[Loai: Part 7 – Đoạn ba- 5 CÂU]

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

**Questions 71-75** refer to the following email, notice and order form

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| From: Patrick Adams  To: Miranda Keo  Subject: Regarding delivery  Date: December 2  Dear Ms. Keo,  Thank you for your recent commitment to stock Pittman Ranch meats, eggs, honey, and dairy produced right here on our 1,200 acre premises. You have our guarantee that everything we raise is of top quality and will be competitively priced for your customers.  Your supermarket is located outside of our usual delivery area. While we are pleased to have our products available to a broader clientele, this does pose some challenges. We would like to know if you have a delivery company that you would prefer using. Our drivers, currently based in Harlow City, are unable to make the long-distance trip to Slatington. If you want, we can recommend a great company that could provide the services you require. We appreciate any feedback you have on this matter.  Best,  Patrick Adams |

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| Lowell’s Fresh Grocery  New Local Selection!  December 29  Locally-raised Goods from Pittman Ranch Greetings Valued Shoppers,  We are pleased to announce that our butcher and dairy sections now sell some of the freshest meats and dairy products around. Delivered daily from Pittman Ranch, just an 80-minute drive away in Walnut Harbor.   * Select cuts of beef and pork * Chicken, whole * Cheddar and cottage cheese * Fresh eggs * Homemade sausages   Coining next spring, look for a wide selection of berries from the Sauer Family Farm in Swingdale. For more information about our local suppliers, stop by the customer service desk. |

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| Pittman Ranch Order Form  Client: Lowell’s Fresh Grocery Date of Order: January 3 Date of Delivery: January 7  Delivery Notes: Same order as last week with these exceptions:   * No chicken or sausages will be required this week. * Please put beef and pork in different transport coolers for delivery (per some of our customers’ preferences). * Please include 90L of whole milk in 1L glass containers.   Addendum: You requested that we notify you of any issues we have with Gelmont Transporters. There were no problems reported with the latest delivery, and the products arrived in satisfactory condition.  Contact: Representative Miranda Keo, General Manager  Miranda Keo |

[Q]

71- Why did Mr. Adams send the e-mail?

0.To revise an order

0.To complain about a delivery

1.To request some input

0.To recommend new items

[Q]

72. Where is Lowell’s Fresh Grocery probably located?

0.In Harlow City

1.In Slatington

0.In Walnut Harbor

0.In Swingdale

[Q]

73. In the notice, what is mentioned about Pittman Ranch’s products?

0. They are more flavorful than other foods.

0. They will be on the store shelves next month

0. They will be on sale for a short time

1. They are made relatively close to the supermarket

[Q]

74. What will Lowell’s Fresh Grocery probably receive on January 7?

0.Chicken

0.Sausages

0.Lamb

1.Eggs

[Q]

75. What does Ms. Keo state on the order form?

0. Many customers purchased chicken last week

0. She is not satisfied with Gelmont Transporters’ services

0. The milk in the first delivery was spoiled

1. She wants some products stored separately

[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 71-75** refer to the following order confirmation and two e-mails.

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| **Book Bank**  Order confirmation   |  |  |  |  | | --- | --- | --- | --- | | Item | Ship time | Quantity | Item price | | *Mandarin Chinese for Beginners* by Mark Chang | 3 days | 1 | $20.00 | | *Chinese made Easy* by Amanda Huang | 2 days | 2 | $15.00 | | *Everyday Mandarin* by Thomas Wittle | 4 days | 1 | $10.00 | | Total: $60.00 |  |  |  | | Paid: Vica #6681-0092-5433-xxxx |  |  |  | | Continue Shopping  Back to Shopping Cart |  |  |  | |

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| From: John West  To: Customer Care at Book Bank  Hello,  I purchased several books from your online store today and once I had completed the checkout process, I realized that I had ordered two copies of Chinese Made Easy. Actually, I only wanted one, but I didn’t noticed that there were two in my shopping cart. I have read your return policy and see that you allow free returns within seven days; however, I was hoping you might be able to cancel the order before it ships out. I don’t really have time to make it to the post office to send the extra book back during the week.  Sincerely,  Johnny West |

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| From: Customer care at Book Bank To: Johnny West Subject: Re: Incorrect Order  Hello Mr. West,  We are sorry to hear that you experienced this issue while shopping with us. We understand your concern and will do our best to assist you.  Unfortunately, your order was shipped out before we received your e-mail to our Customer care department, so we unable to cancel it at this time. As we value you as our customer, we will extend our return policy by an extra week for you given the specifics of the situation. You may return the unwanted book to us within two weeks’ time, and we will process the refund to your credit card within 3-5 business days.  If you have any further questions, please don’t hesitate to contact us anytime.  Rhonda Berkshire  Customer care Team. |

[Q]

71- Who authored *Chinese Made Easy*?

0. Johnny West

0. Rhonda Berkshire

1. Amanda Huang

0. Book Bank

[Q]

72. Why did Mr. West order an extra book?

0. He thought he had more money.

0. He thought they were on sale.

1. He made a mistake.

0. His friend wanted one.

[Q]

73. How long does Book Bank usually allow for free return?

1. One week

0. One day

0. Two days

0. Two weeks

[Q]

74. Why couldn’t Mr. West cancel his order?

0. His credit card had already been charged.

0. Book bank doesn’t cancel orders.

1. The order has already been sent out.

0. The purchased discounted items.

[Q]

75. How much will Mr. West’s refund be?

0. $7.50

0. $20

0. $45

1. $15

[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 71-75** refer to the following advertisement, announcement, and e-mail.

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| **Stanton Museum**  **5-week local history course**  **5 Mondays starting Monday October 5**  **10:00 a.m. – 12:00 noon**  Stanton on the surface is a modern town but scratch the surface and you find a rich history. Karen Anderson, teacher, and Secretary of the Stanton Historical Society, will explore the social, economic, and cultural history of our town, including the stories behind some of the town’s landmarks, including the Town Hall clock, the fountain in the park, and the county library. By the end of this course, you will have a greater awareness of the history and significance of Stanton and will have a greater understanding of how history influences the present.  All welcome. Discount for full-time students and senior citizens.  Note that the minimum number of students required for courses to be viable is 10.  Book via Stanton Museum website, by telephone, or in person at the museum. |

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| **Stanton Museum**  October 10  The local history course that was scheduled to run over the next five weeks has been cancelled due to insufficient enrollment. We are currently in the process of contacting the people who already enrolled in the course. If you are reading this and have already enrolled and paid, please contact the museum. A full refund will be given to you.  We apologize for being unable to run the course. Why not visit the museum to see the information we have here on the history of Stanton? You might also like to consider joining Stanton Historical Society. Their website is www.stantonmusuem.edu. |

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| To: [director@stantonmusuem.edu](mailto:director@stantonmusuem.edu)  From: Veronica Betts [v.betts@mailbox.net](mailto:v.betts@mailbox.net)  Date: October 7  Subject: Local history course  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  I just read in the *Stanton Gazette* that a local history course is not going to take place due to an insufficient number of interested students. This is ridiculous! I called in to the museum in July and asked about local history courses. Your receptionist said that a final decision had not yet been made about whether a course would be running in the fall, but she took my name and contact details and promised to get in touch when she had an answer. However, I heard nothing from the museum after that day, and assumed that you had decided not to run the course. Now you say that not enough students enrolled. Well, how can people enroll if they are not aware of the course? Not everyone uses social media. I definitely wanted to sign up, and I am sure that there are at least ten other people like me. The fact that the course is not running has nothing to do with a lack of interest on the part of Stanton residents; instead, it is due to your inefficiency. I am very disappointed, and plan to write a letter to the editor of the Stanton *Gazette* expressing my annoyance.  Veronica Betts |

[Q]

71- What is indicated in the advertisement for the local history course?

0. It is aimed at absolute beginners.

1. It offers ten hours of instructions.

0. It is led by a professional historian.

0. It will include several excursions.

[Q]

72. What can be inferred from the social media announcement?

1. Fewer than ten students signed up for the course.

0. Very few people visited the museum recently.

0. The history society gained several new members.

0. Stanton Museum will be closing down soon.

[Q]

73. Why did Veronica Betts write this e-mail?

0. To apologize for a mistake

0. To ask for a refund

1. To make a complaint

0. To suggest a new course

[Q]

74. What does Veronica Betts mean when she writes “This is ridiculous!”?

0. The *Stanton Gazette* cannot be trusted.

0. She threw away the newspaper after reading.

1. The statement in the newspaper is untrue.

0. The local history course is not run well.

[Q]

75. What does Veronica Betts imply in her e-mail?

0. Stanton residents do not appreciate their own.

0. There are not enough staff working at the museum.

0. Museum visitors do not use social media regularly.

1. More people were interested than the museum claims.