[Loai: ĐỌC - 45 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. (1-TA5-2021).**

[Q]

**Questions 48-51** refer to the following memo.

|  |
| --- |
| From: Daniel Horge, Manager  To: All employees  Date: June 1  Re: Staffing  Nancy Wolfowitz, the front desk receptionist, will be taking a two-week vacation from June 7 to June 21. -[1] - . A temporary worker has been hired by a placement agency to fill in for her during this time. -[2]-.  He will take over most of her usual duties, including answering the phone, scheduling hair appointments, and checking clients in and out of the facility. Please introduce yourself to Mr. Sans and make yourself available should he have any questions. -[3]-.   Additionally, please make sure that you submit your timesheet by June 5. Ms. Wollowitz will send in payroll information before she leaves, so your pay will be deposited into your account on the normal payday of June 14. This is important because Mr. Sans will not be trained to use our payroll software. –[4]-  If you have questions regarding this matter, please contact Ms. Wollowitz before June 7 or me after that date, and we will be happy to help you. |

48. Where do the recipients of the memo most likely work?

0. At a job- placement agency

0. At an accounting firm

1. At a hair salon

0. At a doctor’s office

49. What is indicated about Ms. Wollowitz?

0. She is retiring

0. She found a new job.

1.She is taking some time off.

0. She is Mr. Horge’s supervisor.

50. By when should employees submit their hours?

0. June 1

1. June 5

0. June 7

0. June 14

51.  In which of the positions marked [1]. 12], [3], and [4] does the following sentence best belong?

"His name is Michael Sans."

1. [1]

0. [2]

0. [3]

0. [4]

[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).**

[Q]

**Questions 48-51** refer to the following letter.

|  |
| --- |
| Charles Monty  345 Python Road  Springfield, OH 94587 January 11  Little Monsters Toys  Attn: Customer Service  234 Winston Ave,  Chicago, IL 16548  I recently purchased a swing set (model #4354) manufactured by your company from a local toy store. Illustrators. When I opened the package and began assembling the product, I realized that there were a few parts missing: three screws and the fireman's ladder. As you can imagine, my children were very disappointed to learn that their swing set could not be assembled.  Please send me the missing parts as soon as possible. If I do not receive them within the next seven to ten business days, I will return the product and request my money back. For your convenience. I have included a copy of my original receipt.  Since my first child was born ten years ago. I have been buying my children's toys from your company. Although most of your products are more expensive than other brands, I have always been impressed by the superior quality of your craftsmanship. I would hate for this most recent incident to change my opinion. If you need additional information, please do not hesitate to contact me at 057-326-9874, or send me an email temonty@quickmail.com.  Sincerely,  Charles Monty |

48. Why did Mr. Monty write a letter?

0. To praise the company for its products

1. To ask the company to send the missing parts

0. To order a different model of the toy

0. To obtain information about the sale

49. What has Mr. Monty included with the letter?

0. A list of store addresses

1. Proof of purchase

0. A product description

0. A copy of the check

50. What will Mr. Monty do if the company does not fulfill his request?

0. Report the company to the Better Business Bureau

0. Contact the manager

0. Write a letter to the manufacturer

1. Return the item and ask for a refund

51. What does Mr. Monty mention about the company's products?

0. They are inventive.

0. They are interesting.

1. They are higher grade.

0. They are price-competitive.

[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).**

[Q]

**Questions 48-51** refer to the following advertisement.

|  |
| --- |
| Blakeley Self Storage, Inc.  440 Cleary Ave  Brownsburg, IN 46112  (317) 555-0142  At Blakeley Self Storage, we guarantee the most convenient self-storage experience in Brownsburg with a clean and safe environment for all your storage needs. - [1]-.  The insulated ceilings and sealed floors of our storage units protect your items from moisture and fluctuation temperatures. We offer a wide range of units to accommodate virtually any item you may want to store. [2]-. Moreover, every unit is on the ground floor, minimizing the effort required to access your items. Blakeley's largest units are 5 meters tall, a full meter taller than those items of our competitors. There is no minimum number of units you must rent. Rent is collected once a month.  We believe that customers should have full control over their storage units, so access is 24 hours a day. With Blakeley, moving is convenient, too. –[3]-. Our unit facilities can accommodate trucks even up to 20 meters in length.  Visit *www.blakeleyselfstorage.com* to browse the full range of unit sizes, a list of vacancies, testimonials, and price information. Please call us for the most up-to-date information on unit availability. We maintain waiting lists for those whose desired unit sizes are currently unavailable. -[4]-. |

48. What is indicated about the self-storage units?

0. They are protected by video security cameras.

1. They are all located on the same level.

0. They are all five meters in height.

0. They are heated in the winter.

49. What does Blakeley Self Storage do to make moving easier?

0. It offers freight-delivery services.

1. It provides space for large vehicles.

0. It gives referrals for moving companies.

0. It facilitates transfers to other branches.

50. What is featured on the company Web site?

1. A list of available units

0. An exclusive discount coupon

0. A virtual tour of the facility

0. A brief history of the company

51. In which of the positions marked [1], [2], [3]. and [4] does the following sentence best belong? “Should you choose to be placed on one, we will contact you as soon as a space is vacated.”

0. [1]

0. [2]

0. [3]

1. [4]

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

[Q]

**Questions 48-51** refer to the following letter

|  |
| --- |
| April 25th, 20\_\_\_  Scenic Arts  Mr. Wayne Thomas  12 Yorkshire Rd  England  Dear Mr. Thomas,  I am the president and founder of the True Reproductions, a company specializing in the production of fine art prints. We produce a wide range of diverse art but have been concentrating of late on incredible abstract art.  One of our photography experts, who is a huge fan of your work, recently introduced me to your “Seven” collection recently published in *A Magazine*. She was absolutely entranced by the series, and I was in agreement.  We would love to showcase some of your work in our upcoming publication, which is due to be produced later this year. We are compiling a thematic series of approximately 6-8 artists and would like to include you as well. This book will be a collector’s item we hope.  Please let me know if you are interested in this idea. You would have a full section devoted to your work. We would be delighted to speak with you about all the specific details at your earliest convenience. Will be in touch at the end of next week to follow-up.  Yours sincerely,  Amanda Young  President, True Reproductions |

48. Why did Ms Young write to Mr Thomas?

0. To offer him a job at her company

0. To offer some art supplies for her firm

1. To receive permission to use his work in her book

0. To hire him for some photo shoots

49. How did Amanda first learn of Wayne’s work?

0. From a magazine

1. From a staff member

0. From a book

0. From a friend

50. According to the letter, what should Wayne do if he is interested in Amanda’s offer?

0. Get in touch with her at the office

1. Wait for a phone call

0. Visit the company in person

0. Send some sample artwork

51. The word “range” in Paragraph 1, line 2 is closest in meaning to

0. extent

1. assortment

0. circle

0. series

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

[Q]

**Questions 48-51** refer to the following memo.

|  |
| --- |
| Memo  To: All Building Operations Employees  From: Leonard Riot  Date: January 15  Subject: Annual Performance Evaluations  Starting next week, I will begin scheduling annual performance evaluations. As in the past, evaluations will be done one on one with me and will take between thirty minutes and an hour to complete, depending on the responsibilities of the individual employee. Evaluations will begin next month and continue through April. I will make every effortto schedule evaluationsto minimize disruptions in each section. However, supervisors should prepare for temporary staff absences.  Please be aware that some changes have been made to this year's performance evaluation process. Employees are now required to submit documentation for all training completed during the period underevaluation and forany new certifications or licenses obtained. In addition, several new criteria have been added to the performance evaluation form. Details of these are explained in an online training module.  Employees are strongly advised to viewthe online training module developed by the Human Resources (HR) Department to assist in preparingfortheir review. The module can be accessed by logging onto the "employee" section of the HR Web site. Clickon the "Online Trainings" link. The "Annual Performance Evaluation Preparation Training" module can be found there.  All employees at the Viro Corporation are required to participate in a performance evaluation annually. The performance evaluation process is intended to make an objective evaluation of an employee's performance in the workplace. If you have any questions about the company policy, contact Michael Parker in HR at extension 478. |

48. What is the purpose of the memo?

0. To confirm an evaluation

1. To explain a process

0. To introduce a new Web site

0. To schedule meetings

49. The word "documentation" in paragraph 2, line 2 is closest in meaning to

1. records

0. videos

0. notices

0. permission

50. What is NOT indicated about the performance evaluations?

0. They differ from last year.

0. They take an hour or less.

1. They include an online exam.

0. They will commence in February.

51. What is suggested about Mr. Riot?

0. He developed new performance evaluation procedures.

1. He will meet with all of the employees in his department.

0. He has already had his performance evaluated.

0. He works for the Human Resources Department.

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

[Q]

**Questions 48-51** refer to the following form.

|  |
| --- |
| **DOVER QUALITY**  Dover Quality congratulates you on your new purchase. We are a time – honored company that has been operated by the Green family for three generations. We would appreciate it if you, our value customer, would fill out the following survey. Results from the survey will help us improve our services and our customers’ experience. Once we receive your completed form, you will receive a small thank – you gift in return. Thank you so much for your time.  Name: Jamie Bridges  E –mail [jbridges@frescosh.com](mailto:jbridges@frescosh.com)  Address: 98 Eagle Heights Dr, Dover, MN 55929  Product ID Number: F4556Y56  Product Description: Front – Loading Washing Machine  How did you find out about our store?  One of my co –workers recommended it.  How did you find our customer service?  The customer service agent was very kind  What recommendations can you make for our company?  An easy – to – use online forum for asking questions would be helpful. |

48. What can Mr. Bridges receive by completing the survey?

0. Some store credit

1. A free giveaway

0. A discount coupon

0. A lifetime membership

49. What did Mr. Bridges buy?

0. A piece of recreational equipment

1. A home appliance

0. A fashion accessory

0. A replacement part

50. How did Mr. bridges find out about the store?

1. A co – worker mentioned it to him.

0. He saw an advertisement on TV.

0. He works at a nearby store.

0. He visited the Web site.

51. In Mr. Bridges’ opinion, how could Dover Quality improve?

0. By keeping the store more orderly

1. By offering an additional customer service option

0. By hiring more in –store staff members

0. By extending its warranty period

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

[Q]

**Questions 48-51** refer to the following letter.

|  |
| --- |
| 28 April  Maria Ortiz  Hayes Polytechnic University  19 Chamsboro Road  TOORAK VIC 3142  Dear Ms. Ortiz,  The Melbourne Groundwater System Corporation, MGSC, has approved your request for a two-year grant of $65,000 to research the impact of industry on groundwater resources in the Melbourne region. Please note that there are a few requirements that must be met before we can release these funds to you.  First, your proposal indicated that the balance of the funding needed to complete your project will be provided by Akuna Allied Bank, and that you expected the loan approval by 15 April. Please provide us with a copy of the loan agreement you have with this bank.  Also, on or about 5 May we will send the standard MGSC contract to you. This document stipulates that you will submit a quarterly status report throughout the course of this project and that MGSC will not supply any additional funds beyond the initial grant amount. Please sign and return the contract to us.  Please note that MGSC requires a detailed list of all personnel directly involved in the project, their resumes and certifications, and their estimated fees. All documentation requested must be received in one packet no later than 1 June.  Congratulations on the receipt of your grant. Do not hesitate to contact my office at 20 6501 8240 if you have any questions or concerns. I will be out of the office from 6 May to 13 May, but in my absence you may speak with Ms. Mita Kulp.  Sincerely,  *Albert Johnson*  Albert Johnson  Vice President  Melbourne Groundwater System Corporation . |

48. Why was the letter written?

0. To ask for research proposals

1. To announce that funds have been awarded

0. To report the results of industry studies

0. To offer employment

49. When is a copy of the bank agreement due to MGSC?

0. On April 15

0. On May 5

0. On May 13

1. On June 1

50. What is indicated about the MGSC contract?

0. It includes an itemized list of costs.

0. It will be reviewed once a year.

1. It requires the submission of reports.

0. It is included with the letter.

51. What is suggested about Ms. Kulp?

0. She is in charge of approving grant applications.

0. She has conducted research similar to that of Ms. Ortiz.

0. She is an employee of Akuna Allied Bank.

1. She works with Mr. Johnson.

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

[Q]

**Questions 48-51** refer to the following notice

|  |
| --- |
| Christmas and Boxing Day Arrangement  As Christmas and Boxing Day fall on a Thursday and Friday this year, all periodical payments falling on those two days will be paid early on Wednesday. Staff will be processing authorizations and transferring funds until midnight (Australian Western Standard Time) on the 24th of December. Regular banking service will resume on the following Monday, the 29th of December. There will be no change in the operations of our Automatic Teller Machine or Electronic Funds Transfers. Our financial advisory service centers will, however, be closed on Christmas and Boxing Day. Internet transactions may be scheduled but will not be processed until Monday, the 29th of December. Phone banking services will not be available on the 25th, 26th, 27th, or 28th.  We apologize for any inconvenience.  We wish all of our customers a very happy and safe Christmas! |

48. Who is intended audience of this notice?

0. Bank employees

1. Customers

0. Drivers

0. Security guards

49. What is purpose of the notice?

1. To announce the holiday schedule

0. To notify customers at a holiday sale

0. To apologize for a mistake

0. To advertise a new type of service

50. Which of the following services can be performed on the 25th?

0. Paying utility bills at the teller’s window

0. Receiving financial advice from the institution

0. Transferring money by telephone

1. Taking money out of a cash dispenser

51. What will happen to regular payments that fall on the 26th this year?

0. The payment will have to be mailed out.

0. They won’t be taken care of until the 29th.

0. The transactions will occur on that day.

1. They will go out a few days early.

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

[Q]

**Questions 48-51** refer to the following e-mail.

|  |
| --- |
| **From**: <DDrabik@lowmaster.co.ca>  **To**: <New Employees Lists>  **Subject**: Welcome  **Date**: May 28  The Lowmaster Toronto office is pleased to have such a promising group of new employees become part of our consulting team. Please review the company policies listed below and familiarize yourself with some important locations on our campus.  Personal computers may not be used to complete company work. If you need to work outside your offices in Dempsey Hall, visit the Information Technology Department to request a security-enabled laptop. Their office is located in the Russ Building in R-135.  The identification badges you received at orientation must be worn at all times; they provide access to the buildings on campus. If your identification badge is misplaced, contact the Security Desk immediately. The Security Desk is located in the Hadley Building in room H-290 and can be reached at extension 8645.  The cafeteria is located on the first floor in the Russ Building and is open until 2:30 P.M. The lounge in D-108 in Dempsey Hall is especially convenient for your breaks. Coffee, tea, juice, and light snacks are available in the lounge until 6:00 P.M. daily  Brandt Library is located behind the Russ Building and can be accessed by way of the raised walkway connecting the two.  Finally, if you expect a package or important mail, you may notify the Shipping and Receiving Office at extension 8300 or stop by room R-004 in the basement of the Russ Building.  Sincerely,  Donald Drabik |

48. What is the purpose of the e-mail?

0. To assign work spaces to employees

0. To explain employee compensation policies

0. To arrange a company meeting

1. To provide details to recently hired workers

49. The word "promising" in paragraph 1, line 1, is closest in meaning to

0. pledging

1. likely to succeed

0. suggesting

0. recently hired

50. Where is the Information Technology Department located?

1. In the Russ Building

0. In the Hadley Building

0. In Dempsey Hall

0. In Brandt Library

51. According to the e-mail, what is provided to all employees?

0. A mailbox

0. An approved laptop

1. An identification badge

0. A library card

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

[Q]

**Questions 48-51** refer to the following schedule.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Duluth City**  **5th Annual Summer Fun Festival**  Sunday, July 23   |  | | --- | | **10:00 A.M. to 6:00 P.M. *Local Nature Art Competition***  Duluth artists will be displaying their paintings of local nature and wildlife in the Duluth Community Center. Visitors are asked to cast their vote for their favourite painting. The winner will be announced at the start of the singing competition. | | **11:00 A.M. to 12:00 P.M. *Magic Show***  Please join us for an astonishing magic show. Magician Mick Turner is famous for his creative and entertaining magic tricks. | | **12:00 P.M. to 2:00 P.M. *Live Jazz Concert***  Enjoy live jazz in the park performed by New York-based jazz band The Holloway Band. They will be playing a variety of jazz standards. They will also have their most recent records for sale. | | **10:00 A.M. to 7:00 P.M. *Renewable Energy Expo***  Local company Sunshine Energy will be displaying some of its newest renewable energy projects, including solar panels and protable cellphone chargers. | | **7:00 P.M. to 9:00 P.M. *Singing Competition***  Local residents are encouraged to take part in this year’s singing competition. Those who would like to participate can register by visiting our Web site at [www.duluthcitysff.com](http://www.duluthcitysff.com) and filling out the necessary form. |   For more information, please call us at 555-0157. |

48. When will the winner of the art competition be announced?

0. 2:00 P.M.

0. 6:00 P.M.

1. 7:00 P.M.

0. 9:00 P.M.

49. According to the schedule, what will be available for sale?

0. A work of art

1. A musical album

0. A cell phone accessory

0. A solar panel

50. Where in the festival people can see a new energy project?

0. Magic Show

0. Summer Fun Festival

0. Sunshine Energy company

1. Renewable Energy Expo

51. How can participants sign up for the singing competition?

1. By visiting a Web site

0. By contacting the community center

0. By visiting an information booth

0. By sending an e-mail

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

[Q]

**Questions 48-51** refer to the following letter

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| NOTICE TO ALDER PARK RESIDENTS:  **New City Recycling Program**  On August 1, a new law will take effect in Alder Park that will require residents to recycle products made of paper, glass, and aluminum. Those recyclables should be placed in green plastic bins  provided by the city, which will be delivered during the week of July 15. The city will pick up those recyclables during the first and third weeks of each month on garbage pick-up days.  Some examples of acceptable recyclables include:   |  |  |  | | --- | --- | --- | | Type | Examples | Notes | | Paper | Newspapers, printer and copy papers,  magazines, envelopes, cardboard | Staples are permitted.  No paper clips or plastic sheets. | | Glass | Bottles, jars | Must be clean  Labels are permitted  Non-glass caps must be removed.  No broken glass. | | Aluminium | Cans, foils | Must be clean.  Crush if possible. |   Please follow the guidelines provided above. Garbage pick-up will continue on a weekly basis, according to the regular schedule.  If you have any questions, please contact the city refuse program at 555-1067, extension 27. |

48. What is announced in this notice?

0. A revised schedule for garbage collection

0. Fees for residential garbage pickup

1. Rules for recycling household items

0. The opening of a recycling center

49. Who will supply green containers?

1. City employees

0. Bottling company staff

0. Recycling center volunteers

0. Alder Park residents

50. How many times per month will papers be collected?

0. 1

1. 2

0. 3

0. 4

51. What is mentioned about bottles?

0. They should be wrapped in newspaper.

1. They should not be broken.

0. They will be collected weekly.

0. They should have no labels.

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

[Q]

**Questions 48-51** refer to the following information.

|  |
| --- |
| **Northwood Community Center**  **March Employee of the Month**  Employee: Linda Ahn  Classes: Watercolor Painting  Pen and Ink Drawing  Interests: Photography  Art instructor Linda Ahn is one of the most popular figures at our community center. She teaches on Tuesday and Saturday mornings and Thursday nights, and her classes are usually filled to capacity. In May, she is going to start teaching an afternoon beginner’s drawing class on Mondays and Wednesday.  Linda began teaching here last July, but her creative talents have taken her in many directions. Before teaching here she was a costume designer for the Copenhagen Theater Company for three years. Linda is also an accomplished amateur photographer who has taken pictures of the many places she has visited while touring with the theater group. She displayed some of them in the Town Hall gallery in October.  So sign up for one of Linda’s classes – you’ll be glad you did ! |

48. What is the purpose of the information?

0. To publicize the opening of a community center

0. To explain some painting techniques

0. To advertise a gallery exhibit

1. To describe an employee

49. On what day of the week does Linda Ahn teach an evening class?

0. On Monday

0. On Tuesday

0. On Wednesday

1. On Thursday

50. According to the information, what will happen in May?

0. A new employee will start working.

1. An afternoon class will begin meeting.

0. The building will close for renovations.

0. Enrollment for classes will resume.

51. What was Linda Ahn’s former job?

1. Costume designer

0. Art gallery manager

0. Photographer

0. Tour guide

[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).**

[Q]

**Questions 48-51** refer to the following article

|  |
| --- |
| **Harvey Wickerson to Join ARK Radio Sports Corner Times**  San Antonio (Mar. 5) - ARK Radio will add to its lineup of broadcasts with a brand-new sports commentary show hosted by Harvey Wickerson, best known for his popular television series, Love of the Game.  The network decided to recruit Mr. Wickerson following the result of last November’s online survey in which many ARK listeners cited that they would like a sports show. “Harvey is one of the most recognized on-air personalities in the city. He was our first choice from the moment the decision was made,” said ARK producer Max Linden, who has been with the station for 15 years. “He not only brings his extensive journalistic experience to ARK Radio, but also an engaging interview style and a sense of humor that appeals to a broad audience.”  Currently untitled, ARK’s new show will provide sports updates and commentaries. It will air Mondays through Saturdays at 7 RM. starting in early May, covering the day’s top sports stories.  Mr. Linden had intended for the show to start earlier, but when ARK Radio approached Mr. Wickerson in January, he was still taping Love of the Game and did not want to commit to another program until all scheduled episodes of the series had been aired at the end of April. |

48. What is the article about?

0. Submitting ideas for a radio show

0. Inviting athletes to a radio interview

1. Hiring a radio host

0. Funding a radio station

49. According to the article, what happened in November?

0. A new programming schedule was made

0. A station relocated to another city

1. ARK listeners provided feedback

0. Mr. Wickerson was interviewed

50. What is still undecided about the new radio show?

0. What time it will be broadcast

0. Who will host it

0. When it will start

1. What it will be called

51. The word “covering” in paragraph 3, line 4, is closest in meaning to

1.dealing with

0.replacing

0.taking over

0.performing

[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).**

[Q]

**Questions 48-51** refer to the following notice

|  |
| --- |
| Notice to all guests of the Glenvale Inn The management of the Glenvale Inn would like to apologize to all its guests for any inconvenience caused by our remodeling efforts. We assure you that the greatest efforts are being made to ensure all public spaces are kept immediately clean, that all guests are provided with courteous professionalism, and that noise is kept to a minimum.  During the remodeling, we are also offering all guests 10% off their bill and 10% off their next stay as well, when the remodeling is complete. Our new and improved facilities  * A 24-hour coffee bar in the lobby with a menu that will **feature** all your favorite specialty beverages as well as home-made baked goods. * An expanded exercise room with spa and sauna will be available to melt away any chill you get on the slopes, plus personal trainers on hand for workouts or lessons in skiing or snowboarding * A massage salon will relieve any aches from your exercise in our gym or on the mountain. * 20 log cabins, each complete with antique furnishing and bay windows overlooking the scenic valley and the main hotel building, will provide a little extra privacy but with all the amenities of one of our suites. * Once again, the management thanks you for your patronage and patience. |

48. Why is the management apologizing?

0. There has been a lack of professionalism.

0. The exercise room is too small.

0. Guests are being overbilled.

1. Some construction is underway.

49. What is being offered to current guests because of the problem?

1. A discount on their stay

0. Personal training

0. Free coffee

0. A massage

50. What stated about the log cabins?

0. They have ultra-modern furniture.

0. They are not as well as equipped as the suites.

0. They are connected to the main hotel.

1. They have a good view of the area.

51. The word " **feature** " in paragraph 3, line 1 is closest in meaning to

0. make

1. include

0. highlight

0. introduce

[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).**

[Q]

**Questions 48-51** refer to the following letter.

|  |
| --- |
| Oct 10  Mr. Antonio Garcia  2144 Broad Street  Atlanta, GA 30281  Dear Mr. Garcia,  Further to our conversation earlier today, I am writing to confirm that your leave of absence has been extended for a further two weeks from the date of this letter. Thank you making the company aware of your health situation. I understand that you are due undergo minor surgery in a few days, after which you will require one week of complete rest.  Your coworker David White has been assigned to look after your key clients during your absence. I have also asked Aki Shibata to assume responsibility for attending the weekly briefing meetings on October 13 and October 20. If you have any concerns about these arrangements, please call me.  We wish you a speedy recovery and look forward to seeing you on your return, as agreed.  Sincerely,  Human Resources, CTS Electrical |

48. What is the purpose of this letter?

0. To reassign important duties

1. To approve a period of leave

0. To announce new appintments

0. To inquire about an operation

49. What is NOT indicated about Mr. Garcia?

1. He is a senior manager.

0. He is not at work due to illness.

0. He is employed by CTS Electrical.

0. He works with Mr. White.

50. When is Mr. Garcia expected back in the office?

0. October 10

0. October 13

0. October 20

1. October 24

51. Who will be temporarily looking after important customers?

0. Mr. Wilson

0. Mr. Garcia

1. Mr. White

0. Ms. Shibata