[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. (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