2021

Jonan

ABCD Company

1234 Oak Street

Dear Mr. James,

This is to inform you that the stores delivered by you in our warehouse last week against our supply order dated 15th May 2021 have been inspected by our quality assurance team under the supervision of the inspector. Feeling sorry to mention here that the entire store supplied by you has been rejected by the quality assurance team and they have endorsed on the delivery challan to return the store back and replace it with the quality store as per specifications and standards of the contract agreement. Keeping above in view you are hereby instructed to replace all the supplied items with quality goods so the agreement is completed in its true letter and spirit.

Hopefully, you will carry out the task as directed as soon as possible to avoid any inconvenience in the later stage, please.

Source: <https://www.assignmentpoint.com/other/complaint-letter-to-supplier-for-poorquality-of-materials.html>

The above complaint letter is about....

A. wrong goods

B. poor quality

C. wrong quantity

D. slow delivery

116 Colonial Pkwy
Exeter, NH 03101

July 30, 2017

Ms. Ginny Clark
Overwatch Villa
7419 Bubble Net Road
Bainn, WA 98101

Dear Ms. Clark:

Hope you're doing well. I'm Miranda Lawson, Director of Marketing at Mass Airlines, and I wanted to share some marketing ideas with you that could benefit both of our companies.

Wherever our flight comes fly into the Seattle area, they overwhelmingly prefer staying at the Overwatch Villa, but there is often no vacancy. If the Overwatch Villa were to permanently reserve a block of rooms for our crew members, we'd be happy to promote the Overwatch Villa in our in-flight magazine at a significant discount.

To demonstrate what a Mass Airlines and Overwatch Villa partnership could look like, I've enclosed three sample ads created by our graphic design team. These samples should prove that we're eager to highlight the Overwatch Villa for the millions of passengers we serve each year. If you'd like to discuss this in further detail, I can be reached at 375-655-9255, or at mlawson@massairlines.com. I look forward to hearing from you.

Sincerely,



Miranda Lawson
Director of Marketing, Mass Airlines

210.

<https://edu.gcfglobal.org/en/business-communication/how-to-write-a-formal-business-letter/1/>

The recipient of the letter is shown by number.... A. 1 B. 2 C. 3 D. 4

211. To: All employees in the procurement department

From: Barry Buttonwood, Assistant Manager, Staff Training and Development

Date: August 22, 2022

Subject: Mandatory training for new software

You are all aware of the company's recent adoption of a new supply chain management software. The company invested in the new application to improve communication with our vendors, enhance order tracking and reduce delays to the barest minimum to save cost and boost efficiency.

We will hold a training workshop to familiarize department staff with the new software on August 25, 2018. We hope this training will allow everyone to make a smooth transition to the new application.

All departmental staff must attend the training event.

Sumber: <https://www.englishclub.com/business-english/correspondence-memo.htm>

The type of business writing in the above example is....

A. business correspondence B. report C. documentation D. memo

212. Look at the following letter

Nov 16th, 2020

Dear Mr. James,

We saw your advertisement posted in the Jakarta News and we are interested in doing business with you. Our Company, Aurora Inc., sells stationery and we are always looking to provide the best products and services for our customers. We feel your products will enhance our selection. Please could you provide us with your wholesale price list for your product? We look forward to your response.

Thank you.

Yours Sincerely,

Robert Wilson

robert@email.com

Sumber: <https://sampleletters.website/sample-request-for-wholesale-price-list/>

The above letter asks for a.... A. price list B. catalogue C. business partner D. sample

213. Look at the list of language expressions below: 1. Thank you for your kindness. 2. Having it will brighten our life. 3. I would like to express my gratitude. 4. Thanks. I appreciate the birthday wishes!

The suitable language expression for the informal letter is shown by number....

A. 1 and 2 B. 2 and 3 C. 2 and 4 D. 1 and 3

214. Look at the following letter.

From,
Mr. Mark Louis
Address
Contact details
Date of letter.
To,
Mr. Sam Smith
Event Manager
Venue Company name
Company Address
Dear Mr. Josh,

Our company, ABC Enterprises, reserved the Four Seasons Hotel for our event on 13th Juni 2021; from 12 a.m. to 10 p.m. We regret to inform you that we have to cancel the room reservation as an urgent meeting of board of directors has been scheduled on that day.

We are aware that as we are cancelling our reservation on short notice our deposit will not be refunded. We apologize for our plan changes and hope it is not inconvenient for you. We shall contact you in future if your services are required.

A written confirmation from your end is awaited regarding cancellation of room reservation. Thank you for your attention in this matter. Please contact me for further information or questions.

Sincerely,
Mr. Mark Louis
ABC Enterprises, Delhi.

Source: <https://www.hrhelpboard.com/contractletters/cancellationletter.htm#:~:text=order%20number%201234-,Dear%20Sir%2FMadam%2C,earlier%20was%20of%20cheap%20quality.>

Based on the information from the letter, why does the sender of the letter cancel the order?

- | | |
|--------------------------------|--------------------------------|
| A. There is another event. | B. The hotel is full. |
| C. The price is too expensive. | D. The room is not convenient. |

215. Look at the following letter.

Dear Ray,
Thanks for your e-mail.
I am leaving for Cambodia on Dec. 12 and return to Hiroshima on Jan. 12. This means that I will have to miss only one class on Dec. 16. Unfortunately, my friend won't be able to teach that class since he is not sure if he can make it on time. Could you help me find any other teacher to replace me on Dec. 16?
Bye now,
Bill

Sumber: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What is the conclusion of the letter above?

- | | |
|--------------------------------------|-------------------------------------|
| A. Ray wants to teach in the class. | B. Bill needs a substitute teacher. |
| C. Bill wants to teach in the class. | D. Bill already found the teacher. |

216. Look at the following application letter.

From
Sunita Kumar
16, Kolkata Building,
Gandhi Marg,
Hyderabad-700016
To
Rajan Pillai,
Recruitment Manager
University of Hyderabad
12/07/2020
Dear Mr. Pillai,

(....). This application letter is for the post of part-time computer operator at our college. My father is a retired employee, and we are facing financial problems. To overcome at least to a certain extent, I want to work after college hours and support my family.

I hope you will understand my situation and do the needful. I am sending my certificates along with the recommendation letter from the Head of the Department MBA course.

I am very much in need of this job, and I will be grateful to you for your support. Please consider this matter as urgent and inform me through email. I shall come and meet you at your convenient time.

I look forward to hearing from you at the earliest.

Thanking you,

Yours Sincerely,

Sunita Kumar

Source: <https://www.letters.org/application-letter/solicited-application-letter.html>

Which sentence is suitable to complete the beginning of the application letter above?

- A. I am writing to apply for the programmer position advertised in the Times Square.
- B. I am currently in my final year at University college where I am studying MBA.
- C. I wish to apply for the post as salesperson in your company.
- D. With reference to your advertisement in the newspaper as a secretary.

217. Look at the following letter.

Sara Smith

Owner, Central City Boutique

42 Central Ave

Central City, Iowa 52240

May 20, 2021

Joe Johnson

Johnson Hardwood Floors

1 Main Street

Central City, Iowa 52240

Dear Mr. Johnson,

Thank you for your speedy and beautiful work fixing our floors after our plumbing mishap this spring.

Although I would have preferred to meet you and your crew under different circumstances – a planned renovation, say, and not during our busiest season – I am so grateful that my neighbor recommended you.

Our floors have never looked better. Customers comment on them at least once a week, which is unusual to say the least! I always make sure to give them your information and pass along my recommendation. Thank you, again, for fitting us in at the last minute and getting us back up and running so quickly.

Best regards,

Sara Smith

Source: https://files.thebalancecareers.com/Letters/TheBalance_Letter_2059676_2021.docx

What kind of thanking letter is it?

- | | |
|--|--|
| A. thanking after interview | B. thanking for active participation |
| C. thanking for helping the renovation | D. thanking for becoming the Keynote Speaker |

218. Look at the situation below.

A: Hi, Ben. Could you accompany to the library tomorrow?

B: I'm sorry. I have another appointment tomorrow.

A: What about Monday at 3 P.M?

B: Sounds good.

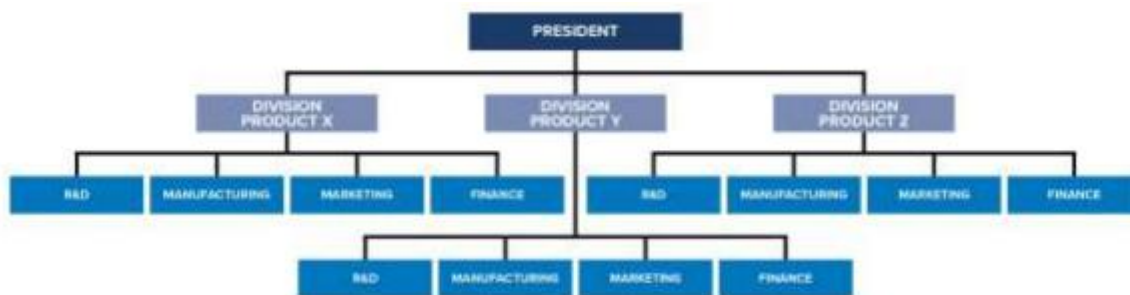
What is the underlined expression about?

- | | |
|------------------------------|------------------------------|
| A. Accepting the appointment | B. Rejecting the appointment |
| C. Suggesting a time | D. Agreeing to a time |

219. This organization uses one-way communication when everyone at the top has power and information.

This is the characteristic of

- | | | | |
|--------------------------|----------------------|-------------------------|-------------------|
| A. traditional hierarchy | B. flatter hierarchy | C. holacratic hierarchy | D. flat hierarchy |
|--------------------------|----------------------|-------------------------|-------------------|



220.

Source: <https://www.shrm.org/resourcesandtools/tools-andsamples/toolkits/pages/understandingorganizationalstructures.aspx>

From the above organizational structure, the department that is responsible for implementing and operating the production system in order to produce the product is Department.

A. Research and Development (R&D) B. Manufacture C. Marketing D. Finance

221. Linda is having an important meeting with her team. She wants to give explanation about the health problem caused by smoking. The correct sentence is...

A. What does smoking mean?
 B. The thing is smoke can harm our health
 C. Could you tell me how this health problem happened?
 D. I don't understand why people love smoking

222. Look at the sentences below. 1. I am writing to inform you that 2. I just wanted to let you know that 3. I have lots to tell you 4. Could you call her?

Which sentences are suitable for formal language?

A. 1 and 3 B. 2 and 3 C. 3 and 4 D. 1 and 4

223. Look at the situation below!

Mr. Andi is giving a presentation to the audience. He has explained an application to save money using a mobile phone to the audience.

The conclusion that Mr. Andi can convey is....

A. To quickly recap, this application really helps you to manage your money.
 B. This application has many strengths, for example counting your expenses.
 C. Today, I will present how to save money using your mobile phone.
 D. You can download this application through playstore.

224. Look at the situation below. We agree to run the project together. I would like to check what we have discussed earlier. In negotiation, the sentence above is used for....

A. opening B. bargaining C. accepting and confirming D. summarizing

225. Look at the sentence below.

He's played a great role in the movie.

The suitable answer to make the above sentence into a formal language is....

A. He is played a great role in the movie. B. He has played a great role in the movie.
 C. He was played a great role in the movie. D. He as played a great role in the movie.

226. Read the sentence below. **I don't get what he's talking about.** The characteristic of the underlined informal/casual language in the sentence above is....

A. cliché B. slang C. contraction D. colloquialism

227. Read the following text carefully.

Miles Davis - Icon and iconoclast

A At the age of thirteen, Miles Davis was given his first trumpet, lessons were arranged with a local trumpet player, and a musical odyssey began. These early lessons, paid for and supported by his father, had a profound effect on shaping Davis' signature sound. Whereas most trumpeters of the era favoured the use of vibrato (a wobbly quiver in pitch inflected in the instrument's tone), Davis was taught to play with a long, straight tone, a preference his instructor reportedly drilled into the young trumpeter with a rap on the knuckles every time Davis began using vibrato. This clear, distinctive style never left Davis. He continued playing with it for the rest of his career, once remarking, 'If I can't get that sound, I can't play anything.'

B Having graduated from high school in 1944, Davis moved to New York City, where he continued his musical education both in the clubs and in the classroom. His enrolment in the prestigious Julliard School of Music was short-lived, however – he soon dropped out, criticising what he perceived as an over-emphasis on the classical European repertoire and a neglect of jazz. Davis did later acknowledge, however, that this time at the school was invaluable in terms of developing his trumpet-playing technique and giving him a solid grounding in music theory. Much of his early training took place in the form of jam sessions and performances in the clubs of 52nd Street, where he played alongside both up-and-coming and established members of the jazz pantheon such as Coleman Hawkins, Eddie ‘Lockjaw’ Davis, and Thelonious Monk.

C In the late 1940s, Davis collaborated with nine other instrumentalists, including a French horn and a tuba player, to produce *The Birth of Cool*, an album now renowned for the inchoate sounds of what would later become known as ‘cool’ jazz. In contrast to popular jazz styles of the day, which featured rapid, rollicking beats, shrieking vocals, and short, sharp horn blasts, Davis’ album was the forerunner of a different kind of sound – thin, light horn-playing, hushed drums and a more restrained, formal arrangement. Although it received little acclaim at the time (the liner notes to one of Davis’ later recordings call it a ‘spectacular failure’), in hindsight *The Birth of Cool* has become recognised as a pivotal moment in jazz history, cementing – alongside his 1958 recording, *Kind of Blue* – Davis’ legacy as one of the most innovative musicians of his era.

D Though Davis’ trumpet playing may have sounded effortless and breezy, this ease rarely carried over into the rest of his life. The early 1950s, in particular, were a time of great personal turmoil. After returning from a stint in Paris, Davis suffered from prolonged depression, which he attributed to the unravelling of a number of relationships, including his romance with a French actress and some musical partnerships that ruptured as a result of creative disputes. Davis was also frustrated by his perception that he had been overlooked by the music critics, who were hailing the success of his collaborators and descendants in the ‘cool’ tradition, such as Gerry Mulligan and Dave Brubeck, but who afforded him little credit for introducing the cool sound in the first place.

E In the latter decades of his career, Davis broke out of exclusive jazz settings and began to diversify his output across a range of musical styles. In the 1960s, he was influenced by early funk performers such as Sly and the Family Stone, which then expanded into the jazz-rock fusion genre – of which he was a frontrunner – in the 1970s. Electronic recording effects and electric instruments were incorporated into his sound. By the 1980s, Davis was pushing the boundaries further, covering pop anthems such as Cyndi Lauper’s *Time After Time* and Michael Jackson’s *Human Nature*, dabbling in hip hop, and even appearing in some movies.

F Not everyone was supportive of Davis’ change of tune. Compared to the recordings of his early career, universally applauded as linchpins of the jazz oeuvre, trumpeter Wynton Marsalis derided his fusion work as being ‘not true jazz’, and pianist Bill Evans denounced the ‘corrupting influence’ of record companies, noting that rock and pop ‘draw wider audiences’. In the face of this criticism Davis remained defiant, commenting that his earlier recordings were part of a moment in time that he had no ‘feel’ for any more. He firmly believed that remaining stylistically inert would have hampered his ability to develop new ways of producing music. From this perspective, Davis’ continual revamping of genre was not merely a rebellion, but an evolution, a necessary path that allowed him to release his full musical potential.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic-2/section-2>

The main idea of paragraph C in the text above is....

- A. musical styles B. first trumpet C. collaboration D. musical education

228. Look at the following vocabulary list: 1. retain 2. undermine 3. blow up 4. give

Which words are suitable to be used in formal language?

- A. 1 and 2 B. 2 and 3 C. 3 and 4 D. 1 and 4

229. Pay attention to the list of topics below: 1. sports 2. politics 3. climate 4. weight 5. war

Which topics are suitable for casual conversation?

- A. 1 and 3 B. 2 and 4 C. 3 and 5 D. 4 and 5

230. Read the following text carefully.

Fair games?

A For seventeen days every four years the world is briefly arrested by the captivating, dizzying spectacle of athleticism, ambition, pride and celebration on display at the Summer Olympic Games. After the last weary spectators and competitors have returned home, however, host cities are often left awash in high debts and costly infrastructure maintenance. The staggering expenses involved in a successful Olympic bid are often assumed to be easily mitigated by tourist revenues and an increase in local employment, but more often than not host cities are short changed and their taxpayers for generations to come are left settling the debt.

B Olympic extravaganzas begin with the application process. Bidding alone will set most cities back about \$20 million, and while officially bidding only takes two years (for cities that make the shortlist), most cities can expect to exhaust a decade working on their bid from the moment it is initiated to the announcement of voting results from International Olympic Committee members. Aside from the financial costs of the bid alone, the process ties up real estate in prized urban locations until the outcome is known. This can cost local economies millions of dollars of lost revenue from private developers who could have made use of the land, and can also mean that particular urban quarters lose their vitality due to the vacant lots. All of this can be for nothing if a bidding city does not appease the whims of IOC members – private connections and opinions on government conduct often hold sway (Chicago's 2012 bid is thought to have been undercut by tensions over U.S. foreign policy).

C Bidding costs do not compare, however, to the exorbitant bills that come with hosting the Olympic Games themselves. As is typical with large-scale, one-off projects, budgeting for the Olympics is a notoriously formidable task. Los Angelinos have only recently finished paying off their budget-breaking 1984 Olympics; Montreal is still in debt for its 1976 Games (to add insult to injury, Canada is the only host country to have failed to win a single gold medal during its own Olympics). The tradition of runaway expenses has persisted in recent years. London Olympics managers have admitted that their 2012 costs may increase ten times over their initial projections, leaving tax payers 20 billion pounds in the red.

D Hosting the Olympics is often understood to be an excellent way to update a city's sporting infrastructure. The extensive demands of Olympic sports include aquatic complexes, equestrian circuits, shooting ranges, beach volleyball courts, and, of course, an 80,000 seat athletic stadium. Yet these demands are typically only necessary to accommodate a brief influx of athletes from around the world. Despite the enthusiasm many populations initially have for the development of world-class sporting complexes in their home towns, these complexes typically fall into disuse after the Olympic fervour has waned. Even Australia, home to one of the world's most sportive populations, has left its taxpayers footing a \$32 million-a-year bill for the maintenance of vacant facilities.

E Another major concern is that when civic infrastructure developments are undertaken in preparation for hosting the Olympics, these benefits accrue to a single metropolitan centre (with the exception of some outlying areas that may get some revamped sports facilities). In countries with an expansive land mass, this means vast swathes of the population miss out entirely. Furthermore, since the International Olympic Committee favours prosperous "global" centres (the United Kingdom was told, after three failed bids from its provincial cities, that only London stood any real chance at winning), the improvement of public transport, roads and communication links tends to concentrate in places already well-equipped with world-class infrastructures. Perpetually by-passing minor cities creates a cycle of disenfranchisement: these cities never get an injection of capital, they fail to become first-rate candidates, and they are constantly passed over in favour of more secure choices.

F Finally, there is no guarantee that an Olympics will be a popular success. The "feel good" factor that most proponents of Olympic bids extol (and that was no doubt driving the 90 to 100 per cent approval rates of Parisians and Londoners for their cities' respective 2012 bids) can be an elusive phenomenon, and one that is tied to that nation's standing on the medal tables. This ephemeral thrill cannot compare to the years of disruptive construction projects and security fears that go into preparing for an Olympic Games, nor the decades of debt repayment that follow (Greece's preparation for Athens 2004 famously deterred tourists from visiting the country due to widespread unease about congestion and disruption).

G There are feasible alternatives to the bloat, extravagance and wasteful spending that comes with a modern Olympic Games. One option is to designate a permanent host city that would be re-designed or built from scratch especially for the task. Another is to extend the duration of the Olympics so that it becomes a festival of several months. Local businesses would enjoy the extra spending and congestion would ease substantially as competitors and spectators come and go according to their specific interests. Neither the “Olympic City” nor the extended length options really get to the heart of the issue, however. Stripping away ritual and decorum in favour of concentrating on athletic rivalry would be preferable.

H Failing that, the Olympics could simply be scrapped altogether. International competition could still be maintained through world championships in each discipline. Most of these events are already held on non-Olympic years anyway – the International Association of Athletics Federations, for example, has run a biennial World Athletics Championship since 1983 after members decided that using the Olympics for their championship was no longer sufficient. Events of this nature keep world-class competition alive without requiring Olympic-sized expenses.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic/section-2>

The main idea of paragraph A in the text above is....

- | | |
|----------------------------|-----------------------------|
| A. Sports infrastructure | B. City's debt |
| C. Olympic popular success | D. Alternatives for Olympic |

231. Complete the sentence below. Haris is already waiting ... almost two hours.

- | | | | |
|--------|----------|-------|-------|
| A. for | B. about | C. of | D. on |
|--------|----------|-------|-------|

232. Look at the sentences below! 1. I wanna pass my English exam tomorrow 2. They will be attending the meeting tomorrow 3. Hey how's it going? 4. I would like to apologize to you

Which sentences are suitable for formal language?

- | | | | |
|------------|------------|------------|------------|
| A. 1 and 3 | B. 2 and 3 | C. 2 and 4 | D. 1 and 2 |
|------------|------------|------------|------------|

233. Look at the list of language expression below. 1. Your thoughtfulness is a gift. 2. You are so generous. 3. I am touched beyond words. 4. Thank you for your endless support.

The suitable language expression for the informal letter is shown by number....

- | | | | |
|------------|------------|------------|------------|
| A. 1 and 2 | B. 2 and 4 | C. 3 and 4 | D. 1 and 3 |
|------------|------------|------------|------------|

234. Look at the report below!

November 5, 20XX

Prepared by: Sally Smith

ABC Company

(1) This report is to provide an update on the XYZ project that is due on December 5th. This project will result in the creation of a new employee handbook that will include updated rules and regulations as well as the approved increase of paid time off. This handbook will work to increase employee awareness of workplace expectations as well as inform them of the new benefits that have recently been implemented.

(2) Summary of work completed: As of this date, I have completed the following for the XYZ project:

- Verified all information that will be in the handbook with upper management and HR
- Drafted a table of contents
- Formatted layout of handbook
- Composed the first 12 pages of handbook

(3) Tasks to be accomplished by November 12, 20XX:

- Compose five more pages of handbook.
- Proofread and edit all pages that have been completed up to this date.
- Have the manager of HR read handbook content to ensure accuracy.
- Conclusion

(4) The XYZ project is on track to be completed by the scheduled date. This project currently has no obvious obstacles or issues, but if they should arise they will be promptly addressed.

Source: <https://www.indeed.com/career-advice/career-development/how-to-write-a-report-for-work>

What part is indicated by number 1 in the report above?

- | | | | |
|-----------------|--------------|---------------|-------------------|
| A. introduction | B. main body | C. conclusion | D. recommendation |
|-----------------|--------------|---------------|-------------------|

235. Look at the following application letter.

From

Sunita Kumar

16, Kolkata Building,

Gandhi Marg,

Hyderabad-700016

To

Rajan Pillai,

Recruitment Manager

University of Hyderabad

12/07/2020

Dear Mr. Pillai,

(....). This application letter is for the post of part-time computer operator at our college. My father is a retired employee, and we are facing financial problems. To overcome at least to a certain extent, I want to work after college hours and support my family.

I hope you will understand my situation and do the needful. I am sending my certificates along with the recommendation letter from the Head of the Department MBA course.

I am very much in need of this job, and I will be grateful to you for your support. Please consider this matter as urgent and inform me through email. I shall come and meet you at your convenient time.

I look forward to hearing from you at the earliest.

Thanking you,

Yours Sincerely,

Sunita Kumar

Source: <https://www.letters.org/application-letter/solicited-application-letter.html>

Which sentence is suitable to complete the beginning of the application letter above?

A. I am writing to apply for the programmer position advertised in the Times Square.

B. I am currently in my final year at University college where I am studying MBA.

C. I wish to apply for the post as salesperson in your company.

D. With reference to your advertisement in the newspaper as a secretary

236. Read the following text carefully.

Fair games?

A For seventeen days every four years the world is briefly arrested by the captivating, dizzying spectacle of athleticism, ambition, pride and celebration on display at the Summer Olympic Games. After the last weary spectators and competitors have returned home, however, host cities are often left awash in high debts and costly infrastructure maintenance. The staggering expenses involved in a successful Olympic bid are often assumed to be easily mitigated by tourist revenues and an increase in local employment, but more often than not host cities are short changed and their taxpayers for generations to come are left settling the debt.

B Olympic extravaganzas begin with the application process. Bidding alone will set most cities back about \$20 million, and while officially bidding only takes two years (for cities that make the shortlist), most cities can expect to exhaust a decade working on their bid from the moment it is initiated to the announcement of voting results from International Olympic Committee members. Aside from the financial costs of the bid alone, the process ties up real estate in prized urban locations until the outcome is known. This can cost local economies millions of dollars of lost revenue from private developers who could have made use of the land, and can also mean that particular urban quarters lose their vitality due to the vacant lots. All of this can be for nothing if a bidding city does not appease the whims of IOC members – private connections and opinions on government conduct often hold sway (Chicago's 2012 bid is thought to have been undercut by tensions over U.S. foreign policy).

C Bidding costs do not compare, however, to the exorbitant bills that come with hosting the Olympic Games themselves. As is typical with large-scale, one-off projects, budgeting for the Olympics is a notoriously formidable task. Los Angelinos have only recently finished paying off their budget-breaking 1984 Olympics; Montreal is still in debt for its 1976 Games (to add insult to injury, Canada is the only host country to have failed to win a single gold medal during its own Olympics). The tradition of

runaway expenses has persisted in recent years. London Olympics managers have admitted that their 2012 costs may increase ten times over their initial projections, leaving tax payers 20 billion pounds in the red.

D Hosting the Olympics is often understood to be an excellent way to update a city's sporting infrastructure. The extensive demands of Olympic sports include aquatic complexes, equestrian circuits, shooting ranges, beach volleyball courts, and, of course, an 80,000 seat athletic stadium. Yet these demands are typically only necessary to accommodate a brief influx of athletes from around the world. Despite the enthusiasm many populations initially have for the development of world-class sporting complexes in their home towns, these complexes typically fall into disuse after the Olympic fervour has waned. Even Australia, home to one of the world's most sportive populations, has left its taxpayers footing a \$32 million-a-year bill for the maintenance of vacant facilities.

E Another major concern is that when civic infrastructure developments are undertaken in preparation for hosting the Olympics, these benefits accrue to a single metropolitan centre (with the exception of some outlying areas that may get some revamped sports facilities). In countries with an expansive land mass, this means vast swathes of the population miss out entirely. Furthermore, since the International Olympic Committee favours prosperous "global" centres (the United Kingdom was told, after three failed bids from its provincial cities, that only London stood any real chance at winning), the improvement of public transport, roads and communication links tends to concentrate in places already well-equipped with world-class infrastructures. Perpetually by-passing minor cities creates a cycle of disenfranchisement: these cities never get an injection of capital, they fail to become first-rate candidates, and they are constantly passed over in favour of more secure choices.

F Finally, there is no guarantee that an Olympics will be a popular success. The "feel good" factor that most proponents of Olympic bids extol (and that was no doubt driving the 90 to 100 per cent approval rates of Parisians and Londoners for their cities' respective 2012 bids) can be an elusive phenomenon, and one that is tied to that nation's standing on the medal tables. This ephemeral thrill cannot compare to the years of disruptive construction projects and security fears that go into preparing for an Olympic Games, nor the decades of debt repayment that follow (Greece's preparation for Athens 2004 famously deterred tourists from visiting the country due to widespread unease about congestion and disruption).

G There are feasible alternatives to the bloat, extravagance and wasteful spending that comes with a modern Olympic Games. One option is to designate a permanent host city that would be re-designed or built from scratch especially for the task. Another is to extend the duration of the Olympics so that it becomes a festival of several months. Local businesses would enjoy the extra spending and congestion would ease substantially as competitors and spectators come and go according to their specific interests. Neither the "Olympic City" nor the extended length options really get to the heart of the issue, however. Stripping away ritual and decorum in favour of concentrating on athletic rivalry would be preferable.

H Failing that, the Olympics could simply be scrapped altogether. International competition could still be maintained through world championships in each discipline. Most of these events are already held on non-Olympic years anyway – the International Association of Athletics Federations, for example, has run a biennial World Athletics Championship since 1983 after members decided that using the Olympics for their championship was no longer sufficient. Events of this nature keep world-class competition alive without requiring Olympic-sized expenses.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic/section-2>

The main idea of paragraph A in the text above is....

A. Sports infrastructure B. City's debt C. Olympic popular success D. Alternatives for Olympic

237. Look at the situation below! Mr. Andi is giving a presentation to the audience. He has explained an application to save money using a mobile phone to the audience.

The conclusion that Mr. Andi can convey is....

A. To quickly recap, this application really helps you to manage your money.

B. This application has many strengths, for example counting your expenses.

C. Today, I will present how to save money using your mobile phone.

- D. You can download this application through playstore.
238. What is the meaning of the highlighted word in the following sentence? The new **scheme** works perfectly.
- A. useful or attractive
B. when we like something or someone
C. an officially organized plan or system
D. closely connected to another
239. Read the sentence below. **Every cloud has a silver lining**. The characteristic of the informal/casual language in the sentence above is....
- A. cliché
B. slang
C. contraction
D. colloquialism
240. Reports are the type of ... communication.
- A. result-oriented
B. informative
C. negative
D. persuasive
241. Situation:
The sender of the email invited Desty to the opening ceremony of the restaurant. Desty is a good friend of the email sender as well as the owner of the restaurant.
What is the suitable introductory sentence for the informal email?
- A. Dear Desty,
Here I send you a letter of invitation to the opening of our new restaurant.
- B. Good morning Desty,
I have already sent you an invitation to attend our restaurant's grand opening event.
- C. Hi Desty,
Let's join in the opening of my new restaurant.
- D. To Desty,
I have attached an invitation for the opening of our new restaurant.
242. Look at the part of memo below.
- I'm writing to inform you that, over the next few weeks, our kitchen area will be under construction as we re-model.
- As our company continues to grow, we feel it necessary to provide more communal dining space, and we are grateful to our facilities team for their hard work in making that happen.
- If you have questions or concerns regarding the re-model, you can access the full report [here](#). In the meantime, we are sorry for the inconvenience.
- In between the weeks of December 1 - December 31, please use the kitchen on the second floor if you need a microwave. We will also keep that kitchen stocked per usual with snacks and soda.
- Thank you for your cooperation.
- Part of the memo above is called.... A. identity B. content C. layout D. opening

243. Look at the following letter!

Dear Sir/Madam,

I am writing to express my dismay at the service at your Eden Hill branch on Saturday 14 January. I often collect prescriptions from the pharmacy on behalf of my grandmother, Mrs Elaine Bingham. On this occasion there were two prescriptions: one for 10 x 50 mg Kendomol and one for 50 x 100 mg Leoprone. I was served quickly even though there appeared to be only one pharmacist on duty. However, as I was leaving I saw that I had been given 500 mg tablets of Kendomol. This is ten times stronger than the prescription called for.

If I hadn't noticed the difference between the prescription and the actual tablets, my grandmother could have taken a dangerous overdose of Kendomol. I would be worried about getting any future prescriptions at Eden Hill.

The pharmacist apologised and corrected the mistake but I wanted to bring it to your attention. I think it happened because there were not enough staff on duty. I understand that mistakes happen but there needs to be a minimum of two pharmacists at all times so all prescriptions can be checked.

I hope you can take steps to make sure this mistake does not happen again.

Sumner: <https://learnenglish.britishcouncil.org/skills/writing/upper-intermediate-b2/aletter-of-complaint>

A. wrong goods B. poor quality C. wrong quantity D. slow delivery

A. supervising B. supervised C. supervision D. supervise

D. I still don't understand about the market research the company does.

316 Colonial Pkwy
Esterhazy, NM 87101

→ 1

July 30, 2017

Ms. Ginny Clark
Overwatch Villa
7419 Bubble Net Road
Baleen, WA 98101

→ 2

Dear Ms. Clark:

Hope you're doing well. I'm Miranda Lawson, Director of Marketing at Mass Airlines, and I wanted to share some marketing ideas with you that could benefit both of our companies.

Whenever our flight crews fly into the Seattle area, they overwhelmingly prefer staying at the Overwatch Villa, but there is often no vacancy. If the Overwatch Villa were to permanently reserve a block of rooms for our crew members, we'd be happy to promote the Overwatch Villa in our in-flight magazine at a significant discount.

→ 3

To demonstrate what a Mass Airlines and Overwatch Villa partnership could look like, I've enclosed three sample ads created by our graphic design team. These samples should prove that we're eager to highlight the Overwatch Villa for the millions of passengers we serve each year. If you'd like to discuss this in further detail, I can be reached at 575-555-9255, or at mlawson@massairlines.com. I look forward to hearing from you.

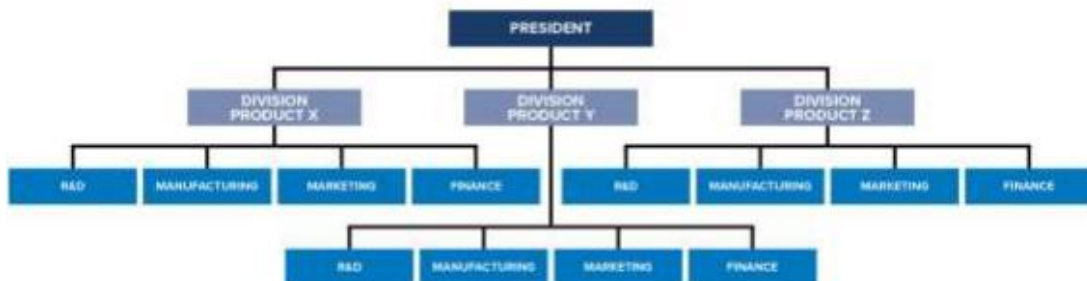
Sincerely,

Miranda Lawson

→ 4

Miranda Lawson
Director of Marketing, Mass Airlines

248. Source: <https://edu.gcfglobal.org/en/business-communication/how-to-write-a-formal-business-letter/1/>
The content of the letter is shown by number.... A. 1 B. 2 C. 3 D. 4



249. Source: <https://www.shrm.org/resourcesandtools/tools-and-samples/toolkits/pages/understandingorganizationalstructures.aspx>
From the above organizational structure, the department that is responsible for setting the price of products and ensuring that the company's expenses do not outweigh the revenues is ... Department.
A. Research and Development B. Manufacture C. Marketing D. Finance
250. Read the text below. **I always want to be a teacher. In my opinion, teaching is a very noble profession. I want to help improving people literacy in my country.** Which word in the text above is an adjective? A. teacher B. noble C. want D. country
251. Read the email below and answer the question:
Hi Scott,
Thank you for the e-mail. It is always nice to hear from people, especially from you, Scott.
I have not got any reply, a positive or negative one, from Seibido yet. Let's wait and hope for the best result.
Have you finished your paperwork for Kaken and writing academic articles?
If you have some free time in the near future, I want to meet you and explain to you our next project.
Sincerely,
K. Nakagawa

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

The appropriate reply to the email is....

- A. Hi Nakagawa,
How are you?
Sorry I haven't been in touch for such a long time. I am doing good here. Now, I'm quite overwhelmed by my new job. Hope to see you soon.
Regards,
Scott
- B. Hi Nakagawa,
How's it going?
I'm really happy to hear from you. Yes, let's hope for the best from Seibido. I have finished my paperwork. However, I don't have much time these days to write the articles. I hope I can finish it soon. I'd love to meet and discuss our next project with you.
See you!
Scott
- C. Hi Nakagawa,
I'm really bored with my daily routine. I really want to travel and gain new experiences. Let's meet someday!
Your friend,
Scott
- D. Hi Nakagawa,
How's it going?
I've had exams, so I haven't finished my paperwork. I am really looking forward to meeting you and talking about our next project.
Scott

252. Read the email below and answer the question:

Hi Scott,

Thank you for the e-mail. It is always nice to hear from people, especially from you, Scott. (1)

I have not got any reply, a positive or negative one, from Seibido yet. Let's wait and hope for the best result. (2)

Have you finished your paperwork for Kaken and writing academic articles? (3)

If you have some free time in the near future, I want to meet you and explain to you our next project.

(4)

Sincerely,

K. Nakagawa

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What number indicates a low level of formality? A. 1 B. 2 C. 3 D. 4

253. Dear Ms. Gonzalez,

I would like to send my appreciation for your time yesterday. I enjoyed our conversation about the marketing manager position and appreciated learning more about working with the marketing team. It sounds like a rewarding role, especially given the opportunities for collaboration and advancement. I think my master's degree in marketing combined with my marketing experience would make me an excellent candidate for the role.

I look forward to discussing this opportunity with you more. Please don't hesitate to contact me if you need additional information about my references.

Thank you,

Hannah Lee

hannah.lee@email.com

222-555-7777

Source: <https://www.indeed.com/career-advice/career-development/business-thank-youletter>

What kind of thanking letter is it?

- A. thanking after an interview
B. thanking for active participation
C. thanking for helping the renovation
D. thanking for becoming the Keynote Speaker

254. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

Hispanic Literature, Latin American Literature, Peninsular Literature

Ph.D. in Spanish (US Hispanic Literature), 2018 – University of Houston.

Dissertation: Quixote Reborn: The Wanderer in US Hispanic Literature. Sancho Rodriguez, Chair

M.A. in Spanish, June 2015 – University of Houston

B.A. in Spanish, June 2013 – University of Houston

(2)

Adjunct Lecturer: University of Houston, Department of Hispanic Studies, September 2018 to Present.

(3)

Book

Gonzalez, Gloria. Quixote Reborn: The Wanderer in US Hispanic Literature. New Haven: Yale University Press (forthcoming)

Peer-reviewed Journals

Gonzalez, Gloria. "Mexican Immigrant Stories from the Central Valley," Lady Liberty Journal, 6(1): 24-41.

Gonzalez, Gloria. "Comparing the Hispanic and European Immigrant Experience through Story," Hispanic Literature Today 12(3): 25-35.

Gonzalez, Gloria. "Yearning to Be Free: 3 Hispanic Women's Diaries," Hispanic Literature Today: 11(2): 18-31.

(4)

2020. Gonzalez, Gloria. "Storytelling Methods in the Central Valley." Hispanic Storytelling Association

Annual Conference, San Francisco, CA 2019. Gonzalez, Gloria. "When Cultures Merge: Themes of Exclusion in Mexican American Literature." US Hispanic Literature Annual Conference, Tucson, AZ.

(5)

Adjunct Lecturer, University of Houston

- Mexican-American Literature, Spanish 3331
- Women in Hispanic Literature, Spanish 3350
- Spanish-American Short Story, Spanish 4339

Graduate Teaching Assistant, Northwestern University

- Elementary Spanish 1501, 1502, 1505
- Intermediate Spanish 2301, 2302, 2610

(6)

Mexico Study Abroad Summer Grant, 2018

UH Teaching Awards, 2017, 2018, 2020

Dissertation Fellowship, 2017

(7)

English (native)

Spanish (bilingual oral and written fluency)

Classical Latin (written)

(8)

National Association of Latino Arts and Cultures

Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

What is the type of the CV?

- A. functional resume B. simple resume C. chronological resume D. extensive resume

Your Name
Company Name
Street Address
City, ST ZIP Code
Date

Recipient Name
Title
Organization Name
Street Address
City, ST ZIP Code

Dear Recipient Name:

We manufacture and sell wide range of electrical equipment. We also sell electrical equipment of other reputed companies through our wholesale and retail outlets in Singapore. We are interested in your electrical equipments, specially explosion flame proof light-fittings and electrical equipment-for explosive atmosphere.

Therefore, will you please send us a copy of your catalogue and pricelist of the above items together with trade terms and conditions and descriptive literature which we can pass on to prospective buyers and customers.

We hope you shall quote the lowest price you are prepared to accept for our future repeat bulk orders for these items.

We look forward to your immediate response and action.

Sincerely,

Your Name

255. Look at the following letter.

Source:

<https://www.101businessletter.com/business-correspondence/letter-requesting-for-catalogue-and-price-list-for-electrical-equipment/>

The above letter asks for a....

- A. sample B. catalogue C. business partner D. price list

256. Look at the following Curriculum Vitae.

Gloria Gonzalez

3204 Windover Way

Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

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Asociación Internacional de Literatura y Cultura Femenina Hispánica

Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The conclusion that can be drawn is....

- A. CV owner has studied at several universities in the U.S.
- B. CV owner is interested in the field of literature.
- C. CV owner has published several books.
- D. CV owner has the ability to use more than 3 languages.

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Houston, TX 77204

ggonzalez@email.com

000.123.4567 (Cell)

(1)

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Modern Languages Association

Source: <https://www.thebalancecareers.com/cv-samples-and-writing-tips-2060349>

The applicant's language skill is shown by number.... A. 5 B. 6 C. 7 D. 8

258. Look at the situation below!

A: What about having lunch together with our badminton team next week?

B: Sure. Let's go!

A: We could meet on Saturday or Sunday. Which day would you prefer?

B: Saturday would be good for me.

Which expression from the above conversation is informal language?

A. What about having lunch together with our badminton team next week?

B. Let's go!

C. We could meet on Saturday or Sunday.

D. Which day would you prefer?

259. Everyone is given the opportunity to work according to their respective skills based on their departments. This is the characteristic of....

A. traditional hierarchy B. flatter hierarchy C. holacratic hierarchy D. flat hierarchy

260. Look at the following application letter.

Dear Ms. Hitchings,

Although I'm currently employed I'm looking for an opportunity where I can put my particular skills to use. There are two paths I can take and fortunately I can walk them both at the same time.

The first path is to follow the job openings at different companies submit my application and see where it takes me. I've had several job interviews with real possibilities but I prefer the other path.

The other path is to choose the company I'd like to work for and convince them to hire me.

I've done my research and Babcock Industries comes out on top every time. Your civic responsibility as a company and the high rate of participation of your employees in community events exemplifies Babcock's values which match my own. Your high ethical standards are a matter of record your products are of the highest quality and you stand behind both your products and your employees. I'd

be willing to start at an entry-level position in almost any department although I have a bachelor's degree in industrial engineering and could contribute from day one.

I've attached my resume for your review and hope to hear from you. I believe I can contribute to the continuing success of Babcock Industries.

Sincerely Yours,

Isla Cisneros

Source: <https://www.livecareer.co.uk/templates/letter-samples/applicationletters/unsolicited-application-letter>

Which type of application letter is the letter above?

- | | |
|-----------------------------------|----------------------------------|
| A. unsolicited application letter | B. solicited application letter |
| C. referral application letter | D. networking application letter |

261. Read the following text carefully!

Fair games?

A For seventeen days every four years the world is briefly arrested by the captivating, dizzying spectacle of athleticism, ambition, pride and celebration on display at the Summer Olympic Games. After the last weary spectators and competitors have returned home, however, host cities are often left awash in high debts and costly infrastructure maintenance. The staggering expenses involved in a successful Olympic bid are often assumed to be easily mitigated by tourist revenues and an increase in local employment, but more often than not host cities are short changed and their taxpayers for generations to come are left settling the debt.

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E Another major concern is that when civic infrastructure developments are undertaken in preparation for hosting the Olympics, these benefits accrue to a single metropolitan centre (with the exception of some outlying areas that may get some revamped sports facilities). In countries with an expansive land mass, this means vast swathes of the population miss out entirely. Furthermore, since the International Olympic Committee favours prosperous "global" centres (the United Kingdom was told, after three failed bids from its provincial cities, that only London stood any real chance at winning), the improvement of public transport, roads and communication links tends to concentrate

in places already well-equipped with world-class infrastructures. Perpetually by-passing minor cities creates a cycle of disenfranchisement: these cities never get an injection of capital, they fail to become first-rate candidates, and they are constantly passed over in favour of more secure choices.

F Finally, there is no guarantee that an Olympics will be a popular success. The “feel good” factor that most proponents of Olympic bids extol (and that was no doubt driving the 90 to 100 per cent approval rates of Parisians and Londoners for their cities’ respective 2012 bids) can be an elusive phenomenon, and one that is tied to that nation’s standing on the medal tables. This ephemeral thrill cannot compare to the years of disruptive construction projects and security fears that go into preparing for an Olympic Games, nor the decades of debt repayment that follow (Greece’s preparation for Athens 2004 famously deterred tourists from visiting the country due to widespread unease about congestion and disruption).

G There are feasible alternatives to the bloat, extravagance and wasteful spending that comes with a modern Olympic Games. One option is to designate a permanent host city that would be re-designed or built from scratch especially for the task. Another is to extend the duration of the Olympics so that it becomes a festival of several months. Local businesses would enjoy the extra spending and congestion would ease substantially as competitors and spectators come and go according to their specific interests. Neither the “Olympic City” nor the extended length options really get to the heart of the issue, however. Stripping away ritual and decorum in favour of concentrating on athletic rivalry would be preferable.

H Failing that, the Olympics could simply be scrapped altogether. International competition could still be maintained through world championships in each discipline. Most of these events are already held on non-Olympic years anyway – the International Association of Athletics Federations, for example, has run a biennial World Athletics Championship since 1983 after members decided that using the Olympics for their championship was no longer sufficient. Events of this nature keep world-class competition alive without requiring Olympic-sized expenses.

Source: <https://takeielts.britishcouncil.org/take-ielts/prepare/free-ielts-practicetests/reading-academic/section-2>

The main idea of paragraph D in the text above is....

- | | |
|----------------------------|-----------------------------|
| A. Sports infrastructure | B. City’s debt |
| C. Olympic popular success | D. Alternatives for Olympic |

262. Look at the situation below.

Lex: Hi, Arin. I was wondering if we could discuss our future project on the next Saturday?

Arin: Okay. I am free at 10 a.m.

What is the underlined expression about?

- | | |
|-------------------------------|------------------------------|
| A. accepting the appointment | B. rejecting the appointment |
| C. cancelling the appointment | D. suggesting a time |

263. Look at the following letter!

I would like to thank you for meeting with me yesterday and offering us a new contract. My firm is ... (1) to provide you with our document review services. I am ... (2) that our 30 years of experience in the legal business is going to make us an ideal vendor for your needs.

The correct word to complete the sentence in number 1 is...

- | | | | |
|------------|------------|-------------|---------------|
| A. excites | B. excited | C. exciting | D. excitement |
|------------|------------|-------------|---------------|

264. Look at the following letter!

Hi Johanna!

Thanks for the very nice e-mail. I just printed it out for Hiroko to read later today. Wow, it sounds like Alicia and Monica had terrible times in the hospital. But I’m very happy to hear that they are better! And they seem to be very smart—getting scholarships! No doubt they have good parents.

In August Bob and I went canoeing for 5 days in the Boundary Waters of northern Minnesota. That was interesting. But there were a lot of mosquitoes. Take care, Johanna. When you come to Hiroshima, we’ll hang out together!

Love, Michihiro.

Source: <https://vu.flare.hiroshimau.ac.jp/english/writing/intermediate/informal/examples.htm>

What is the conclusion of the letter above?

- A. Michihiro wants to spend time together with Johanna B. Michihiro wants to go to the hospital
C. Michihiro wants to get the scholarship D. Michihiro wants to go canoeing

265. Look at the situation below. We agree to run the project together. I would like to check what we have discussed earlier. In negotiation, the sentence above is used for....

- A. opening B. bargaining C. accepting and confirming D. summarizing

Date: _____

To: All Staff → 1

From: Company Executive

Subject: Employee Commute Options Survey

We are conducting a commuting survey this week among all employees. The purpose of the survey is to discover what methods we currently use to commute and what alternative methods are of most interest. The survey is required by Department of Environmental Quality's Employee Commute Options (ECO) rules. These rules are part of the Portland area clean air plan to keep the air clean in light of air pollution associated with continued growth in the region. → 2

ECO requires employers to provide employees with incentives to use alternatives to driving alone to work. The results of the survey will be used by (company name) to design a transportation program that reflects the needs and desires of (company name) employees. We must receive completed surveys back from at least 75 percent of (company name) employees to meet the requirements. → 3

The survey will be distributed via e-mail on (date). Please take a couple of minutes to fill out the survey and return in by (date). If you have questions, please talk to (transportation coordinator). → 4

We will share the results with you in the employee newsletter when they are completed.

Thanks for your participation,

266. MEMO Your Executive

Source:

<https://rigorousthemes.com/blog/best-memo-examples/>

The part in the memo indicated by number 3 is....

- A. subject B. introduction C. discussion D. conclusion

267. Look at the following letter.

Request Letter for Information on Product and Service

Date: 8th May 2021

Simon Raid

Manager

XYZ Company

London

I am building a home with approximately 4200 square feet on two levels and want to install a reliable, energy-efficient heating system. Please send me information on what your company has to offer and what you would recommend. We need to make a decision very soon. Thank you for your help.

The above request letter can be categorized as...

- A. too short B. too long C. appropriate D. redundant

268. **A MEMORABLE DAY OR AN UNFORGETTABLE EXPERIENCE**

(1) Human life is a mixture of weal and woe, smiles and tears. (2) However once what had seemed to be a memorable day turned to be the saddest day of my life. (3) We had planned for a picnic with all our classmates after the examination on the bank of the river Ganga. We started early in the morning and reached at 10 am. (4) It turned out that the river was closed.

The punctuation error in the paragraph above is shown in the sentence number....

- A. 1 B. 2 C. 3 D. 4

269. To: All employees in the procurement department

From: Barry Buttonwood, Assistant Manager, Staff Training and Development

Date: August 22, 2022

Subject: Mandatory training for new software

You are all aware of the company's recent adoption of a new supply chain management software. The company invested in the new application to improve communication with our vendors, enhance order tracking and reduce delays to the barest minimum to save cost and boost efficiency.

We will hold a training workshop to familiarize department staff with the new software on August 25, 2018. We hope this training will allow everyone to make a smooth transition to the new application. All departmental staff must attend the training event.

Sumber: <https://www.englishclub.com/business-english/correspondence-memo.htm>

The type of business writing in the above example is....

- A. business correspondence B. report C. documentation D. memo

270. Look at the following vocabulary list: 1. retain 2. undermine 3. blow up 4. give

Which words are suitable to be used in formal language?

- A. 1 and 2 B. 2 and 3 C. 3 and 4 D. 1 and 4

271. Look at the sentence below. **He's played a great role in the movie.** The suitable answer to make the above sentence into a formal language is....

- A. He is played a great role in the movie. B. He has played a great role in the movie.
C. He was played a great role in the movie. D. He as played a great role in the movie.

272. Look at the list of topics below : 1. status 2. pet 3. race 4. war 5. food

Which topics are suitable for casual conversation?

- A. 1 and 3 B. 3 and 4 C. 2 and 5 D. 4 and 5

273. Look at the memo below.

Date: 20th April 2021

To: All Staff

From: Company Executive

Subject: Employee Commute Options Survey

The survey will be distributed via e-mail on 27th April 2021. Please take a couple of minutes to fill out the survey and return in by 2nd May 2021. If you have questions, please talk to our coordinator, Mr. Husni. We will share the results with you in the employee newsletter when they are completed.

We are conducting a commuting survey this week among all employees. The purpose of the survey is to discover what methods we currently use to commute and what alternative methods are of most interest. The survey is required by Department of Environmental Quality's Employee Commute Options (ECO) rules. These rules are part of the Portland area clean air plan to keep the air clean in light of air pollution associated with continued growth in the region.

ECO requires employers to provide employees with incentives to use alternatives to driving alone to work. The results of the survey will be used by Trans. Inc to design a transportation program that reflects the needs and desires of Dare Inc. employees. We must receive completed surveys back from at least 75 percent of Dare Inc. employees to meet the requirements.

What is the purpose of the survey?

- A. To find the commute method B. To observe the polluted area
C. To design a program D. To provide incentives

274. Look at the memo below!

(1)

To: Adams County School System Special Education Team

From: Jane Doe, special education para-professional

Date: June 13, 2017

Subject: Mental Health in Special Education

(2) However, we have not seen a corresponding increase in students who qualify due to mental health. Because of the increase in students seeking services, we assume that all needs are met. However, students and their families may not seek resources due to the stigma of mental health issues. Given our own increase in special education recipients in our own school system, we should see a similar increase in students' mental health disorders. However, we do not. This is an anomaly that we should explore.

(3) I suggest we address this problem by collecting better data on student diagnoses and reviewing our training program. By collecting data, we can see how our student population aligns with national data to determine whether stigma may prevent some of our students from requesting special education resources. Regarding training, our school system has an interest in better understanding our student population from a mental health standpoint. We have a solid special education training

program, but no recent training addresses working with students who have mental health disorders. We may be reinforcing the stigma attached by not providing specialized training. We should review our training and consider planning at least one workshop on students with a mental health disorder diagnosis. We will discuss this in more depth at our next quarterly meeting.

(4) I write to share the problem of the stigmatization of mental health disorders in special education and its implications for our team. I offer some possible solutions as well. Adams County School District has seen an increase in students who qualify for special education resources.

The correct order for the memo above is....

A. 1-3-2-4

B. 1-4-2-3

C. 1-3-4-2

D. 1-2-4-3

275. Look at the following letter!

OXFORD LIBRARY

(Publisher & Book Sellers) 15/3, Bangla Bazar, Dhaka

Phone: 9412394-6

1st July 2004

Manager

Central Book Corner

23, Newmarket, Dhaka

Sub: Cancellation of Order No. A/27/2/04 dated 20.06.03

Dear Sir,

We hope that you are in receipt of our order No. A/27/04 dated 20.06.03 for 200 copies of M. A. Kalam's *Iktis Accounting*, but we are surprised to notice your silence in the execution of the order within the stipulated time of July 10, 2004.

We, therefore, have no other option but to cancel our order for your failure to execute the order in time as time was of prime importance in this respect. We now request you to kindly treat our order canceled. With thanks,

Yours faithfully,

Prabir Roy

Manager,

Oxford Library

Source: <https://www.businesscommunicationarticles.com/order-cancellation-lettersample-example-format-template/>

Based on the information from the letter, why does the sender of the letter cancel the order?

A. unmatched orders

B. the item ordered does not exist

C. the price is too expensive

D. seller does not respond to orders