[Loai: DOAN DON 38-40]

[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 38-40** refer to the following email

|  |
| --- |
| **To**  All <csall@cherishedgoods.com>  **From**  Eric Nixon <enix@cherishedgoods.com>  **Date** January 5, 10:00 A.M  **Subject** Shipping Error |
| Hello everyone,  Lilia Kent, the head of the shipping department, has informed me that yesterday our customer database experienced a system error and as a result many orders were sent to the wrong addresses. This morning our department has already received multiple calls from customers complaining that they received the wrong package. Ms. Kent’s department has been working hard to locate the cause of the mistake. Therefore, any customer that calls with a wrong delivery should be asked to return the package. Additionally, please inform the customers that they will be given a 10 percent discount on their next purchase.  Eric Nixon |

[Q]

38. Who most likely received the e –mail?

0. Employees in the shipping department

0. Dissatisfied customers

1. Customer service representatives

0. Internet technology specialists

[Q]

39. According to the e –mail, what is Ms. Kent’s staff trying to do?

0. Create a customer database

0. Locate a lost package

1. Fix a system malfunction

0. Take calls from customers

[Q]

40- What are recipients of the e- mail advised to do?

0. Update their personal information

0. Deliver a package in person

1. Offer a price reduction to some customers

0. Enter data into a customer database

[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 38-40** refer to the advertisement.

|  |
| --- |
| FREE SUNGLASSES AND CASE  Purchase a 12 month subscription to *Vacation the Nation* today and receive a free pair of Sunnies Sunglasses with your very own soft leather case.\* To get your free Sunnies follow these 3 easy steps.   1. Purchase a copy of *Vacation the Nation*, New York’s #1 Travel magazine. 2. Fill out the application card (found in the center of the magazine) 3. Mail the card and $21. 95 US to the address provided   \*This is a limited time offer only. Application and funds must be received no later than Dec 1st 2004. Canadian residents should add $3 US for shipping. Offer not available for residents outside of North America. |

[Q]

38. What is this advertisement for?

0. A summer trip

0. A travel company

1. A special deal

0. A free magazine

[Q]

39. How much do the sunglasses cost?

1. They are free with a subscription.

0. They cost $1

0. They cost $3 Canadian

0. They cost $21. 95 US

[Q]

40- Who cannot benefit from this special deal?

0. Canadians

1. UK residents

0. North Americans

0. US residents

[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 38-40** refer to the following letter

|  |
| --- |
| Mr. Haruo Katsuzawa  19 Delaware Court  Chicago, Illinois 60601  May 3  Dear Mr. Katsuzawa:  Thank you for your letter dated April 17. I am sorry that you are not satisfied with the outcome of your application for registration in our Computing for Beginners course. As you know, this one-week course is free, and therefore demand was very high. We felt we needed to admit a broad range of participants from many different backgrounds.  Of the six spaces available, half went to men and half to women. Of the men we admitted, three are unemployed, two are retired, and the remaining three have part-time jobs. The course takes place Monday through Friday from 10:00 A.M until 1:00 p.m. Since you have full-time job already, we were unsure how you would manage to attend the course.  Thank you for your interest in the Chicago Lifelong Learning Center. I do hope we can welcome you into a suitable course at some point in the future.  Sincerely,  Dr. Brend Stevens  Admissions Supervisor |

[Q]

38. Why is Dr. Stevens writing to Mr. Katsuzawa?

0. To offer him a teaching position

0. To thank him for his application

1. To explain the selection procedure

0. To confirm his attendance in a course

[Q]

39. How long is the Computing for Beginners course?

0. Five mornings a week

0. Two weeks

1. A total of 15 hours

0. Luch times only

[Q]

40- Why is Mr. Katsuzawa unsuitable for the course?

0. He is retired

0. He works part-time

1. He works full-time

0. He is unemployed

[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 38-40** refer to the following instructions.

|  |
| --- |
| **Perrybridge Office Furniture**  **Office Workstation Installation Manual**  **General Notes**  1. Always use the tools specified in the instructions when installing.  2. Use eye protection when working with tools.  3. Ensure that your work area is clean and clear of any potential obstructions to the installation.  4. Wash hands before beginning the installation process.  5. Parts weighing more than 15 kilograms are marked Heavy. Use two or more people when lifting or moving these items.  6. Elements marked DS have one or more delicate surfaces. Handle these carefully to avoid scratching.  7. If you have any questions, please see our Help section on perrybridgeoffice.com before contacting us through our online form. To receive the installation instructions in a language not available in this manual, please contact us at 497-555-0101. |

[Q]

38. What is described in the general notes?

0. How to connect cubicle walls

0. How to measure the office space

0. How to operate the required tools

1. How to prepare an area for installation

[Q]

39. According to the instructions, what should people do before beginning to work?

1. Wash their hands

0. Make sure no parts are scratched

0. Record the weight of each part

0. Clean their tools

[Q]

40- Why are people advised to call the listed number?

0. To order additional parts

0. To schedule a product installation

0. To report a defective product

1. To acquire a different version of the manual

[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 38-40** refer to the following memo.

|  |
| --- |
| **MEMO**  **To**: All staff  **From**: Elizabeth Paine  **Date**: Junuary 24  **Subject**: Sick leave  Attention employees,  We are going to make adjustments to our policies concerning sick leave here at Zimnet Corporation. We are considering reducing the number of paid vacation days, and instead increasing the number paid sick days available to employees. Before we make any changes, we would like to gather the opinions of employees on this matter. Please e-mail Tony Nugent at [tonynugent@zimnet.com](mailto:tonynugent@zimnet.com). He will be collecting and analyzing your responses. Afterward, management will produce a corresponding policy proposal by February 24. Once the proposal has been made, a meeting will be called to discuss its implementation among all of our employees. I hope this process can be helpful to all of our employees, and please be active in your participation.  Sincerely,  Elizabeth Paine |

[Q]

38. What is the purpose of the memo?

0. To suggest a budget proposal

1. To solicit feedback

0. To revise incorrect information

0. To announce survey results

[Q]

39. Who most likely is Mr. Nugent?

0. A medical doctor

1. A personnel employee

0. A product developer

0. An investment analyst

[Q]

40- According to the memo, what will Ms. Paine probably do soon after February 24?

0. Announce a merger

0. Hire a medical specialist

0. Participate in a tour

1. Schedule a meeting