[Loai: DOAN DON 48-51]

[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 48-51** refer to the following memo.

|  |
| --- |
| From: Daniel Horge, Manager  To: All employees  Date: June 1  Re: Staffing  Nancy Wolfowitz, the front desk receptionist, will be taking a two-week vacation from June 7 to June 21. -[1] - . A temporary worker has been hired by a placement agency to fill in for her during this time. -[2]-.  He will take over most of her usual duties, including answering the phone, scheduling hair appointments, and checking clients in and out of the facility. Please introduce yourself to Mr. Sans and make yourself available should he have any questions. -[3]-.   Additionally, please make sure that you submit your timesheet by June 5. Ms. Wollowitz will send in payroll information before she leaves, so your pay will be deposited into your account on the normal payday of June 14. This is important because Mr. Sans will not be trained to use our payroll software. –[4]-  If you have questions regarding this matter, please contact Ms. Wollowitz before June 7 or me after that date, and we will be happy to help you. |

[Q]

48. Where do the recipients of the memo most likely work?

0. At a job- placement agency

0. At an accounting firm

1. At a hair salon

0. At a doctor’s office

[Q]

49. What is indicated about Ms. Wollowitz?

0. She is retiring

0. She found a new job.

1.She is taking some time off.

0. She is Mr. Horge’s supervisor.

[Q]

50- By when should employees submit their hours?

0. June 1

1. June 5

0. June 7

0. June 14

[Q]

51-  In which of the positions marked [1]. 12], [3], and [4] does the following sentence best belong?

"His name is Michael Sans."

1. [1]

0. [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. (2-TA5-2021).**

**Questions 48-51** refer to the following letter.

|  |
| --- |
| Charles Monty  345 Python Road  Springfield, OH 94587 January 11  Little Monsters Toys  Attn: Customer Service  234 Winston Ave,  Chicago, IL 16548  I recently purchased a swing set (model #4354) manufactured by your company from a local toy store. Illustrators. When I opened the package and began assembling the product, I realized that there were a few parts missing: three screws and the fireman’s ladder. As you can imagine, my children were very disappointed to learn that their swing set could not be assembled.  Please send me the missing parts as soon as possible. If I do not receive them within the next seven to ten business days, I will return the product and request my money back. For your convenience. I have included a copy of my original receipt.  Since my first child was born ten years ago. I have been buying my children’s toys from your company. Although most of your products are more expensive than other brands, I have always been impressed by the superior quality of your craftsmanship. I would hate for this most recent incident to change my opinion. If you need additional information, please do not hesitate to contact me at 057-326-9874, or send me an email temonty@quickmail.com.  Sincerely,  Charles Monty |

[Q]

48. Why did Mr. Monty write a letter?

0. To praise the company for its products

1. To ask the company to send the missing parts

0. To order a different model of the toy

0. To obtain information about the sale

[Q]

49. What has Mr. Monty included with the letter?

0. A list of store addresses

1. Proof of purchase

0. A product description

0. A copy of the check

[Q]

50- What will Mr. Monty do if the company does not fulfill his request?

0. Report the company to the Better Business Bureau

0. Contact the manager

0. Write a letter to the manufacturer

1. Return the item and ask for a refund

[Q]

51- What does Mr. Monty mention about the company’s products?

0. They are inventive.

0. They are interesting.

1. They are higher grade.

0. They are price-competitive.