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

**Questions 56-60** refer to the following advertisement and letter.

|  |
| --- |
| Local cable television provider has an opening in its accounting department for a customer account representative. Responsibilities include answering customer telephone inquiries about billing and resolving billing disputes. Must have at least two years experience in customer service. Experience with accounting, billing, or collections desirable. Proficiency with word processing and spreadsheet software required. College degree in accounting or related field desirable. The right candidate will also have excellent communication and organization skills. Send resume and cover letter to: Ms. Ahmad, Human Resources Director, Universal Cable Company, 1123 25th Street, Putnam, OH 44408. |

|  |
| --- |
| June 25, 20\_  Ms. Ahmad Human Resource Director Universal Cable Company 1123 25th Street Putnam, OH 44408  Dear Ahmad: I am interested in applying for the position you advertised in the Sunday edition of the Local Times. I have all the questions for the job, and more. I have worked for several years as customer service representative for a mail order company- in fact, for three more years than you require. Prior to that, I worked for four years in the billing department of a local magazine. Though my college degree is in French, I took two semesters of accounting classes. I also have experience using the computer software your ad mentioned.  I hope you will consider me as a candidate for the position. I look forward to hearing from you.  Sincerely,  Joe Butler |

[Q]

56. What kind of job is Joe applying for ?

0. Accountant

0. Software engineer

0. Human resource director

1. Customer account representative

[Q]

57. What should job applicants send to Ms. Ahmad?

0. A billing statement

0. A letter of recommendation

1. resume

0. A copy of their college diploma

[Q]

58. Where does Joe work now?

0. For a magazine

0. For a French company

0. For a cable television provider

1. For a mail order

[Q]

59. How long has Joe had his current job?

0. Two years

1. Five years

0. Three years

0. Four years

[Q]

60- What field is Joe’s college degree in?  
 0. Computer science  
 0. Communication  
 1. French  
 0. Accounting

[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 56-60** refer to the following e-mails.

|  |
| --- |
| **To:** [N.Ryan@uniservice.co.us](mailto:N.Ryan@uniservice.co.us)  **From:** [clientservices@quart.com](mailto:clientservices@quart.com)  **Subject:** Account past due  **Date:** February 20  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Dear Mr. Ryan,  The Accounting Department has noticed me that your account is past due. There is an outstanding balance of $2,450, which applies to our Invoice QA3192, sent out on November 9 of last year.  Your patronage is very important to us, and I would like to offer any assistance we can in resolving this matter. If you require additional time to settle your balance, please get in touch and I will authorize the necessary credit extension in order to avoid any administration fees that might overwise be incurred. Please note that I am able to allow no more than an additional 14 days in which to pay off the debt.  We appreciate your business, and I sincerely hope that this matter can be resolved quickly.  Thank you for your prompt reply.  Ms. Dhanda, Customer Relations, Quart Inc. |

|  |
| --- |
| **To:** [clientservices@quart.com](mailto:clientservices@quart.com)  **From:** [N.Ryan@uniservice.co.us](mailto:N.Ryan@uniservice.co.us)  **Subject:** Re: Account past due  **Date:** February 28  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Dear Ms. Dhanda,  Please forgive my late reply, but I have been away on business, and I have just returned to find your e-mail.  I am surprised that you indicate payment is still outstanding for the invoice you mention. I have checked our records, and payment for Invoice QA3192 was processed on February 9. This is in line with our normal credit terms of 90 days, which we agreed on back in 2011. It may be that your Accounting Department failed to notice this payment before contacting you. In fact, this is not the first time we have experienced this problem. Last year, on three separate occasions we were contacted directly by Mr. Wells, demanding payment for deliveries when in fact payment had already been made. I recommend that you review the accuracy of your procedures for recording payments to avoid alienating your regular customers, who may decide to take their business elsewhere is this situation does not improve.  Best reagrds,  N. Ryan, UniService Accounts |

[Q]

56. What is the main purpose of Ms. Dhanda’s e-mail?

0. To thank a customer

0. To inquire about a bill

1. To ask for payment

0. To check invoice details

[Q]

57. What is indicated about invoice QA3192?

1. It has already been paid.

0. It was first issued in 2011.

0. It was received on February 9.

0. It will be processed within 14 days.

[Q]

58. Who most likely is Mr. Wells?

0. Mr. Ryan’s manager

0. A regular customer

1. A Quart Inc. employee

0. A delivery driver

[Q]

59. What does Mr. Ryan suggest he might do?

1. Stop doing business with Quart Inc.

0. Change accounting procedures

0. Record future payments

0. Speak with Mr. Wells direcly

[Q]

60- In the first e-mail, the word “matter” in paragraph 3, line 1, is closest in meaning to

0. topic

0. material

0. substance

1. issue