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

**Questions 41-43** refer to the following letter

|  |
| --- |
| **Lasell, Inc.**  **676 Keenan Dr.**  **Fort Worth, Texas 76035**  Dear Customer,  As you may be aware, Lasell has routinely received commendations for our commitment to product safety. Every item that is sold under the Lasell name is subjected to rigorous product testing. When design flaws are detected, the model is revised to eliminate the problem. In addition, our products are built from the strongest plastics to ensure that you never have a problem with a Lasell product.  In the unlikely event that products are released with previously undetected flaws, great steps are taken to ensure that every flawed item is removed from the market and replaced for  customers.  Late last week, our exceptional quality assurance team identified a previously undetected  minor flaw in the air filters in our 6000X model. Because our records show that you have  recently purchased a 6000X vacuum cleaner, we want to inform you of this flaw and of your right to return the product for a new one. Please be assured that there is absolutely no safety risk to you or any operators of the machine. However, to ensure that you are satisfied with the quality of our products, we would like to ask you to contact the Lasell store nearest to you. The store will arrange to pick up your machine at your home at a time that is convenient for you.  Our customers’ satisfaction is foremost on our mind, and we want to make sure that you are not inconvenienced in any manner. A replacement vacuum cleaner will be delivered at the time of the pickup. Furthermore, customers who share in the exchange will receive a free gift in appreciation of their business.  Sincerely,  Joe Glidden  Director  Customer Satisfaction Department Lassell, Inc. |

[Q]

41- What is the purpose of the letter?

0. What is the purpose of the letter?

0. To invite customers to an in-store event

0. To respond to a customer complaint

1. To announce a replacement plan

[Q]

42. What should the reader do?

0. Report problems immediately

0. Pick up a gift in the office

0. Submit a copy of the receipt

1. Call to schedule a pickup

[Q]

43. What is Lasell’s business?

1. Producing appliances

0. Safety assessment

0. Packaging materials

0. Commercial deliveries

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

**Questions 41-43** refer to the following letter.

|  |
| --- |
| Ms. Kayla Jackson  820 NE 96th St.  Seattle, WA 98115  Dear Ms. Jackson:  I am happy to confirm your employment as a full-time Network Systems Specialist with International Investments, Inc., effective Monday, October 17. In this position, you will be reporting to Steve Warrick, the head of our technology department, and your responsibilities will include maintenance of and upgrades to the company’s computer network.  As an employee, you will be eligible for salary increases based upon your performance and length of service. You are eligible for paid sick leave, paid vacation, and participation in the company retirement plan. Details will be provided by Greg Kimoto from Human Resources in an orientation meeting for new employees scheduled for Thursday, October 20.  We look forward to working with you here at International Investments, Inc., and we are pleased to welcome you to our team.  Sincerely,  Carla Chan  Personnel Manager International Investments, Inc. |

[Q]

41- What is the purpose of the letter?

0. To give driving directions to a job interview

0. To announce a job opening

1. To provide details about a job

0. To recommend someone for a job

[Q]

42. Who supervises the technology department?

0. Kayla Jackson

1. Steve Warrick

0. Greg Kimoto

0. Carla Chan

[Q]

43. What is the purpose of the meeting on October 20?

0. To improve employees’ computer skills

0. To introduce new employees to the management team

0. To give employees feedback on their job benefits

1. To inform new employees of their job benefits

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

**Questions 41-43** refer to the following announcement

|  |
| --- |
| April 16  Dear Ms. Gianetti,  As you may know, our office is moving to a new location at 1837 Plymouth Avenue (across the street from the Bailey supermarket). Construction is finally complete, and we will begin seeing patients there on Monday, May 2.  The new location offers twice as many parking spaces, more examination rooms, and a larger waiting room than the old office on Eastbridge Road did. In order to accommodate an increase in the number of patients, our new schedule will offer weekend appointments and longer hours during the workweek; we will now be open 8 A.M. - 6 P.M., Monday - Friday, and 10 A.M. - 3 P.M., on Saturday. We are also welcoming two additions to our staff: Dr. Anne Hui, who has been practicing dentistry for over ten years, and Ellen Howard, our new dental assistant.  For detailed directions to the new location, see the enclosed map. Please note that Exit 9 is the nearest exit if you are driving on the Benson Highway. The nearest light rail station is Grosvenor Street.  **Dr. Charles Somerville** |

[Q]

41- What kind of business is moving?

|  |
| --- |
| 0. A construction firm |
| 1. A dentist’s practice |
| 1. A shipping company |
| 1. A supermarket |

[Q]

42. Where was the business previously located?

|  |  |  |
| --- | --- | --- |
| 0. On Plymouth Avenue | | |
| 1. On Grosvenor Street | | |
|  | 1. On Eastbridge Road |
|  | 1. On Benson Highway |

[Q]

43. What is suggested about the business?

|  |
| --- |
| 1. It is moving so that it can expand |
| 1. Its new location is more convenient for travel by train. |
| 1. It has several employees who are retiring soon |
| 1. It will offer fewer appointments during the workweek. |