



**Cô Vũ Thị Mai Phương**

## **TÀI LIỆU ĐI KÈM BÀI GIẢNG**

### **THI ONLINE : PART 7 (8)**

Tài liệu **ĐỌC QUYỀN** đi kèm bài giảng thuộc khóa học  
**Luyện thi TOEIC Nghe – Đọc ( Mục tiêu 450-600+)**

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#### **Question 1 to 2 refer to the following article.**

Telcorp in Trouble The CEO of Telcorp, Howard Ballantine, has been accused of using company money to invest in personal real estate deals. A private committee was hired to investigate Mr. Ballantine's financial activity after Walter Scott, the senior accountant at Telcorp, noticed nearly 2 million dollars was missing from the company's primary investment account. Mr. Scott discovered the problem three months ago and reported it to Richard Flint, Telcorp's chief financial advisor. Howard Ballantine denies any wrongdoing, and is hiring his own team of financial officers to investigate the matter, a close friend of Ballantine's said. Telcorp was the nation's leading producer of cell phones until Softphone Inc. opened a factory in China six months ago, which enabled it to save nearly 10 million dollars in production costs. Mr. Ballantine's alleged actions suggest that the company will face more trouble in the future.

**Question 1.** According to the article, what mistake did the CEO of Telcorp make?

- (A) He introduced less attractive products.
- (B) He used company funds inappropriately.
- (C) He fired an employee without a reason.
- (D) He refused to invest in new technology.

**Question 2.** How did Softphone Inc. decrease operation costs drastically?

- (A) By reducing its workforce
- (B) By improving technology
- (C) By opening a new plant
- (D) By outsourcing its projects

#### **Question 3 to 4 refer to the following article.**

18 Pine Hill RD.

Mulberry, MI 65489

22 October 2007 Dear Mr. Johnson,

We received your request to change the dates of your reservation at the Glenwood Resort from April 15-22 to June 20-28. Unfortunately, I have checked the database and there are no rooms available for those dates. I sincerely apologize that we can not accommodate your request; unfortunately June, July, and August are our busiest months because we offer special summer discounts. I understand that your company is relocating you to London in July and therefore you can't make a reservation for any other date. I would like to mention, however, that Phillip D. Humboldt, the owner of Glenwood Resort, recently opened another luxury resort, Woodshire Retreat, just thirty minutes outside of Mulberry. If you would like to make a reservation at this resort, the number is 1-800-238-9648. Or you can make a reservation online at [www.humboldthotels.com](http://www.humboldthotels.com).

Sincerely,

Richard Kent Customer Services

**Question 3.** What is the purpose of this letter?

- (A) To promote seasonal discounts
- (B) To suggest an alternative to the customer
- (C) To discuss plans to build a new hotel
- (D) To provide directions to a resort

**Question 4.** What did Mr. Humboldt achieve recently?

- (A) He expanded his business.
- (B) He was relocated to London.
- (C) He won a luxury vacation.
- (D) He recruited a new client

**Question 5 to 7 refer to the following message**

Sim's Super Sale!

To commemorate ten years of business, Sim's is having a giant sale. The sale starts at 8:00 a.m. on Saturday, July 9th, and ends at midnight on Sunday, July 10th. All sports equipment is 20 percent off.\* All men's and women's sports apparel is 15 percent off, including the exclusive Swish brand running shoes and shorts. Customers who have a Sim's Super Savings Card will receive an additional 10 percent off their entire purchase. (If you want to become a Sim's member, please fill out the application on our website at [www.simssavings.com](http://www.simssavings.com)). Also, please bring your children: Ron Barkley, the lead scorer for the L.A. Rockets, will be giving a special demonstration on how to dribble a basketball. All children over the age of 8 are welcome. Entrance is free, but all children must wear sneakers and bring their own basketball.

\* Offer does not apply to bikes, treadmills, or golf clubs

**Question 5.** Why did Sim's decide to have a sale this weekend?

- (A) To get rid of old merchandise
- (B) To promote a new product
- (C) To celebrate an anniversary
- (D) To advertise an upcoming race

**Question 6.** Which of the following is NOT true about the sale?

- (A) A famous person will be present.
- (B) Brand name products are on sale.
- (C) Men's clothing is 15 percent off.
- (D) Golf equipment is 20 percent off.

**Question 7.** What can be inferred about Ron Barkley from the advertisement?

- (A) He wants to open a sports store.
- (B) He is a successful athlete.
- (C) He works for Swish shoes.
- (D) He wants to be a college professor

**Question 8 to 10 refer to the following advertisement**

Attention All Employees!

The executives at Juniper Insurance have decided to purchase mobile phones for all employees. They are hoping that the new phones will improve communication between members of different departments. The company will be purchasing forty-seven TM-I6I cell phones from Globalphone Inc. at the end of July. You will receive your new phone during the first week of August. Each employee will be given 200 minutes free each month. If you use more than your monthly limit, you will be charged an additional \$25 each month. We understand that this is a new policy that may potentially be problematic, so we welcome any comments or suggestions you may have. To monitor the new phone system's effectiveness, we will be asking employees to fill out a survey.

The date for this survey has not been chosen yet. However, it will most likely take place during the third week of August. Also, employees with other suggestions about how to help employees communicate better should fill out an Employee Comments Form, which can be obtained from Betty Gill in the Human Resources Department.

**Question 8.** What does the company plan to do in July?

- (A) Implement an overtime policy
- (B) Hire more office workers
- (C) Change insurance companies
- (D) Buy phones for better communication

**Question 9.** How will the company evaluate the effectiveness of the strategy?

- (A) By conducting a poll
- (B) By interviewing employees
- (C) By calling the customers
- (D) By testing the product.

**Question 10.** Why would someone contact Betty Gill?

- (A) To get her e-mail address
- (B) To transfer to Human Resources
- (C) To obtain the proper form
- (D) To write a memo.

**Question 11 to 14 refer to the following advertisement**

Attn: All advertising associates

The meeting with Gilman Electronics was rescheduled from Friday, April 22, to Monday, May 25. I received an e-mail from their CEO, Robert Towney, informing me that Gilman Electronics is not ready to introduce the new computers due to production delays. Apparently, technicians discovered a serious defect in one of the microchips and consequently all of the computers have to be reevaluated. Therefore, we have about a month to work on the advertising campaign. I recommend that we meet early next week - perhaps Monday or Wednesday - to discuss the current ad campaign and determine whether or not we want to change it now that we have some extra time.

Please e-mail me by 4 p.m. today with your comments or suggestions about the Gilman account. As you know, Gilman is our biggest client so it is critical that we provide the best service possible.

Sincerely,

Mark Johnson Director of Advertising.

**Question 11.** What information does the memo provide?

- (A) Suggestions for an ad campaign
- (B) A new proposal for a client
- (C) Plans to purchase computers
- (D) Changes to the dates of a meeting

**Question 12.** What is the reason for the production delays?

- (A) Some production machinery failed.
- (B) The company lacks financial resources.
- (C) Certain parts of the product are faulty.
- (D) A project manager miscalculated the time.

**Question 13.** Why will the advertising associates meet early next week?

- (A) To have a company dinner for an anniversary
- (B) To think about the current proposal
- (C) To promote new products to the customers
- (D) To make a plan for the company expansion.

**Question 14.** What does Mark Johnson mention about Gilman Electronics?

- (A) It is the biggest electronic company.
- (B) It is the agency's most important client.
- (C) It wants to make changes to the campaign.
- (D) It plans to open a factory overseas.

**Question 15 to 18 refer to the following advertisement**

**Opening Ceremony for New Research Wing**

Countydale Hospital is proud to announce that construction on the new 20 million dollar research wing has been completed. To celebrate the occasion, the hospital has decided to hold a special ceremony on Saturday, May 14, at 4 p.m. All hospital staff, patients, and city residents are welcome to attend. Below is a basic overview of the schedule of events:

- 4:00 p.m. - James Rosenthal, Director of Countydale Hospital, will give an introductory speech.
- 5:00 p.m. - Dr. Merriam Way will discuss the research work that will take place in the new wing.
- 6:00 p.m. - Gary Paulson Jr., President of Wilson Pharmaceuticals, will talk about his 15 million dollar contribution to the new wing.
- 7:00 p.m. - The children of City Elementary School will sing a few songs.
- 7:30 p.m. - Dr. Steven Fellows, Countydale Chief of Surgery, will cut the ribbon and open the doors.
- 8:00 p.m. - Patients and staff will be invited to enjoy cake and refreshments in the reception area of the.

**Question 15.** What happened to Countydale Hospital recently?

- (A) It was closed temporarily.
- (B) More doctors were hired.
- (C) The number of patients increased.
- (D) The new section was added.

**Question 16.** Which is NOT true about the ceremony?

- (A) City residents can attend the event.
- (B) The ceremony will be held in the afternoon.
- (C) Children of the local school will perform a concert.
- (D) Participants must bring their own food.

**Question 17.** What can be learned about Gary Paulson Jr. from the schedule?

- (A) He discovered a new medicine.
- (B) He donated money to a hospital.
- (C) He recovered from a severe illness.
- (D) He received a position at the hospital.

**Question 18.** Who will conduct the ribbon cutting ceremony?

- (A) James Rosenthal
- (B) Dr. Merriam Way
- (C) Dr. Steven Fellows
- (D) Gary Paulson Jr.

**Question 19 to 21 refer to the following advertisement**

To: John Miller johnmiller@netmail.com  
From: Linda Tillman linda@acephotos.com  
Subject: Photos

Dear Mr. Miller,

Your customer record stated that you preferred to be contacted by e-mail, so I am e-mailing you to say that your photographs will not be ready for Saturday at 3 p.m. as discussed. One of our processing machines broke down yesterday. The repairman said the new part has to be specially ordered, and probably won't arrive for another four to five days. This means that the Belltown branch of Ace Photos only has one machine to process nearly 150 different orders. I noticed that you marked your order as "URGENT" on the processing request form; however, due to the circumstances our 24 hour service is no longer available. Your photos will probably be ready by Tuesday morning at the earliest. If you would rather have your photos processed at another Ace Photos location, we would be happy to mail them for you. We will cover all the delivery charges, and have the photos mailed directly to you when they are finished. Also, we would like to offer you \$15 off the total order cost to compensate for any inconvenience this problem may have caused. Please call me at 1-800-652-3156 to discuss this matter further.

Sincerely,

Linda Tillman

Director Customer Relations.

**Question 19.** Why will the problem take a long time to resolve?

- (A) The repair company is busy. (B) A part is difficult to obtain.  
(C) There was a shipping delay. (D) The office is closed briefly

**Question 20.** According to the e-mail, which service did Mr. Miller probably request?

- (A) One day processing (B) Buy one get one free  
(C) Poster-sized development (D) Photo editing

**Question 21.** What does the company offer to do?

- (A) Mail the application (B) Cover all service fees  
(C) Accept the coupon (D) Pay for shipping

**Question 22 to 26 refer to the following advertisement**

The Grant Corporation plans to open a new factory by the end of 2008, a company spokesman said. The new factory is scheduled to be built in Dobson County and will create approximately 1,000 new jobs for the local community. The mayor of Dobson County, Frank Ploy, said the new factory will be a positive addition to the town, and that the town will support all efforts to construct the factory as planned. The Grant Corporation is the world's largest producer of airplane parts, and is renowned for its strict environmental policies. In 2007, the company received the prestigious Better Business Award for implementing a new waste management program that decreased the amount of industrial waste it produced by nearly 25 percent. Currently, the company owns four other factories, and has been very successful at securing the support of all the communities it affects. Just last March, the factory in Trenton, New Jersey, sponsored a charity event that raised 2 million dollars for a local elementary school. The residents of Dobson County hope to receive the same benefits from the new factory. The Grant Corporation plans to build the new facility on the grounds of the old Milner Factory. Milner Automobiles abandoned the factory last year after it built a bigger factory in Michelan, a city about thirty- five miles north of Dobson County. According to a company spokesman, the old factory will be demolished before construction on the new facility begins.



**Question 22.** What will probably happen in Dobson County by the end of 2008?

- (A) An elementary school will be built.
- (B) More jobs will be generated.
- (C) A tax cut will be introduced.
- (D) A mayoral election will be held.

**Question 23.** The word “renowned” in line 7, is closest in meaning to

- (A) obscure
- (B) eminent
- (C) anonymous
- (D) complicated

**Question 24.** According to the article, what was one benefit of the company’s award-winning program?

- (A) It increased production capacity.
- (B) It created more industrial facilities.
- (C) It reduced environmental damage.
- (D) It decreased operation costs.

**Question 25.** How did The Grant Corporation help Trenton residents?

- (A) It opened a new factory.
- (B) It held an educational seminar.
- (C) It bought local products.
- (D) It sponsored a fundraiser.

**Question 26.** Why did the Milner Factory most probably close?

- (A) The company went out of business.
- (B) The facility did not meet environmental standards.
- (C) The company moved to a different location.
- (D) The factory had to be renovated.

**Question 27 to 28 refer to the following advertisement**

People with a flexible schedule are needed to work at a local hotel. In order to keep up with the increase in customers we receive during the summer holidays, Sparton Hotel is looking for individuals who can work in a variety of positions, including cleaning services, restaurant staff, and hotel reception. All candidates must be available to work seven days a week. No experience in the hospitality business is required, but a college degree and at least 2 years' work experience in the customer service industry is preferred. Interested individuals should fax a copy of their resume, along with a cover letter and one letter of recommendation, to our main offices. The fax number is 1-555-3269. Successful applicants will be contacted by telephone to schedule a personal interview. Compensation depends on the candidate's work experience and interview evaluation.

**Question 27.** Why does the hotel require more staff?

- (A) It has decided to expand its facilities.
- (B) It wants to improve its customer service.
- (C) It receives more business at a certain time of year.
- (D) It had to fire some of its employees.

**Question 28.** What is the requirement of the job?

- (A) Availability to work all week
- (B) 2 years' experience in the hospitality business
- (C) Bilingual ability in Spanish and French
- (D) Excellent computer skills.

**Question 29 to 33 refer to the following advertisement**

**New Conference Center**

Limited Properties (LP) is proud to announce that it has completed construction on its second conference center in Springfield, Ohio, a spokesman for the company said. The first conference center is located next to the Upton Insurance building downtown, and is famous for its golden windows. For three years in a row, this conference building has been the venue for important international seminars and meetings between oil companies. The second conference center is even larger than its predecessor; it has ten more floors and is roughly three times wider. Construction on the second conference center began on March 2, 2004, and was not completed until July 29, 2007. To commemorate its opening, CEO of LP, Robert Henley, is planning a huge dinner, which will take place on August 15. Prominent members of the business community and city officials will attend the event, which will include a five course meal and live music from the Springfield Harmonic Symphony.

43 Princeton RD.

Springfield, OH August 5, 2007

Mr. Todd Poll, Public Relations Division Limited Properties 124 Hunting Lane Springfield, OH

Dear Mr. Poll,

I was honored to receive an invitation to the commemoration dinner at the new conference center in Springfield, and I would be delighted to attend. I was in Milan on a business trip when the conference center was completed and I could not wait to get back and see how it looked I agree with the general consensus that Limited Properties has created a place that is even better than the first conference center. In fact, I would like to host the 4th Annual Business Development Conference at the new facility in September. This year, representatives from Chile, Korea, China, Japan, and Australia will attend the event, and I am confident they would be impressed with the LP Grand Conference Center. Perhaps we could meet at the dinner and discuss this matter further. I look forward to seeing you there.

Sincerely,

Charles Gates CEO, GMA Oil Corp.

**Question 29.** What does the article mention about the first conference center?

- (A) It is located in the Upton Insurance building.
- (B) It is much bigger than the second conference center.
- (C) It moved closer to downtown.
- (D) It has been a suitable site for international events.

**Question 30.** What is expected on August 15th?

- (A) City officials will sign the contract.
- (B) The company will be granted a franchise.
- (C) Local businessmen will go to dinner.
- (D) The CEO will change insurance policies

**Question 31.** When was Mr. Gates in Milan?

- (A) March                      (B) July                      (C) August                      (D) September.

**Question 32.** What can be inferred about the BusinessDevelopment Conference?

- (A) It takes place in South America.
- (B) It is held once a month.
- (C) It is an international event.
- (D) It funds domestic businesses.

**Question 33.** Why does Mr. Gates want to meet with Todd Poll?

- (A) To confirm the trip itinerary
- (B) To go over the conference notes
- (C) To plan a business event
- (D) To discuss the survey

**Question 34 to 38 refer to the following message**

Advanced Financial 244 Harbor RD

Portland, ME

June 22, 2007

Dear Mr. Benson,

I have written to you several times over the past two months requesting an explanation on why you have failed to bring your account with us up-to-date.

By ignoring these requests, you are damaging the excellent credit record you had previously maintained with our company. In addition, every month that you fail to pay your account, you receive a \$25 late payment fee. As of the date of this letter, your account balance is \$235.04.

Unless I hear from you within ten days, I will have no other choice but to turn your account over to a debt collection agency. I am sorry that we must take such drastic action but I am afraid you leave us no choice.

You can preserve your credit rating by sending us a check for the amount stated above.

Sincerely,

Ross Gunter Director of Accounting Advanced Financial

Advanced Financial 244 Harbor RD

Portland, ME

July 8, 2007

Dear Mr. Benson

Thank you for your letter. You deserve an explanation for what went wrong in our accounting department, and I hope that this letter will help resolve our recent error. It has taken a lot of time to find out what happened, so please accept our apologies for the delay in this response.

A thorough look at our records revealed that we did receive your April payment on time, as you stated in your letter of June 25. However, it was credited to an account which bears a similar name to yours. Therefore, we began sending you our standard notices requesting payment, in keeping with our routine policy.

I am sorry for all the distress we have caused you. You have been a valued customer of ours for a long time and we appreciate your understanding. To express our sincerest apologies, we would like to send you a \$175 gift certificate to The Wilson Spa and Massage Center.

Sincerely,

Ross Gunter Director of Accounting,  
Advanced Financial.

**Question 34.** What is the purpose of the first letter?

- (A) To demand an explanation for the recipient's actions
- (B) To discuss a new interest rate policy
- (C) To notify the department about a new schedule
- (D) To request a report from a supplier



**Question 35.** In the first letter the word “drastic” in paragraph 3, line 2, is closest in meaning to

- (A) modest                      (B) proper                      (C) severe                      (D) prudent

**Question 36.** What problem did the accounting department discover?

- (A) The calculations were incorrect.                      (B) The name of the client was confused.  
(C) The bill was misplaced.                      (D) The budget was underestimated

**Question 37.** How does the company apologize for their mistakes?

- (A) By firing the employee at fault                      (B) By cutting down on investments  
(C) By offering a special coupon                      (D) By changing its current policy

**Question 38.** What can be inferred about Mr. Benson?

- (A) He will send a check to the Director of Accounting.  
(B) He sent his letter to the auditor.  
(C) He paid \$235.04 on June 25th.  
(D) He won't pay the \$25 late payment fee

**Question 39 to 43 refer to the following advertisement**

To: Meghan Michaels [dataanalyst@dataware.com](mailto:dataanalyst@dataware.com)

From: Patty Gore

Subject: Salary Inquiry

I received your e-mail about your request for an increase in your salary, which you submitted to the Human Resources Department on February 22. We certainly appreciate the demands that this position places on you, and understand that other companies pay more for the same amount of work.

As you know, however, Dataware is a small domestic company that just began operating in New York a year ago. Therefore, we do not have a large enough budget to comply with your request. As we discussed in our initial interview, there is a possibility that you will receive a promotion and a ten percent salary increase at the end of this year. Unfortunately, we can not offer you anything at this point. In fact, I was quite surprised that you were requesting a salary increase less than two months after the date you signed the contract.

I understand that you are currently looking for other work. If you do not find this response acceptable, then I regretfully accept your resignation.

Sincerely,

Patty Gore.

.....  
Data Processors 6 7 Fleet Street London SW1 9AB

March 17, 2007

Dear Mr. Humphrey,

I am writing to confirm my acceptance of your employment offer of March 15 and to inform you how excited I am to be joining Data Processors in London. Software engineering is exactly what I went to school for and I feel confident that I will make a significant contribution to the corporation. I am thankful for the opportunity you have given me.

As we talked about on the phone, I will report to work at 9:00 a.m. on March 22 and will have completed the medical examination and drug testing by the start date. Also, I will complete all the employment and insurance forms for the new employee orientation on March 24.

I look forward to meeting everyone and am grateful for your generous offer.

Sincerely,

Meghan Michaels

**Question 39.** What did Ms. Michaels present to the Human Resources Department?

- (A) An application to attend a seminar
- (B) A demand for a pay raise
- (C) A summary for the annual meeting
- (D) A report for the recent interview

**Question 40.** What can be known from Patty Gore's letter?

- (A) The company doesn't have enough money.
- (B) Ms. Michaels received a low grade on the evaluation.
- (C) Patty Gore wants to accept Ms. Michaels' request.
- (D) Ms. Michaels failed to secure clients for two months.

**Question 41.** Why did Meghan Michaels write the letter to Mr. Humphrey?

- (A) To inquire about a position
- (B) To ask for a raise
- (C) To discuss the contract
- (D) To accept the offer

**Question 42.** What will happen at Data Processors on March 24?

- (A) An investor's report will be given.
- (B) A new contract will be made.
- (C) A training session will be held.
- (D) A new executive will be hired.

**Question 43.** Which of the following does the new position require of Ms. Michaels?

- (A) She has to submit a reference letter.
- (B) She has to pass an entrance exam.
- (C) She has to move to another country.
- (D) She has to buy a new computer

**Question 44 to 48 refer to the following advertisement**

25 Gunter RD

Philadelphia, PA 06578

May 22, 2007

Mr. Daniel Gorman, Office Manager TSC Investments 76 Washington RD

Philadelphia, PA

Dear Mr. Gorman,

This letter is to advise you that, for a limited period of time, Budget Office Supplies (BOS) is reducing prices on certain items in our catalog. Take a moment to review the enclosed catalog. I have circled in red ink the items that are temporarily reduced. You should really take advantage of these prices.

If you wish to order large quantities or make special shipping arrangements, please give me a call and we will try to work out mutually acceptable terms and conditions. Did you know that Budget Office Supplies also offers an express delivery service, which means that you can order an item from the catalogue and receive it in less than two days? This service is free for all orders of \$200 or more. Plus, you can feel safe placing an order with our company: we have never received a customer complaint.

In any event, get your order in now, as these prices are only in effect until June 23. I hope you can benefit from these discounts.

Sincerely,

Scott Tuttle Sales Director.

Attn: All BOS employees

On June 15 we received a negative letter from one of our most valued customers, GMS Printers. The company ordered two new SP Laser jet printers from our catalogue on May 29 and requested the free express delivery service. Unfortunately, the printers did not arrive until June 6. Due to the shipping delay, the company lost a deal with a key client because it was unable to produce a report on time. As you can imagine, GMS Printers is not very happy with our service. It has returned the printers and asked for a full refund. The managers have investigated the shipping delay and discovered that an employee failed to enter the order into our database correctly. To prevent this problem from happening in the future, the managers have decided to implement a system of double-checking orders. Starting immediately all orders must be entered into the database and then confirmed by a supervisor before they are sent. Let's make sure our work is as efficient and reliable as it can be.

**Question 44:** What is included with the letter?

- (A) A product list
- (B) An invoice
- (C) An order form
- (D) A work contract

**Question 45:** How could someone arrange for special orders to be shipped?

- (A) By checking the special box
- (B) By calling the Sales Director
- (C) By placing the order in advance
- (D) By paying the extra fee

**Question 46:** Which of the following is TRUE about the order discussed in the memo?

- (A) It was shipped using regular service.
- (B) It was paid for by credit card.
- (C) It was placed during the sale.
- (D) It was processed by a new employee.

**Question 47:** What happened as a result of the delay?

- (A) The employee was asked to leave.
- (B) The customer did not receive the discount.
- (C) The new printers needed to be reproduced.
- (D) GMS Printers didn't get the contract.

**Question 48:** Why did Best Office Supplies decide to introduce the new system?

- (A) To ensure correct shipping
- (B) To improve product quality
- (C) To increase production capacity
- (D) To promote a new product.