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

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

|  |  |
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| **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.

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

**Questions 44-47** refer to the following notice

|  |
| --- |
| **Christmas and Boxing Day Arrangement**  As Christmas and Boxing Day fall on a Thursday and Friday this year, all periodical payments falling on those two days will be paid early on Wednesday. Staff will be processing authorizations and transferring funds until midnight (Australian Western Standard Time) on the 24th of December. Regular banking services will resume on the following Monday, the 29th of December.  There will be no change in the operations of our Automatic Teller Machines or Electronic Funds Transfers. Our financial advisory services centers will, however, be closed on Christmas and Boxing Day. Internet transactions may be scheduled but will not be processed until Monday, the 29th of December. Phone banking services will not be available on the 25th, 26th, 27th, or 28th.  We apologize for any inconvenience.  We wish all of our customers a very happy and safe Christmas. |

[Q]

44. Who is the intended audience of this notice?

0. Bank employers

1. Customers

0. Drivers

0. Security guards

[Q]

45. What is the purpose of the notice?

1. To announce the holiday schedule

0. To notify customers of a holiday sale

0. To apologize for a mistake

0. To advertise a new type of service

[Q]

46. Which of the following services can be performed on the 25th?

0. Paying utility bills at the teller’s window

0. Receiving financial advice from the institution.

0. Transferring money by the telephone.

1. Taking money out of a cash dispenser

[Q]

47. What will happen to regular payments that fall on the 26th this year?

0. The payments will have to be mailed out.

0. They won’t be taken care of until the 29th.

0. The transactions will occur on that day.

1. They will go out a few days early.