[Loai: DOAN DON 44-47]

[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 44-47** refer to the following online chat.

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| --- |
| Mark Slater  **Slater, Mark, 10:22 A.M**:  Does anybody want to get some lunch at the noodle shop across the street?  **Davis, Sara, 10:23 AM:** I’m in.  **Yu, Peter, 10:25 A.M:** Me too.  **Briggs, Francesca, 10:25 A.M:**  Sorry, I have to stay to finish my presentation for our meeting this afternoon. Could somebody bring me something?  **Slater, Mark, 10:26 A.M:**Sure, Francesca. We’ll get your usual. What are you going to present  **Briggs, Francesca, 10:28 A.M:**  I’m going to review how to log in to the new computer system. Mr. Cooke also wants me to make sure everybody understands the new technology policies.  **Yu, Peter, 10:29 A.M:**Do you need help with that?  **Briggs, Francesca, 10:31 A.M:** I might. Are you good at formatting artwork for a slide show?  **Yu, Peter, 10:33 A.M:**I can come over to your desk in an hour and help you.  **Briggs, Francesca, 10:34 A.M:**That would be great.  **Davis, Sara, 10:36 A.M.**Will you include a demonstration in your presentation? l always find that helpful.  **Briggs, Francesca, 10:37 AM** Yes, but I need to find a volunteer who hasn’t logged in yet for the demonstration.  **Slater, Mark, 10:38 A.M.:** I haven’t logged in yet. You can use me as your example.  **Briggs, Francesca, 10:40 AM**: Perfect. I’ll walk you through the steps during the meeting |

[Q]

44. At 10:23 A.M., what does Ms. Davis most likely mean when she writes, "I’m in"**?**

0. She is in the office.

1. She will go to the noodle shop.

0. She will attend the meeting.

0. She is logged on to a computer system.

[Q]

45. What is indicated about the presentation**?**

0. It will take place over lunch.

0. It will be given by Mr. Yu.

0. It will last about an hour.

1. It will include graphics.

[Q]

46. What is suggested about Mr. Cooke**?**

0. He is giving a demonstration

0. He is a new employee.

1. He is Ms. Briggs’s supervisor.

0. He is setting up a new account.

[Q]

47**.** Who will use the new computer system for the first time during the meeting?

1. Mr. Slater

0. Ms. Davis

0. Mr. Yu

0. Ms. Briggs

[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 44-47** refer to the following online chat discussion.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | **Corinne Evans** [11:02 A.M.] | The mayor is asking us to do more to attract businesses to the city. | | **Nate Greely** [11:06 A.M.] | Well, we have already convinced two dozen companies to relocate here in the first year of the City Vision Program. I’d consider that a success | | **Colin Harrison** [ 11:08 A.M] | It’s a good first step. But we have only brought in small companies so far. | | **Deena Sojourner** [11:17 A.M.] | Right. Those employ only a handful of people. The mayor asked us to think big. | | **Corinne Evans** [11:21A.M.] | Exactly. One of the goals of City Vision is to generate hundreds of good-paying jobs in the city. That means we need to attract large companies. I’m open to suggestions. | | **Nate Greely** [11:25 A.M.] | I think we should use tax incentives. Let’s reduce taxes and maybe even let businesses operate tax free for a few years. | | **Corinne Evans** [11:26A.M.] | Okay. Nate, go ahead and research tax incentive options for us to discuss at our next meeting. Any other suggestions? | | **Colin Harrison** [11:28A.M.] | Here’s an idea. Instead of looking outside, why not invest in people starting businesses here? Give them loans and provide mentorship to help them grow. | | **Deanne Sojourner** [11:32 A.M.] | I’m with you, Colin. That’s exactly the long-term growth strategy we need. | | **Corinne Evans** [11:40 A.M.] | Right now, though, we need more immediate results to keep the mayor happy. See what ideas you can come up with before our meeting with him on Friday | |

[Q]

44. Where do the writers most likely work?

0. At an online advertising firm

0. At an industrial engineering company

1. At an economic development organization

0. At a commercial real estate agency

[Q]

45. At 11:08 A.M., why does Mr. Harrison write, "It’s a good first step"?

1. To point out more work needs to be done

0. To suggest redefining some goals

0. To change the focus to small companies

0. To propose extending the program another year

[Q]

46. What is suggested about Ms. Sojourner?

0. She has experience running a small business.

1. She wants more support for local entrepreneurs.

0. She recently relocated to the city herself.

0. She knows a lot about lending money.

[Q]

47. What is implied about the city’s mayor?

0. He was recently elected to his position.

1. He wants to bring lots of jobs to the city.

0. He campaigned to reduce taxes for residents.

0. He hired Mr. Greely to lead the City Vision Project

[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 44-47** refer to the following **online chat**.

|  |  |
| --- | --- |
| **White Hat Supplies**  **Customer Service Live Chat** |  |
| **Agent Mark Smalls** [4: 25: PM] | Hello, Ms. Brown. Thank you for contacting Customer Service. How may I help you? |
| **Kim Brown** [4:26 PM.] | I ordered three packages of ink on May 4. I received a confirmation e-mail stating that the order was shipped on May 8 and would arrive by May 12, but the package has not arrived. |
| **Agent Mark Smalls** [4:28: PM] | Sorry to hear that. Give me a moment while I check. Do you have your order number? |
| **Kim Brown** [4:32 PM] | Sure. It’s order JX43125. |
| **Agent Mark Smalls** [4:35 P.M] | OK. One moment. |
| **Agent Mark Smalls** [4:38 P.M] | Ms. Brown, our tracking system indicates that the package arrived on May 10. Can you confirm your shipping address is 15 Walters Court, Boca Raton, FL 33431? |
| **Kim Brown** [4:41 P.M.] | Yes, that’s correct. |
| **Agent Mark Smalls** [4:42 PM] | Is it possible that a neighbor picked it up? |
| **Kim Brown** [4:43 P.M]. | I really don’t think so. I know my neighbors, and it’s been over a week now. |
| **Agent Mark Smalls** [4:45 P.M] | I see. Well, I’m very sorry your package seems to have been lost. Would you like us to send you a replacement? The order should arrive by May 27. |
| **Kim Brown** [4:46 P.M] | I need the ink right away. Would you be able to expedite shipping and handling? |
| **Agent Mark Smalls** [4:50 PM] | With express delivery, your order would arrive on May 24. Since your original order was standard delivery, express delivery would be an additional $15. |
| **Kim Brown** [4:51 PM] | In that case, please just refund my order. |
| **Agent Mark Smalls** [4:52 PM] | Certainly. I will refund the original purchase price and delivery charge to your credit card. |

[Q]

44. According to the online chat, what is suggested about the package?

0. The warehouse misplaced it.

0. It contained the wrong item.

1. No one is sure what happened to it.

0. It was sent to the wrong address.

[Q]

45.Why does Ms. Brown refuse a replacement?

0. The ink works better with other printers.

1. She does not want to pay for expedited shipping.

0. She no longer needs the ink.

0. She read a negative review of the product.

[Q]

46. At 4:43 P.M., what does Ms. Brown most likely mean when she writes?

1. Her neighbors would have already given her the package.

0. The project she needs the package for was completed a week ago.

0. She plans to ask her neighbors if they have seen the package.

0. She moved into her neighborhood a week ago.

[Q]

47. Why did Ms. Brown contact Customer Service?

0. To return an item.

0. To inquire about a shipping date.

1. To report a problem with an order.

0. To order more ink.