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

**Questions 61-65** refer to the following memo and e-mail.

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| MEMORANDUM  To: All members of the sales department  Re: Year-end party From: Annette Derringer Date: November 26 This is just q quick note to let you all know the arrangements for next week’s year-end party. As you know, the party will be held at the Green vale Country Club, which we have reserved between 7.30 p.m and 10.00 p.m, on the evening of December 21st. I’ve received replies from almost all of you confirming attendance, but if you haven’t let me know yet, please do so in the next day or two. Tickets for all employees have been covered by the company.  The Green vale management have asked me to explain one or two things to those of you who have not been there before. Basically, there is sufficient parking space for only 100 vehicles, so they would like to ask those of you planning to drive, to try to car-pool as much as possible. Also, the number of lockers available is limited, so guests should try to keep belongings to a minimum.  Thanks in advance,  Annette |

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| To: Annette Derringer aderinger@Belway.com From: Kyle Berwick Date: Nov 28 Subject: Year-end party  Annette, This is to let you know that I will be able to attend the year-end party at the Green Vale Country Club on the 21st although I don’t think I will be able to arrive before 8.30. I was wondering if it would also be possible to bring a couple of guests? I know it is a bit of a last minutes request, but my brother and his wife are planning to visit us at that time, and I know they’d love to see the Green Vale. If it is not a problem, then can you let me know how much I should pay for their tickets? Also, assuming this is OK, I was planning to drive down in a single car, to reduce the need for parking and also to allow us to keep our belongings in the car. I have a couple of days off before the party but I’ll be in my office until the 17th, so could you get back to me before then?  Thanks a lot,  Kyle |

[Q] 61- What is the main purpose of the memorandum?

0. To encourage people to travel by car

1. To explain the arrangements for a special event

0. To ask for help arranging a party

0. To thank people for attending the party

[Q] 62. Why does Kyle Berwick write to Annette Derringer?

0. To ask the price of movie tickets

0. To explain why he cannot come

0. To request directions to a hotel

1. To ask if he may bring guests to the party

[Q] 63. Which of Kyle’s points is NOT mentioned in the memo?

0. Storage of personal items

0. Parking restrictions

1. Payment for extra guests

0. Timing for the evening

[Q] 64. What information does Kyle require?

1. The price of additional tickets.

0. The date of the party.

0. The location of the Green Vale Country Club.

0. The name of the organizer.

[Q] 65. By when does Kyle ask Annette to contact him?  
 0. By November 26

1. By December 17  
 0. By November 28  
 0. By December 21

[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 61-65** refer to the following article and memo.

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| **Performace Appraisals – Are they really worth it?**  BY ASHLEY JONES, BUSINESS CORRESPONDENT   |  |  | | --- | --- | | Assessing how well employees are performing is a key part of any organization’s human resource management. Most companies conduct a performance appraisal once or twice a year. Popular methods include “Management by Objectives” (MBO), which compares set goals with the employee’s actual preformance, “Peer-to Peer” appraisals, in which coworkers review one another, “360 Degree” appraisals, whereby the employee is assessed by everybody from senior managers to coworkers, customers, and suppliers, and even “Self-Appraisals,” with workers evaluating themselves.  If done well, a detailed performance evaluation can bring benefits. It can help to identify and reward success, motivating employees to excel further. It can be used to determine raises or promotions based on merit. It can also help to highlight areas for improvement or further training. | At the very least, it gives the employee a better understanding of the company’s needs and expectations.  However, the reliability of performance appraisals has been questioned by some experts. On the downside, appraisals are liable to be affected by office politics. There is evidence to suggest that those carrying out these appraisals are not as objectives as they could be. Personal judgments can be applied, which can distort the evaluation process. What’s more, if an employee is unhappy with the result of a performance appraisal, it can cause difficulties in office relationships- especially when a pay raise or promotion is at stake.  Perhaps the solution is for appraisals to focus on an employee’s training needs and career development, while incentives (e.g., salary review) should be dealt with independently. | |

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| **From:** Ethan Baker < [ebaker@gartinc.com](mailto:ebaker@gartinc.com) >  **To:** Ben Miller < [bmiller@gartinc.com](mailto:bmiller@gartinc.com) >  **Re:** My performance review  **Date:** September 29  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Dear Ben,  Many thanks for the feedback on my recent performance review, which I received today. To be honest, I am surprised at some of the comments you made. While I accept that my sales figures have declined over the last six months, I do not feel this is a result of any lack of effort on my part. I have done my best to achieve targets, and in the current economic climate I feel that an 80 percent success rate is a good result. I also attended several sales training seminars since April, taking me away from my sales responsibilities for a total of fourteen working days. I attended these courses at the company’s request and would not like to feel I am being penalized now as a result. With these points, I would appreciate it if you could look again at my request for a salary increase.  Sincerely,  Ethan |

[Q]

61- What does the article mainly discuss?

0. The merits of evaluating employees

1. The benefits and drawbacks of staff evaluations

0. Different types of performance appraisals

0. Reasons why companies evaluate employees

[Q]

62. What does Mr. Baker NOT indicate in the memo?

0. He has made fewer sales recently.

0. He is unhappy with Mr. Miller’s assessment.

0. His work has been affected by training obligations.

1. He feels disappointed with his performance.

[Q]

63. In the article, what is suggested about performance evaluation?

0. They are a waste of time.

0. They are often neglected.

1. They can fulfill a useful role.

0. They are time-consuming.

[Q]

64. Which type of performance appraisal did Mr. Baker most likely have?

0. Self-Appraisal

1. Management by Objectives

0. 360 Degree

0. Peer-to-Peer

[Q]

65. What does Mr. Jones recommend in his article?

1. Separating appraisals from incentives

0. Using a combination of appraisal methods

0. Conducting a salary review twice a year

0. Relying less on personal judgments