[Loai: DOAN DOI 66-70]

[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 66-70** refer to the following two e-mail messages.

|  |
| --- |
| To: Lawrence Fisher<[ifisher@jeremiah.com](mailto:ifisher@jeremiah.com)>  From: Paul Stokes<[pstokes@jeremiah.com](mailto:pstokes@jeremiah.com)>  Date: December 15  Subject: Problems with database  Dear Mr. Fisher  I’m not sure why, but for some reason I am unable to access the database at the moment. I was able to use it without any problem this morning, but when I tried to use it after lunch all I received was an error message. Since I have to finish my report today and send it to some of our major clients, I need to have the problem fixed soon. I tried getting in touch with the Technical Advisor as soon as I discovered the malfunction, but I haven’t heard back from him. My coworker, Michael Smith, recommended that I just contact you directly.  Can you tell me if everyone is experiencing this problem, or if it is just my computer?  I really appreciate your help. |

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| --- |
| From: Lawrence Fisher<[lfisher@jeremiah.com](mailto:lfisher@jeremiah.com)>  To: Paul Stokes<[pstokes@jeremiah.com](mailto:pstokes@jeremiah.com)>  Date: December 15 Subject:  Re: Problems with database  Hi Paul,  First, let me apologize for the delayed response. Our Technical Advisor, John Hallows, is in charge of problems with the database, but unfortunately he is away on vacation until next Thursday. I’ve spoken with a few other employees, and the problem seems to be unique to your computer. There must be a problem with one of the connecting wires. I won’t be able to tell you the exact cause of the problem, however, without first checking your computer. I have asked one of our technical assistants, Anthony Wallace, to evaluate your computer this afternoon. I suspect he’ll arrive in about an hour.  While you are waiting, please delete all temporary administration files. These files may have a virus and could be contributing to the problem. You can find instructions for deleting them in the folder entitled Employee Computer Instructions.  I have an appointment at 3 P.M. today, but if you have any questions you can reach me on my cellphone at 528-989-6598.  Lawrence Fisher  Technical Support |

[Q]

66. Which of the following is TRUE about Paul’s computer problem?

0. It started happening this morning.

0. It affected all computers in the office.

0. It was caused by a broken monitor.

1. It has not yet been determined.

[Q]

67. Who did Mr. Stokes contact first?

0. Michael Smith

0. Anthony Wallace

1. John Hallows

0. Lawrence Fisher

[Q]

68. In the second e-mail, the word ‘unique’ in paragraph 1, line 3 is closest in meaning to:

1. particular

0. dominant

0. common

0. unlimited

[Q]

69. What did Lawrence Fisher do to resolve the problem?

0. He referred to the manual.

0. He contacted his supervisor.

0. He installed a new program.

1. He sent a computer assistant.

[Q]

70-What should Paul Stokes do next?

0. Contact another assistant

1. Delete certain files

0. Turn off his computer

0. Work at another computer

[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 66-70** refer to the following advertisement and form.

|  |
| --- |
| **NORTHWOOD**  Northwood’s Annual Clearance Sale!  July 24-30  Stock up on workplace essentials at fantastic prices!  WRINKLE-FREE DRESS SHIRTS. Made from a durable, wrinkle-free cotton-polyester fabric and especially good for those long days at the office! Available in white, light blue, charcoal, and taupe. Item # M913, $ 39.99  PREMIUM DRESS SHIRTS. These shirts are made from our finest quality Egyptian cotton. Hand-stitched collar and cuffs. Available in white, cream, light blue, and lilac. Item # MS756, $ 79.99  WOOL TROUSERS. These versatile trousers can be paired with a suit jacket and dress shoes for the office, or with a casual shirt for a night at the movies. Our most popular item! Available in light or dark gray. Item # MT744 $ 59.99  Shipping Information: Orders under $50 will be shipped at a flat rate of $5. Orders between $50 and $150 will be shipped at a flat rate of $10. Shipping for orders over $150 is free. These rates apply to items purchased during each of the annual clearance sales.  \*\*\*\*\* |

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| http://www.northwood.com  **NORTHWOOD**  **Name:** Gilles Routhier  **Address:** 3899 Penn Street Jefferson  **City:** Jefferson City   **State:** MO  **Phone:** 573-291-5966  **Email:** GillesRouthier@teleword.com  **Item #** :  MT744              **Size**: 34      **Quantity** | **1** |  **Color** :  Dark Gray  If you have finished entering items to purchase, press submit to calculate total and shipping charges  **SUBMIT** |

[Q]

66. For whom is the advertisement most likely intended?

0. People who are going away on vacation

1. People who regularly work in an office

0. People who spend a lot of time outdoors

0. People who are browsing in a shopping mall

[Q]

67. What information is NOT given in the advertisement?

0. The material each product is made of

1. The item number of each product

0. The colors available for each product

0. The sizes available for each product

[Q]

68. How much will Mr. Routhier probably have to pay for shipping ?

0. $0

0. $5

1. $10

0. $50

[Q]

69. What is Mr. Routhier buying from Northwood?

0. A shirt

1. A pair of trousers

0. A pair of shoes

0. A suit

[Q]

70-What is indicated about Northwood ?

0. It is located in Jefferson City.

1. It offers clearance prices once a year.

0. It is closing on July 30.

0. All of its clothes are handmade.