[Loai: DOAN DON 41-43]

[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 41-43** refer to the following article

|  |
| --- |
| **New Tasteemix Flavor a Big Hit**  PORT LOUIS (2 February)  - Three weeks ago, Helvetia Food Industries (HFI) announced the introduction of a new flavor of its popular Tasteemix breakfast cereal-coconut cream.[1]. HFI also announced that the product would be available for a limited time only, sending Tasteemix enthusiasts from Argentina to Zam bias into a buying frenzy.  All six major grocery distributors here in Mauritius confirmed that they had received a large supply of coconut cream Tasteemix shortly after the new product was introduced on 8 January. [2]. Both wholesalers expected it to be gone by the end of the day.  “HFI’s current campaign is reminiscent of the one it waged four years ago when it introduced its strawberry-cinnamon cereal," said Bina Perida, a professor of marketing at Port Louis Business College. Then, as now HFI announced a product as being offered for a limited time only, resulting in that item’s rapid disappearance from shelves into grocery stores across the globe."[3]\_.  On 5 April, HFI’s accountants will review the company’s first-quarter earnings Based on the initial sales, market watchers are confident that HFI’s expectations will be met. [4]. |

[Q]

41- What is indicated about Tasteemix cereals?

1. They are distributed internationally

0. They are made in a factory in Mauritius.

0. They are HFI’s main source of revenue.

0. They were first marketed four years ago

[Q]

42. What is reported about HFI?

0. It has no more Tasteemix cereal in stock.

0. It hired a consulting firm to do its accounting.

0. It expects this year’s earnings to be better than last year’s.

1. It previously offered a product for an accounting better than last year’s limited time only.

[Q]

43. In which of the positions marked [1]. [2]. [ 3] and [4] does the following sentence best belong?

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. (10-TA5-2021).**

**Questions 41-43** refer to the following e-mail

|  |
| --- |
| **To**: All [csall@cherishedgoods.com](mailto:csall@cherishedgoods.com)  **From**: Eric Nixon [enix@cherishedgoods.com](mailto: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]

41- 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]

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

0. Create a customer database

1. Fix a system malfunction

0. Locate a lost package

0. Take calls from customers

[Q]

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

0. Update their personal information

0. Deliver a package in person

0. Enter data into a customer database