[Loai: NGHE ĐỀ 3 – PART 4 - 15 CÂU]

[Q]

**Part 4**

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

**Questions 16-18 refer to the following talk**

16-What is the speaker mainly discussing?

0.New business hours

0.Technology updates

1.Requirements for professional development

0.Changes in company hiring procedures

[Q]

17-What will the speaker provide?

0.New passwords

1.A list of suggestions

0.Professional references

0.The agenda for a meeting

[Q]

18-According to the announcement, why should listeners contact a supervisor?

0.To obtain a signature

1.To request approval

0.To discuss a performance evaluation

0.To give feedback

[Q]

**Questions 19-21 refer to the following excerpt from a meeting**

19-Where do the listeners most likely work?

0.At a landscaping service

0.At an electronics store

1.At an electric company

0.At a community park

[Q]

20-What are employees asked to do?

0.Work additional hours

0.Remove items from a storage area

0.Inform customers of a policy change

1.Report the location of a problem

[Q]

21-What does the speaker want to avoid?

0.Increasing prices

1.Disrupting a service

0.Damaging trees

0.Paying a cleaning fee

[Q]

**Questions 22-24 refer to the following recorded message**

22-What type of business is DJT?

0.An office-cleaning service

1.An electronics manufacturer

0.A telephone-answering service

0.A shipping and mailing company

[Q]

23-Why would a caller hear the message?

1.The company is currently closed.

0.The business has moved to a new location.

0.The telephone number has changed.

0.All employees are currently busy.

[Q]

24-What are callers with problems asked to do?

0.Leave their telephone number

1.Provide an identification number

0.Go to a store for help

0.Call a different extension

[Q]

**Questions 25-27 refer to the following speech**

25-What is the purpose of the speech?

0.To announce a discovery

0.To announce a retirement

1.To accept a promotion

0.To accept an award

[Q]

26-Why does the speaker say: “I could not have done this without highly-skilled crew”?

1.She wants to thank her team.

0.She hasn’t worked in a team before.

0.She dislikes her coworkers.

0.She wants to accept the award.

[Q]

27-Where most likely does the speaker work?

0.A bank

0.A hospital

1.A restaurant

0.A warehouse

[Q]

**Questions 28-30 refer to the following announcement and worksheet**

|  |  |  |
| --- | --- | --- |
|  | |  | | --- | | Zone 1 - Board Games and Video Games  Zone 2 - Action Figures and Dolls  Zone 3 - Sports Equipment  Zone 4 - Learning and Education Games  Toy List  Z1 Laughing Logs, Z2 Macho Man, 22 Lovely Lady, Z3 soccer ball, 23 golf clubs, 24 Animal ID, Z1 Business Tycoon, Z1 Fighting Forces. | |

28-What is indicated at the orientation?

0.Big Toys will be a boring job.

1.Big Toys has a large selection of products.

0.Their inventory system is confusing.

0.The managers will be very critical of mistakes.

[Q]

29-Look at the graphic. Where will the trainees spend most of their time during the training exercise?

1.Zone 1

0.Zone 2

0.Zone 3

0.Zone 4

[Q]

30-How quickly should the trainees complete their exercise?

0.2 hours

0.45 minutes or less

0.1 ½ hours

1.1 hour or less