[Loai: DOAN DOI 61-65]

[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 61-65** refer to the following e-mail and letter.

|  |
| --- |
| **From**: Alexa Koepke [akoepke@tripton.edu](mailto:akoepke@tripton.edu)  **To**: Tripton University Faculty [faculty@tripton.edu](mailto:faculty@tripton.edu)  **Date**: April 25  **Subject**: Discount on Laptops  This message is intended for all faculty members. We would like to let you know about an educators’ discount on laptops that has become available to the entire Tripton University faculty. Because Tripton University has signed a contract to purchase all our computer lab equipment exclusively from EBC Computers, faculty can now buy laptops at a discounted price.  This discount is only available at the EBC Computers online store. When you log on to its Web site, please enter our university’s coupon code, TRT251. After that, you will need to upload a scanned image of your faculty ID card. We hope that faculty members take advantage of this offer immediately because it is uncertain how long it will last. If you have any questions, please contact Jim Rosch at 555-0921.  Alexa Koepke, Human Resources  Tripton University |

|  |
| --- |
| April 29  Ms. Alice Keeper  43 Cranberry Ave  Riverwood, CA 90024  Dear Ms. Keeper,  We are truly sorry for miscalculating your bill. The inaccurate charge on your credit card has been corrected, and as requested we have enclosed a new receipt of purchase with this letter. The discount with the coupon code TRT251 has been applied to the price of your new laptop. With a 20 percent reduction, the total came to $792 instead of the original $990.  Again, we appologize for this mistake and hope it doesn’t prevent you from buying from us in the future. Have a nice day and feel free to contact us with any questions that arise.  Sincerely,  George Cllark, Customer Service Agent  EBC Computers |

[Q]

61- What is the purpose of the email?

0. To announce a deadline for a task

1. To inform employees of an opportunity

0. To appologize for a mistake

0. To reward employees for outstanding performance

[Q]

62. In the e-mail, the word “exclusively” in paragraph 1, line 4, is closest in meaning to

0. finally

0. already

0. inexpensively

1. only

[Q]

63. What is indicated about Ms. Keeper?

0. She is a customer service agent.

1. She works at Tripton University.

0. She lost her original receipt.

0. She canceled her order.

[Q]

64. What must faculty members do in order to receive the discount?

0. Show their faculty ID card to an employee at any EBC Computers store

0. Send an e-mail with a receipt of purchase to Jim Rosch

1. Enter a coupon code and provide an ID image

0. Make a phone call to a customer service agent

[Q]

65. What is true about the educators’ discount?

0. It can be used to buy a variety of electronic devices.

1. It allows the Tripton University faculty to save 20% off on laptop.

0. It will no longer be available after this week.

0. It is applicable only when buying desktops at the online store.

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

**Questions 61-65** refer to the following email and invoice

|  |
| --- |
| To: Scott Abernathy <sa@zenith.com>  From: Mike O’Malley<momalley@communicate.com>  Subject: Shipment  Date: June 22  Hi Scott,  I’m glad I was able to reach you on the phone today before you shipped my order. As I mentioned, I’d like to change the delivery date to Thursday. In addition, instead of shipping the entire order to  our warehouse, please send 10 of the 50 silk lamp shades and 10 of the parchment lamp shades to the showroom on Congress Avenue.  By the way, I want to thank you again for recommending me to Vincent Balasco as a potential supplier for his furniture stores. We’re meeting at the Congress Avenue showroom over the weekend so that he can have a look at the lamps, which is why I’ll need the shades there.  I’ll let you know how it goes. Please send me a revised shipping order.  Best regards,  Mike |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **SHIPPING ORDER** **CARRIER:** Metro Trucking  **BILL DATE:** June 23 **SHIP DATE:** June 26   |  |  | | --- | --- | | TO | FROM | | Name Mike O’Malley  Company Bright Lights Warehouse  Street 10649 Industry Road  City, State Boston, Massachusetts | Shipper Zenith Lamp Part Warehouse  Street 3387 South Ferry Road  City, State Marshfield, Massachusetts  Contact Scott Abernathy | | SEND INVOICE TO | SHIPPER’S INSTRUCTIONS | | Name Mike O’Malley  Company Bright Lights Showroom  Street 1305 Congress Avenue  City, State Boston, Massachusetts | SPLIT ORDER  Deliver 10 silk shades, 10 parchment shades  (separately packaged) to billing address.  Deliver rest of order to Industry Road address. | | NO, SHIPPING DESCRIPTION OF ARTICLES  UNITS | SIZE UNIT PRICE $ TOTAL CHARGE $ | | 50 Pleated silk shade, soft white  50 Parchment shade, beige  120 Brass sockets, 3-way turn knob | 15 inches 12 600  18 inches 10 500  Medium T-14 3 360 | |  | TOTAL $1,460 |   Hi Mike,  Here’s the revised shipping order. Good luck showing the lamps on Saturday. I think you’ll like Vincent Balasco.  Scott |

[Q]

61- Why did Mike O’Malley contact Scott Abernathy?

0. To cancel a shipment

1. To change a shipping order

0. To invite him to the factory

0. To place a furniture order

[Q]

62. On which day will Vincent Balasco visit the showroom?

0. Thursday

0. Friday

1. Saturday

0. Sunday

[Q]

63. Why will part of the order be delivered to a different location?

1. Mike O’Malley wants to show his merchandise to a potential buyer.

0. The Industry Road Warehouse will be closed

0. The Congress Avenue showroom is closer to the Zenith warehouse.

0. Mike O’Malley is opening a second showroom.

[Q]

64. Who is Vincent Balasco?

0. A warehouse clerk

1. A furniture store owner

0. A lamp shade manufacturer

0. A truck driver

[Q]

65. How much is the total cost of the merchandise?

0. $360

0. $ 500

0. $ 600

1. $1,460