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

**Questions 56-60** refer to the following letter and its response

|  |
| --- |
| New World Supermarkets  5th Floor Federation Tower  Melbourne  September 8, 2011  Dear Sir or Madam:  I received the bill for my August account on September 5th, 2011, and was very surprised to find that I had been charged for a box of diapers I didn’t buy. I am an old-age pensioner, and my children are all grown up. It’s very unlikely that I will be needing diapers any time soon.  I have to say that I am surprised. I have shopped at New World Supermarkets for 30 years, and I have generally been very satisfied with your standards of service.  Could you please check your accounts and sort out the problem? I have a fixed income, so a bill for $50 for something I never bought is making me very worried. Please let me know as soon as possible.  Yours faithfully,  Ms. Suzanne Jones |

|  |
| --- |
| Ms. Suzanne Jones  87 Bluff Rd  Melbourne  Re: New World Account no. 33872A for August  Dear Ms. Jones,  Please accept our apologies. You were indeed correct that an error was made in your August account dated and sent out on September 3, 2011. We have ascertained that this error occurred in several accounts, in which extra charges were added, due to a glitch in the computer program.  Rest assured that we have rectified the error in your account and modified our automated accounts system to ensure that no mistakes will be made in the future.  An updated account will be sent with your next statement. However, please do not hesitate to contact me if you prefer a replacement statement immediately or if you have any other query.  Yours faithfully,  Julie London  Accounts Department |

[Q]

56. What is the purpose of the first letter?

1. To point out a mistake on an invoice

0. To complain about a late delivery

0. To show appreciation for good service

0. To inquire about a product on sale

[Q]

57. What is suggested about Ms. Jones?

0. She has never shopped at the supermarket before.

0. She has had problems with her bill before.

1. She only has a limited income.

0. She will never shop at the store again.

[Q]

58. What caused the problem to occur?

0. An accounting error by one of the staff members

1. A malfunction in the computer program

0. A delivery mix-up at the warehouse

0. A shortage of staff in the Accounting Department

[Q]

59. When should Ms. Jones contact Julie London?

0. If the problem persists

1. As soon as the next bill arrives

0. If she is curious to know the cause of the problem

0. If she wants the correct statement right away

[Q]

60- How many days after the store sent out its bill did Ms. Jones write back?

0. 2 days

0. 3 days

0. 4 days

1. 5 days

[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 56-60** refer to the following e-mail and information.

|  |
| --- |
| From: Sandra Magsaysay <smagsaysay@pacificair.com>  To: Alan Hao <alan.hao@coastaindustries.com>  Date: October 18  Subject: Your Membership  Dear Mr. Hao,  Thankyou for enrolling in the Pacific Airlines frequent flyer club. Youraccount has been credited forallflights booked underyour name in the current calendaryear.  Member Number: 8300-534-9920  Preferred Flight Class: Business  Miles Flown: 27,000  Your Coastal Industries employee credit card (XXX-XXXX-3893) has been charged $19.99 forthe one-time enrollmentfee. If you wish to upgrade your membership level at any time, additional miles can be purchased at our Web site.  You should receive your membership card in the mail within 3-4 weeks. In the meantime, please print a copy of this e-mail. Use it as proof of membership when checking in and passingthrough airport security screenings.  If you have any questions, please contact our customer care line at 1-888-555-3000 orvisitwww.pacificair.com/frequentflyers.  Sincerely,  Sandra Magsaysay  Member Services |

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| **Pacific Airlines Frequent Flyer Club**  We appreciate customer loyalty. As a way of saying thank you to our most loyal customers, we offer frequent flyer benefits at four levels.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Eligibility | Diamond | Platinum | Gold | Premier | | Minimum miles flown\* | 40,000 | 30,000 | 20,000 | 10,000 | | Benefits | | | | | | Priority boarding | V | V | V | V | | Earn bonus miles on travelrelated purchases | V | V | V | V | | Complimentary Wi-Fi | V | V | V |  | | Access to VIP lounge | V | V | V |  | | Can check in up to 3 bags | V | V |  |  | | Complimentary upgrades\*\* | V |  |  |  |   Calculated based on current calendar year (January 1 -December 31)  \*\*Based on availability at boarding time.  Pacific Airlines allows frequent flyer club members to upgrade their level by purchasing additional miles.   |  |  | | --- | --- | | Miles Needed | Purchase fee | | 1-1,000 | $179 | | 1,001-2,000 | $329 | | 2,001-3,000 | $479 | | 3,001-4,000 | $629 | | 3,001-5,000 | $779 | |

[Q]

56. What is suggested about Mr. Hao?

0. He frequently flies to Asia.

0. He renewed his membership.

1. He is a first-time flyer on Pacific Airlines.

0. He will receive his card in November.

[Q]

57. What is Mr. Hao instructed to do?

1. Use a copy of the e-mail to check in

0. Register with airport security

0. Upgrade his level immediately

0. Make a credit card payment

[Q]

58. What is indicated about the frequent flyer club membership levels?

0. They are restricted to business and first-class flyers.

0. Their benefits can only be applied at certain airports.

1. They are based on the number of miles flown this year.

0. They must be purchased before the start of the year.

[Q]

59 What benefit is NOT currently available to Mr. Hao?

0. Priority boarding

0. Complimentary Wi-Fi

0. Access to the VIP lounge

1. Checking in three bags

[Q]

60- How much must Mr. Hao pay to upgrade to the next membership level?

0. $179.00

0. $329.00

1. $479.00

0. $629.00