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

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

|  |
| --- |
| Memo  To: All Building Operations Employees  From: Leonard Riot  Date: January 15  Subject: Annual Performance Evaluations  Starting next week, I will begin scheduling annual performance evaluations. As in the past, evaluations will be done one on one with me and will take between thirty minutes and an hour to complete, depending on the responsibilities of the individual employee. Evaluations will begin next month and continue through April. I will make every effortto schedule evaluationsto minimize disruptions in each section. However, supervisors should prepare for temporary staff absences.  Please be aware that some changes have been made to this year’s performance evaluation process. Employees are now required to submit documentation for all training completed during the period underevaluation and forany new certifications or licenses obtained. In addition, several new criteria have been added to the performance evaluation form. Details of these are explained in an online training module.  Employees are strongly advised to viewthe online training module developed by the Human Resources (HR) Department to assist in preparingfortheir review. The module can be accessed by logging onto the "employee" section of the HR Web site. Clickon the "Online Trainings" link. The "Annual Performance Evaluation Preparation Training" module can be found there.  All employees at the Viro Corporation are required to participate in a performance evaluation annually. The performance evaluation process is intended to make an objective evaluation of an employee’s performance in the workplace. If you have any questions about the company policy, contact Michael Parker in HR at extension 478. |

[Q]

48. What is the purpose of the memo?

0. To confirm an evaluation

1. To explain a process

0. To introduce a new Web site

0. To schedule meetings

[Q]

49. The word "documentation" in paragraph 2, line 2 is closest in meaning to

1. records

0. videos

0. notices

0. permission

[Q]

50- What is NOT indicated about the performance evaluations?

0. They differ from last year.

0. They take an hour or less.

1. They include an online exam.

0. They will commence in February.

[Q]

51- What is suggested about Mr. Riot?

0. He developed new performance evaluation procedures.

1. He will meet with all of the employees in his department.

0. He has already had his performance evaluated.

0. He works for the Human Resources Department.

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

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

|  |
| --- |
| **DOVER QUALITY**  Dover Quality congratulates you on your new purchase. We are a time – honored company that has been operated by the Green family for three generations. We would appreciate it if you, our value customer, would fill out the following survey. Results from the survey will help us improve our services and our customers’ experience. Once we receive your completed form, you will receive a small thank – you gift in return. Thank you so much for your time.  Name: Jamie Bridges  E –mail [jbridges@frescosh.com](mailto:jbridges@frescosh.com)  Address: 98 Eagle Heights Dr, Dover, MN 55929  Product ID Number: F4556Y56  Product Description: Front – Loading Washing Machine  How did you find out about our store?  One of my co –workers recommended it.  How did you find our customer service?  The customer service agent was very kind  What recommendations can you make for our company?  An easy – to – use online forum for asking questions would be helpful. |

[Q]

48. What can Mr. Bridges receive by completing the survey?

0. Some store credit

1. A free giveaway

0. A discount coupon

0. A lifetime membership

[Q]

49. What did Mr. Bridges buy?

0. A piece of recreational equipment

1. A home appliance

0. A fashion accessory

0. A replacement part

[Q]

50- How did Mr. bridges find out about the store?

1. A co – worker mentioned it to him.

0. He saw an advertisement on TV.

0. He works at a nearby store.

0. He visited the Web site.

[Q]

51- In Mr. Bridges’ opinion, how could Dover Quality improve?

0. By keeping the store more orderly

1. By offering an additional customer service option

0. By hiring more in –store staff members

0. By extending its warranty period