[Loai: DOAN DOI 56-60]

[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 56-60** refer to the following invoice and letter.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Adventure Sports Inc.**  Shipping Invoice   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Quantity | Item Number | Item Name | Item Price | Total | | 1 | B-132 | Plymouth Helmet | 52.00 | $52.00 | | 2 | M-987 | Multi-Weather Tires | 64.00 | $128.00 | | 1 | P-432 | Sterling Sports Watch | 89.00 | $89.00 | | 2 | R-678 | Champion Cycling Shorts | 24.00 | $48.00 |   \*The Plymouth Helmet you ordered is currently out of stock. We are expecting to receive another shipment in January. We attempted to contact you multiple times about this matter, but could not reach you. We have included a Mammoth Helmet, which is an upgraded version, instead. These helmets usually retail at $72.00, but since the supply problem was our responsibility we chose not to charge you the difference in price.  *Adventure Sports Inc. Exchange or Refund Policy: Should you need to return a product or request a refund for any AS Inc. merchandise, you must present the original receipt and the serial number, which you will receive when you register your request by calling or emailing the customer service department.* |

|  |
| --- |
| To Whom It May Concern,  I was very pleased with the biking shorts and sports watch I recently purchased from your company. However, I did encounter one problem with the order: the helmet you sent me is heavier than I would like. Although the helmet you sent is a better model, I actually prefer the lighter weight (and cheaper) helmet that I originally ordered. If possible, I would like that helmet delivered. I can wait until January. Also, one of the tires I ordered arrived with a hole in it. In order to exchange it and get the necessary information, have attempted to contact your office numerous times but have not received any response. I’m still waiting for your sincere and quick reply and I hope that this matter is remedied soon.  Sincerely,  James Torrent  James Torrent |

[Q]

56. What does Adventure Sports Inc. mention about Mr. Torrent’s order?

1. They did not charge him extra for the more expensive helmet.

0. They won’t be able to ship the order until next month.

0. They will have to charge Mr. Torrent extra for shipping.

0. They require his new contact details to complete the order.

[Q]

57. What does Mr. Torrent mention about watch he received?

0. He missed the instructions.

1. He is happy with it.

0. He wants to exchange it.

0. He ordered a different model.

[Q]

58. What does Mr. Torrent want Adventure Sports Inc. to do before January?

0. Give him a refund

0. Send him the new bike tires

1. Deliver the Plymouth Helmet

0. Authorize the online payment

[Q]

59. What might Mr. Torrent be waiting for?

0. A credit card authorization

0. A full refund

0. A revised invoice

1. A registration code

[Q]

60- What is true about the Plymouth Helmet?

1. It is not as expensive as the Mammoth.

0. It is more expensive than most helmets.

0. It will not be in stock until February.

0. It is no longer made by the company.

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

**Questions 56-60** refer to the following Web page and form.

|  |
| --- |
| Welcome to Wakeford International Airport  The Lost and Found Office at Wakeford International Airport is located in Terminal A on the ground level. The office is open daily from 5:00 A.M. to midnight. Items found in the airport terminals, curbside areas, parking areas, or airport-operated shuttles are stored for 90 days before being discarded. For belongings that were left or discovered in an aircraft, please contact the airline directly.  To request assistance with locating a missing item, click the "Lost Property Report" link on this page. Describe the missing property in as much detail as possible. Include the date that you lost the item, a good time for us to contact you, and your telephone number or e-mail address. Once we receive your completed form, we will make every attempt to locate your lost item and notify of its availability as soon as possible. Items can be claimed in person during our regular business hours or sent to your office or house for the cost of shipping and handling. Either way, a signature will be required upon receipt. |

|  |
| --- |
| **WIA Lost Property Report**  **Today’s Date**: July Date Item Lost: 8 July  **Name:** Milton Benton  **Address:** 216 Olivia Street Sydney NSW Australia 202  **Home phone:** 02 5550 01313  **Work phone**: ------------------------------  **E-mail:** mbengnu.com.au  **Preferred time to reach you:** -----------------------------  **Preferred method of contact:** home phone  **Preferred method of receipt**: mailed to my address  **Description of lost property:**  Men’s raincoat, black. Label inside reads “To my loving son, Milton." I traveled on Bruin Airlines from Wakeford to Sydney and left the coat on one of the airport shuttle buses that transports passengers between terminals. |

[Q]

56. Why would Mr. Benton be asked to provide a signature?

1. To confirm that he has received his property

0. To acknowledge a refund for returned items

0. To submit a claim form

0. To accept changes to his travel itinerary

[Q]

57. According to the Web page, for what is there a charge?

0. Storage space

1. Home delivery

0. A telephone call

0. A lost-item search

[Q]

58. What is indicated about Mr. Benton’s coat?

1. It was a gift from a family member.

0. It belongs to one of his customers.

0. It has important documents in one of the pockets.

0. It was found on an airplane.

[Q]

59. What is true about Mr. Benton?

0. He is briefly visiting Sydney.

0. He works for Bruin Airlines.

0. He lives near Wakeford International Airport.

1. He recently traveled by airplane.

[Q]

60- Based on the Web page information, what is missing from Mr. Benton’s form?

0. An item description

0. A flight number

1. A time

0. A work phone number