[Loai: DOAN DON 52-55]

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

**Questions 52-55** refer to the following letter.

|  |
| --- |
| Orangedale Press  54 Thompson Street  Sausalito, CA 94965  www.orangedalepress.com  September 19    Mr. Richard Tomase  89 Moreland Drive  Portland, OR 97205    Dear Mr. Tomase:  We at Orangedale Press are delighted that you have agreed to work with us again on an update of your book Global Traveling: A Consumer’s Guide. Rest assured that we understand the ongoing paradigm shift in our field and are pleased that we can amend your previous contract with us to account for these changes. --- [1]---. Since the original Global Traveling received such a warm reception in its target markets, we want to ensure that the updated version faithfully meets the needs and expectations of both new and returning readers. This new version will include electronic editions of your book in order for it to be more easily distributed and bring in the widest possible audience. - --- [2]-----. All other provisions of the previous contract will remain unchanged, except for the adjustment to your royalty fees as we discussed.  ----[3]----. The updated agreement is enclosed. Please initial the marked paragraphs you approve, and then sign and date it. I would appreciate it if you could return to me by October. ----[4]----. Also, if you have not yet returned the author information that my assistant mailed to you, you can send that in at the same time.  Thank you for attending to this matter in a timely manner and for your great contributions to the field of travel publishing. We value our authors, and we are honored to continue licensing the books we publish in both traditional and emerging formats.  Please contact me if you have any questions or concerns at all.  With very best regards,  Kathryn Lloyd  Director, Orangedale Press  Enclosure |

[Q]

52. Why did Ms. Lloyd send the letter to Mr. Tomase?

0. To request that he review a book

0. To inquire about an itinerary

0. To determine if he will sign some books

1. To explain a modification to an agreement

[Q]

53. What did Ms. Lloyd send with the letter?

1. A revised contract

0. An author information form

0. An advance copy of a book

0. A collection of book reviews

[Q]

54. The phrase "attending to" in paragraph 3, line 1, is closest in meaning to

0. planning to go to

0. discovering of

1. taking care of

0. being present at

[Q]

55. In which of the positions marked [1]. [21, [3], and [4] does the following sentence best belong? "A new chapter on travel in East Asia is also sure to draw much interest."

0. [1]

1. [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. (10-TA5-2021).**

**Questions 52-55** 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 valued customer, would fill out the following survey. Results from the surveywill 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  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]

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

1. A free give-away

0. Some store credit

0. A discount coupon

0. A lifetime membership

[Q]

53. What did Mr. Bridges buy?

0. A piece of recreational equipment

1. A home appliance

0. A fashion accessory

0. A replacement part

[Q]

54. How did Mr. Bridges find out about the store?

0. He saw an advertisement on TV.

0. He works at a nearby store.

1. A co-worker mentioned it to him.

0. He visited the Web site.

[Q]

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

0. By keeping the store more orderly

1. By offering an additional customer service choice

0. By hiring more staff members

0. By extending its warranty period