[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. (6-TA5-2021).**

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

|  |
| --- |
| **MEMO**  To: All Sales Managers  From: Amanda Steel, Resources Manager  Date: March 11  Re: expenses  I have just finished analyzing the company expense reports for last month. Currently, it seems sales representatives are spending far too much on sales trips away from the office. We are 30% over our budget already. I would therefore like all sales managers to please tell their staff to reduce their expenses significantly. From now on overnight stays in hotels will only be allowed for destinations over 200km from the company. There should be no first class train travel, even for senior managers. I will also need receipts for all expenses, not just expenses over 20 Euros as is presently the case. These measures are necessary to help us avoid cutting expense budgets. However, if savings are not made within the next three months, budgets will have to be cut.  Thank you for passing this news on to your sales teams. |

[Q]

35. Why was this memo written?

0. To announce cuts in expense budgets

0. To report the company’s latest losses

1. To ask sales staff to reduce their expenses

0. To encourage fewer sales trips

[Q]

36. What does Ms. Steel intend to do in three months?

0. Cut spending by sales staff

0. Reduce the number of sales staff

1. Review expense budgets

0. Announce cuts of up to 30 percent

[Q]

37. Which of the following does Ms. Steel NOT mention?

0. Trips by rail

0. Receipts

1. Travel by air

0. Accommodations

[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. (7-TA5-2021).**

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

|  |
| --- |
| Swansea Business News  (3 August) A spokesperson for Riester’s Food Markets announced yesterday that it will open five new stores over the next two years, starting with one in downtown Swansea this December. [1]. The company, known for its reasonable prices, will next open a Liverpool store in May. [2]. The location of the final store has not yet been determined.  The number of Riester’s locations has certainly been growing rapidly throughout the U.K. Shoppers seem pleased with the wide selection of items that include packaged goods, fresh produce, and hot ready-made meals. According to Donald Chapworth, director of marketing, the latter are particularly popular with working parents -[3]-.  "Many of these customers in particular have limited time to cook but still want their families to eat wholesome food,”  says Chapworth.  Last March Riester’s hired chef Gabriella Pierangeli, famed for her London restaurant Gabriella’s on Second, to craft their signature home-style dishes. |

[Q]

35. What is the article about?

1. The expansion of a chain of stores

0. Families cutting their food budgets

0. The relocation of a popular restaurant

0. Grocery stores changing their prices

[Q]

36. What does Mr. Chapworth mention that customers like about Riester’s?

0. Its friendly customer service

0. Its inexpensive pricing

0. Its home-delivery service

1. Its prepared foods

[Q]

37. In which of the positions marked [1]. [2]. [3], and [4] does the following sentence best belong? “ Two more will open at sites in Manchester and Edinburgh by summer of next year.”

0. [1]

1. [2]

0. [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. (8-TA5-2021).**

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

|  |
| --- |
| **Rusty’s Auto Body Repair**  Bloomberg Street, Austin, TX 78712  (512) 555-9824  Does your vehicle need repair after an accident? Or maybe you just need a change in your life? Even a fresh coat of paint will do wonders for you and your vehicle! Come down to Rusty’s Auto Body Repair and take advantage of our modestly priced services. We have provided excellent services in Austin for over twenty years.  Fall bumper special:  Come to Rusty’s Auto Body Repair this September and get 30% off on any repair work for dents or accidental damage to your bumper.  **Spot painting:**  When your vehicle needs only a few accidentally scratched or damaged areas painted, spot painting can be the best and most cost-effective method.  **Weather damage repair**:  Has your vehicle been damaged by rain, snow, hail, heat, cold, or wind? We do know how to solve some problems with your vehicle caused by natural disaster.  Whether you have had an accident, have been the victim of natural disaster, or just want to enhance your vehicle’s appearance, we are here to help you with anything you need! Call one of our representatives today  at (512) 555-9824 to get an estimate on a repair price. |

[Q]

35. What is the purpose of the advertisement?

0. To recommend the latest models

0. To announce some changes in services

1. To inform of some repair services

0. To promote a new auto repair shop

[Q]

1. Which service is being offered at a discounted price?

0. Weather damage repair.

0. Scratch removal

1. Bumper repair

0. Spot painting

[Q]

37. According to the advertisement, what is NOT mentioned as a reason to use Rusty’s Auto Body Repair?

0. To repair damage by the natural elements.

0. To fix accidental damage caused to a vehicle.

1. To increase the performance of a vehicle

0. To give a vehicle a new look

[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. (9-TA5-2021).**

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

|  |
| --- |
| MEMO  Date: May 15  We would like to announce the upcoming retirement of Ken Essert. Messer began a 30-year career here at The Terra as a wildlife ranger in the California Wildlife Park. He has held seven different positions, eventually becoming the general director of conservation for all West Coast Wildlife Parks. He has been in this position for the past 15 years, leading with vision and commitment. Now at the age of 65, he is leaving us for a well-deserved retirement.  The board of directors has voted to give him a Lifetime Achievement Award and will present him with a commemorative plaque at the staff meeting next Friday. Following the staff meeting, we invite all employees to stay for a reception to honor Mr. Essert and his great contributions. If you would like to write a farewell note to Mr. Essert, please stop by Andrew Braun’s office to sign a book that will be presented at the reception. |

[Q]

35. In what field does Mr. Essert work?

0. Youth education

0. Historical archiving

1. Nature conservation

0. Urban development

[Q]

36. For how many years has Mr. Essert worked at The Terra Fund?

0. 7

0. 15

1. 30

0. 65

[Q]

37. What will not be given to honor Mr. Essert?

0. A reception

0. An award

0. A book

1. A photo album

[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. (10-TA5-2021).**

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

|  |
| --- |
| March 16  Dear Ms. Blair,  FXS Delivery would like to thank you for your past business. We value our customers’ privacy and satisfaction above all, and that’s why we’ve developed our new Total Quality Tracking service. Using this service allows you optimal convenience, as it:   * provides the timeliest updates on package locations * sends e-mails or text messages as soon as an update occurs * applies to all destinations in our global network   Contact us now at the phone number below to try this new service for a trial period at a discounted price. If you sign up before April 12, we’ll also reward you with free insurance on all deliveries.  Sincerely,  Kate Miller  Customer Services |

[Q]

35. What is the purpose of the letter?

1. To introduce a new service

0. To promote an Internet provider

0. To notify a customer of a lost package

0. To sign up for a trial period

[Q]

36. What will customers who sign up before April 12 receive?

0. Regular update messages

1. Financial protection from loss

0. A package of some gifts

0. Free delivery

[Q]

37. What is suggested about Total Quality Tracking?

0. It requires an e-mail account

0. It is only available to long-term customers

1. It is valid in foreign countries

0. It can be used to purchase products