[Loai: DOAN DON 35-37]

[Q]

**In this part you will read a selection of texts. Each text or set of texts is followed by several questions. Choose the best answer for each question. (1-TA5-2021).**

**Questions 35-37** refer to the following advertisement.

|  |
| --- |
| Are you setting up a small business? Worried about the costs of renting office space and enjoying the right people?  Rebus Virtual Office World can help you. With our Basic Office Deal, we can set up a virtual office for you practically overnight.  We will give your business a professional image and our polite, friendly staff will handle your calls and present your business in the best possible way. We can provide you with: a professional business address a local phone number and we will also handle mail.  For a more personal approach, with the option of forwarding mail and messages to your home address don’t hesitate to ask us about our Premier Office Deals. |

[Q]

35. **Where is the text from?**

0. message from a business to a current client

1. An advertisement for a new business service

0. An email from one business worker to another

0. A newspaper article about a new business’s success

[Q]

36. **What does the service provide?**

1. Off-site staff to perform general office duties

0. A site where several businesses can locate their offices

0. Advice on how to make your business more professional

0. Temporary staff for local businesses

[Q]

37. **Which of the following is not included in the Basic Office deal?**

0. A polite receptionist

0. A mail-forwarding service

0. A professional address

1. A telephone-answering service

[Q]

**In this part you will read a selection of texts. Each text or set of texts is followed by several questions. Choose the best answer for each question. (2-TA5-2021).**

**Questions 35-37** refer to the following email.

|  |
| --- |
| From: Robert Navarro <rnavarro@diynetwork.com>  To: Lena Rivers <lrivers@getmail.net>  Date: November2  Subject: Re: My Order  Dear Ms. Rivers,  I am writing to let you know that one of the items (PM48994) from your order (#13849) is currently out of stock. — [1] — The other items have just been sent to you. We anticipate having the missing item in stock within 5-7 days. — [2] — As soon as it arrives at our warehouse, it will be sent directly to you via overnight shipping at no extra charge to you. Once the item ships, you will receive a notification and tracking number at this e-mail address.  — [3] — If you are not fully pleased with any purchase, return it within 30 days, and we will give you your money back. No questions asked. To learn more about our return and exchange policies, visit [www.diynetwork.com](http://www.diynetwork.com).  To thank you for choosing DIY Network, we would like to offer you a 10% discount on your next order. — [4] — Simply use coupon code GET10 when you checkout. The code can be used only one time.  Please let us know if you have any questions.  Sincerely,  Robert Navarro |

[Q]

35. Why did Mr. Navarro send the e-mail?

1. To explain a delivery delay

0. To request an additional payment

0. To offer a replacement item

0. To confirm receipt of a backorder

[Q]

36. What is most likely true about Ms. Rivers?

0. She will have to pay additional shipping costs.

0. She will get a discount for item PM48994.

0. She will get a refund for the missing item.

1. She will receive two separate shipments.

[Q]

37. In which of the positions marked [1], [2], [3], and [4] does the following sentence best belong? "DIY Network values customer satisfaction.”

0. [1]

0. [2]

1. [3]

0. [4]

[Q]

**In this part you will read a selection of texts. Each text or set of texts is followed by several questions. Choose the best answer for each question. (3-TA5-2021).**

**Questions 35-37** refer to the following advertisement.

|  |
| --- |
| **Britton Outfitters**  *Maker of quality outdoor apparel and accessories*  From now until January 31, enjoy 25 % off your purchase of outerwear.  Discount applies to purchases made at Britton Outfitters stores or to online purchases through the Britton Outfitters Web site (Coupon Code BOUTI). Cannot be applied to: Britton Outfitters products sold by other retailers.  Discount is good for up to three items. Eligible items include coats and jackets. Cannot be used on shoes, eyewear, or other accessories. Cannot be applied to special-order items.  Visit *www.brittonoutfitters.co.uk* every season for details on our current promotional offers.  Coupon Code BOUT1. |

[Q]

35. What is implied about Britton Outfitters?

1. Its line of products includes footwear.

0. It specializes in men’s apparel.

0. It offers discounts once a year.

0. Its products are available only at Britton Outfitters stores.

[Q]

36. What is NOT true about the advertised discount?

0. It can be applied to more than one item.

0. It can be used for items purchased online.

1. It is limited to first-time customers.

0. It is available for a limited time.

[Q]

37. For what could the coupon most likely be used?

0. Wool socks

0. Sunglasses

1. A rain jacket

0. A handbag

[Q]

**In this part you will read a selection of texts. Each text or set of texts is followed by several questions. Choose the best answer for each question. (4-TA5-2021).**

**Questions 35-37** refer to the following article

|  |
| --- |
| **DATA STORAGE ONLINE**  We are all aware of the rapid growth of online databases. This has affected all levels of data storage, from the grandest government archives to the largest corporations and educational institutions all the way down to personal journals and family financial records. On the one hand, this transformation of the way that data is stored offers tremendous environmental advantages: much more data can be stored in a much smaller physical space and yet is more-easily available to more people. There is no need to print pages and then physically store them. More and better-organized information is more easily available without storage problems. Have we reached some kind of “infotopia”? Perhaps, there is a serious downside, and that is the problem of document security. Computer systems, which are mostly continuously connected to the Internet, are all too prone to be hacked. This can be done for criminal reasons or simply because of the satisfaction that hackers get from cracking apparently secure information systems. New opportunities for theft, espionage, blackmail, political dirty tricks are already in existence. |

[Q]

35. What is the article about?

1. The pros and cons of using webpage storage systems

0. The increasing use of computers in governments offices

0. The dangers of hackers who constantly steal information from others.

0. The great opportunities available for people with computer skills

[Q]

36. Which is of the following is NOT mentioned as a benefit of using the online storage system?

0. It uses less space to store more information.

0. It proposes to be environmentally friendly.

0. It facilities the accessing of information by a greater audience.

1. It completely eradicates the recycling problem.

[Q]

37. According to the article, what has this new way of storing information opened its door to?

0. Further research of online storage systems

0. A boom in computer-related industries

1. Illegal activities involving some individuals

0. An awareness of the environmental problems

[Q]

**In this part you will read a selection of texts. Each text or set of texts is followed by several questions. Choose the best answer for each question. (5-TA5-2021).**

**Questions 35-37** refer to the following company newsletter

|  |
| --- |
| Upcoming Events  Happy New Year! Many of you have made resolutions to improve your health. Whether it is to lose ten pounds or to exercise three times a week, we want to help you reach your goal. Joins us for a free Health and Wellness Fair on Wednesday, February 8, from 1H00 A.M. to 3:00 P.M. in the 2nd floor atrium. Learn about the health and wellness resources available to all Dili, Inc. employees. Speak with representatives from Blue Star insurance, St. Margaret’s hospital, Total Fitness, Mega Nutrition, Sarah’s Natural Foods, and more. Get a health checkup (blood pressure, pulse, height, weight, BMI). Learn how to cook simple, delicious, healthy meals. Students from the Gates School of Culinary Arts will be giving lessons every half hour. Register to win a visit to the Bamboo Spa, dinner for two at Manny’s, and more. For more information, call Sherry Wilson at 555-3112.  We hope to see you there! |

[Q]

35. For whom is this event intended?

0. Healthcare workers

0. Potential students

1. Employees at Dili, Inc.

0. Insurance agents

[Q]

36. Who most likely is Ms. Wilson?

0. The newsletter editor

1. The event organizer

0. A nurse at St. Margaret’s

0. An employee atthe Bamboo Spa

[Q]

37. What is NOT mentioned as a part of the event?

0. Blood pressure checks

0. A prize drawing

1. Cooking classes

0. Product samples