



**Cô Vũ Thị Mai Phương**

**TÀI LIỆU ĐI KÈM BÀI GIẢNG**

**THI ONLINE : PART 7 – EMAIL/LETTER/FAX (1)**

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

**Question 1-2** refer to the following letter.

Ramona Jackson  
Ramona's Restaurant  
552 Spring Haven Road  
Santa Barbara, CA 93106  
Dear Ms. Jackson,  
Santa Barbara city officials have received several complaints regarding the outdoor patio you have set up in front of your restaurant, near the sidewalk. Because of your business hours, many of your patrons are having loud conversations outdoors late at night. Please ask your patrons to keep their conversations to a minimum volume after 9 P.M. You should also post a written announcement reminding them to be courteous of the residents in the area. I've enclosed one as an example. If you have any inquiries, please direct them to our non-emergency line at 555-0181.  
Thank you for your cooperation.  
Rjfa -Salazar  
Rita Salazar  
Santa Barbara Police Department

1. What problem does Ms. Salazar mention?  
(A) A neighborhood is for residential use only.  
(B) Some tables are blocking a walkway.  
(C) A restaurant's business license has expired.  
(D) Customers are making too much noise.
2. What has Ms. Salazar included with the letter?  
(A) A copy of an agenda  
(B) An inquiry form  
(C) A sample notice  
(D) An invoice

**Question 3-7** refer to the following letter, e-mail and schedule.

Viola Dalton  
528 Coleman Road  
Charlotte, NC 28210  
July 6  
Dear Ms. Dalton,  
It was a pleasure to meet you at your interview on June 13. The entire hiring committee was impressed with your career history as well as your natural people skills. We are pleased that you have accepted the position of R&D Department Manager. Now that we have both signed the contract, it is official. Enclosed you will find a copy of the contract for your records.  
For the orientation on July 17, you will be assigned to Group C. I look forward to seeing you there!  
Sincerely,  
Arina Saitou  
HR Manager, Caldwell Corporation

To: Undisclosed Recipients  
From: Arina Saitou  
Date: July 13  
Subject: Orientation at the Caldwell Corporation

Dear New Employees,

As we have just moved into our headquarters building, most of you have not seen it yet. The building has a spacious patio area for taking breaks or eating lunch outside, and the Lansing River runs right past it, so the views are amazing. I'm sure you will love it as much as the rest of the staff does.

To expedite the check-in process at the orientation on July 17, employees of each department should report to different rooms. Please see the table below:

Department(s)	Room
Graphic Design	Room 308
Research & development, Accounting	Room 233
Marketing, Sales	Conference Room A
Administration, Human Resources	Conference Room B

I have attached a copy of the orientation schedule. Please do not hesitate to contact me with any questions you may have.

Sincerely,

Arina Saitou

HR Manager, Caldwell Corporation

**Caldwell Corporation**  
**Staff Orientation, July 17**

- 8:30 A.M. Check-in (report to assigned rooms)  
9:00 A.M. Welcome speech, CEO Yan Huo  
9:30 A.M. Tax Paperwork and Vacation Policies, Ruth Bova  
11:45 A.M. Dress Code, Hamid Yemane  
12:15 A.M. Lunch: During the lunch break, groups should visit the security office to be assigned ID badges according to the following schedule: Group A  
12:15 P.M., Group B 12:30 P.M., Group C 12:45 P.M., Group D 1:00 P.M.  
1:15 P.M. Online Activities from Work Computers, Jocelyn Lewis  
2:30 P.M. Split Session: Managers will hear a talk from Director Diego Barros, non-management full-time employees will have a question-and-answer session with Prabha Haidar, and part-time employees will watch a training video  
4:45 P.M. Building tour, Arina Saitou

**3.** Why did Ms. Saitou write the letter?

- (A) To request further Information
- (B) To confirm a job appointment
- (C) To make changes to a contract
- (D) To set up an interview

**4.** Where should Ms. Dalton go first on July 17?

- (A) Room 308
- (B) Room 233
- (C) Conference Room A
- (D) Conference Room B

**5.** In the e-mail, the word “rest” in paragraph 1, line 4, is closest in meaning to

- (A) relaxation
- (B) majority
- (C) halt
- (D) remainder

**6.** What is implied about Ms. Dalton?

- (A) She will get her questions answered by Ms. Haidar.
- (B) She should go to the security office at 12:15 P.M.
- (C) She will watch a video during the orientation.
- (D) She will attend a session with Mr. Barros.

**7.** What is NOT indicated as a topic covered in the orientation?

- (A) Internet usage
- (B) Taking time off
- (C) What to wear to work
- (D) Corporate structure