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

**Questions 66-70** refer to the following instructions and e-mail.

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| **New Century Office machines, Inc.** Product Guarantee Your printer is completely guaranteed for one year from the date of purchase. If you are dissatisfied with your printer for any reason, you can return it for a complete refund within 30 days of the purchase date. After 30 days, please call our customers service number at 800-555-9927. If we cannot solve your problem over the phone, you will be asked to mail the printer back to us for repairs. For this purpose, please save the original box and packing material that your printer came with, as well as the return mailing label contained in the enclosed envelope. We are not responsible for the cost of postage. |

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| To: Mary Jones From: Peter Andrews Subject: Printer  Mary,  It looks like we will have to send the printer back to the factory. I spend two hours on the phone with customer service, but it still prints too light. Changing the ink cartridge didn’t solve the problem. Unfortunately, it is too late for a complete refund. We’ve missed the last return date by just five days. Could you please pack up the printer and ship it to the company? I think you will find everything you need money, take it out of pretty cash. This is very annoying. This is the third New Century printer we’ve bought that’s had problems. I won’t buy anything from that company again. Their prices are great, but their products always break down.  Peter |

[Q]

66. When did they buy the printer?

0. Five days ago

0. Twenty - five days ago

0. Thirty days ago

1. Thirty-five days ago

[Q]

67. What is the problem with the printer?

0. It takes two hours to print something.

0. It needs a new ink cartridge.

1. The printing is too light.

0. It’s very old.

[Q]

68. How will the company solve the problem?  
 0. By giving s complete refund.  
 0. By exchanging the old printer for a new one.  
 0. By sending a customer service representative to Peter’s office.  
 1. By fixing the printer.

[Q]

69. In order to return the printer, what will Mary have to pay for?

1. Shipping

0. A box

0. An envelope

0. Packing material

[Q]

70-Why is Peter annoyed?

0. The printer was too expensive.

1. New Century printers always break down.

0. The company won’t fix the printer.

0. It will cost a lot of money to return the printer.

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

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| **Peartree Hotel, Singapore**  John \*\*\*\*\* “Good for families” reviewed Aug 12  I have just come back from a one-week vacation at the Peartree Hotel. The hotel looks great, and I was very impressed when I arrived! Although the room was nothing special, the view of the garden was great. The aircon worked well, which was important because it gets so hot and humid there in July. Most of the staff were very friendly, except for one receptionist named Carla who never smiled. The food was fantastic! I am not easily impressed, but I was amazed at the size and variety at breakfast. Definitely go for the rate that includes breakfast as I did. It’s worth it, and you won’t be hungry until dinnertime. Watch out for the price of drinks from the mini-bar in the room, though. I emptied it and stocked it with water and juice from the store across the street, which was much cheaper. They weren’t happy, but it’s their fault for charging too much.  I didn’t realize when I booked, but the hotel provides live music entertainment every night. I am not interested in that kind of thing, and my room was right above the disco. It was very loud, and went on until after two every night, which kept me awake. If you have young children or need your sleep, I suggest you request a room at the back of the hotel and on a high floor. The swimming pool was OK, but a little small for the size of the hotel and there weren’t enough sunbeds. I spent most of the time at the beach – it’s beautiful and clean, and it’s only three minutes’ walk from the hotel. The resort itself had lots of shops and places to eat. Overall, I probably won’t go back, but for families with children it’s a good choice. |

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| **The Peartree Hotel**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  The Peartree Hotel is on Sentosa Island on the southern tip of Singapore. The hotel is within walking distance of Sentosa Golf Club and Siloso Beach. In addition to an outdoor swimming pool, the hotel features three restaurants, an entertainment lounge, and a business center open 24/7.  Rates  Superior incl. breakfast from $145 per night Book Now  Superior excl. breakfast from $130 per night Book Now  Deluxe incl. breakfast from $125 per night Book Now  Deluxe excl. breakfast from $110 per night Book Now  All rooms have cotton linen, desk, coffee/tea makers, flat-screen television with cable channels, wireless internet access (surcharge), in-room safe, and refrigerator. En-suite bathroom includes shower/tub combination with handheld showerhead. Amenities include hair dryer, complimentary toiletries, and slippers. Air conditioning. Superior rooms have an ocean view. Deluxe rooms look onto the hotel garden. All bookings are made online are nonrefundable. |

[Q]

66. Why was the review written?

0. To recommend a hotel

0. To register a complaint

1. To advise travelers

0. To promote Singapore

[Q]

67. How much did the writer pay for night for accommodations?

0. $110

1. $125

0. $130

0. $145

[Q]

68. What does the advertisement NOT mention?

0. There is a mini-bar in every room.

0. There is a 24-hour business center.

0. There is a beach close to the hotel.

1. There is live music in the evenings.

[Q]

69. What does the reviewer mention about the Peartree Hotel?

1. Some items are overpriced.

0. The rooms on higher floors are bigger.

0. Internet access is free in public areas.

0. The swimming pool is very clean.

[Q]

70-When did the reviewer go on vacation?

0. Early June

0. Late July

1. Early August

0. Late August