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

**Questions 52-55** refer to the following e-mail.

|  |
| --- |
| **To:** Rahul Sharma  **From:** support@viktor.org  **Subject:** Your complaint regarding order number CN02/976  **Date:** July 22  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Dear Mr. Sharma,  Thank you for your e-mail of July 19, which has been forwarded to me since I am responsible for filling orders. ----[1]----- I am very sorry about the error in your shipment of “Newbury” maple bookcases. It seems that the number indicated on your order form was misread. I have already shipped you the outstanding bookcases by overnight mail. -----[2]---- They will be delivered by 12:00 noon tomorrow to the address you originally supplied on the order form. ----[3]---  As a gesture of goodwill, Viktor Computer Supplies would like to offer you a discount of ten percent on your next order. Please quote reference number CDL901on the order form to take advantage of the discount. ----[4]-----  Again, please accept my apologies for the error.  Sincerely,  Maria Hernandez, Order Processing  Viktor Computer Supplies |

[Q]

52. What is the main purpose of this e-mail?

0. To complain about an order

0. To quote a shipping price

1. To apologize for a mistake

0. To check delivery details

[Q]

53. Why was Mr. Sharma not satisfied with his order?

0. He was overcharged.

0. The order was sent late.

0. The shipment never arrived.

1. Some items were missing.

[Q]

54. Why might Mr. Sharma quote CDL901 in the future?

1. To save money

0. To confirm an order

0. To get a reference

0. To avoid mistakes

[Q]

55. In which position marked [1], [2], [3], and [4] does the folowing sentence best belong?

“I do hope this helps to compensate for any inconvenience caused.”

0. [1]

0. [2]

0. [3]

1. [4]