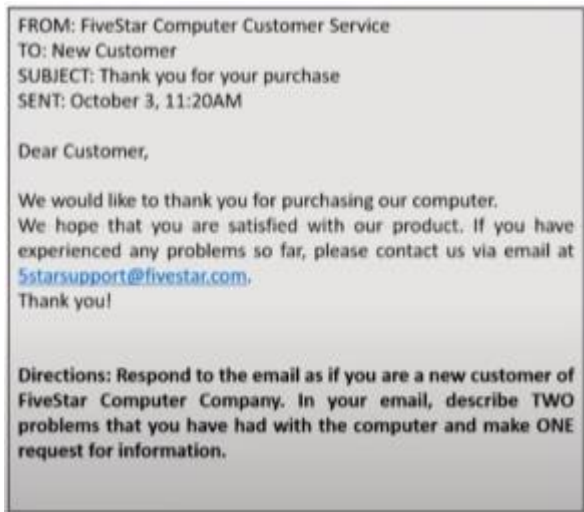


## EZ English

- ĐỀ 1:



Answer:

Dear Sir or Madam,

My name is Rony and I'm writing in response to your email dated October 3<sup>rd</sup> about my recent purchase.

I purchased a new laptop computer from your company 1 month ago. At first, it worked fine but now I have many issues about the laptop computer. First, it takes a long time for the laptop computer to start up. Second, it cannot install any programs.

Could you please tell me how to fix these issues. I really need to install some programs for my job.

I'm looking forward to hearing from you.

Best regards,

Rony

FROM: Peter Parker, Personnel Director, Fitme.com  
TO: New Employees  
SUBJECT: Your first day  
SENT: May 29, 2:00 am

Dear New Employees,

Welcome! We're thrilled to have you with us.

We'd like to inform that new employees will start work next Monday. Employees are expected to arrive at work no later than 9:00 AM. There will be a detailed orientation with your respective departments at 10:00 AM.

If you have any questions, please feel free to contact us.

We look forward to seeing you next Monday.

Best regards,  
Peter Parker

Directions: Respond to the email as if you are a new employee at Fitme.com. In your email, ask TWO questions and give ONE suggestion.

Answer:

Dear Mr.Parker,

My name is Rony and I work in Data Analyst Department. I'm writing in response to your email dated May 29<sup>th</sup> about my first day.

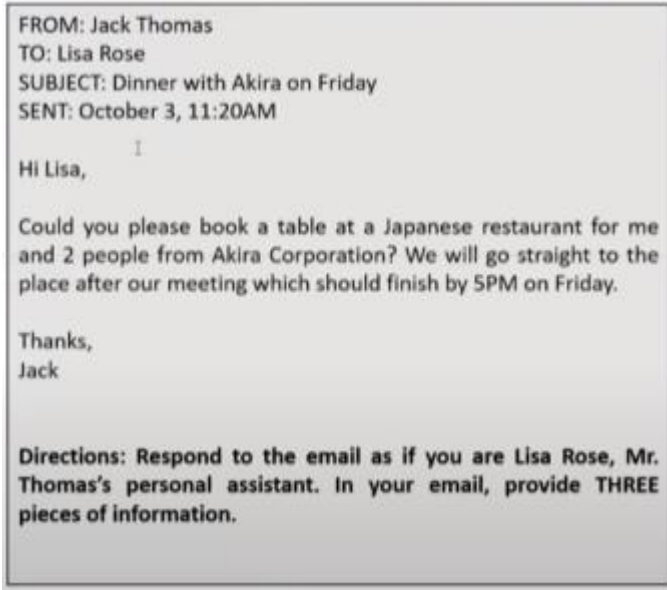
I have 2 questions about the company. First, I plan to go to work by my bicycle. Could you please tell where I can park my bike. Second, I would like to know what the **dress code** (quy định trang phục) is. This is because I saw some employees wearing casual clothes. Last, it would be a good idea to meet other new employees, so I suggest a welcome lunch for all new employees.

Thank you for reading my email.

Best regards,

Rony

- Đề 2:



Answer:

Dear Mr. Thomas,

I'm writing in response to your email dated October 3<sup>rd</sup> about dinner with Akira on Friday.

I have booked a table for 3 people at Sumo restaurant. This restaurant is located at 22 Spring Street. In addition, the reservation is made under the name of Thomas.

If you need anything else, please let me know it. I'm looking forward to hearing from you.

Best regards,

Lisa Rose

FROM: Mary Janes  
TO: Camera Talk Company's Customer Service Center  
SUBJECT: Lost Instruction Manual  
SENT: June 10<sup>th</sup>, 11:20AM

I purchased your camera two months ago. I love it, but I lost the instructions so I can't use it. What can I do to get another instruction manual? My brother's graduation is next week, and my family will be there. I need to know how to use this camera as soon as possible.

**Directions: Respond to the email as if you are an employee of the Customer Service Center. In your email, give TWO methods for finding the instruction manual and make ONE request for information.**

Dear Ms. Janes,

I'm Rony and I'm an employee at Camera Talk Company's Customer Service Center. I'm writing in response to your email dated June 10<sup>th</sup> about your lost instruction manual.

There are 2 methods for you to get the instruction manual. First, you can download instantly the new instruction manual on our website. Alternatively, you can receive it from us by post. If you choose to receive the new instruction manual by post/ the latter, please let me know your address.

I'm looking forward to hearing from you.

Best regards,

Rony

- Dề 3:

FROM: Kate Moore  
TO: EZ Catering  
SUBJECT: Wedding anniversary  
SENT: September 19, 10:07 p.m

Hello,

I will have a party to celebrate my wedding anniversary next week. One of my friends introduced me to you. Could you tell me more about your catering services?

Thanks,  
Kate

**Directions: Respond to the email as if you are an employee of the catering company. In your email, give ONE piece of information and ask TWO questions.**

Answer:

Dear Ms. Moore,

Thank you for choosing our service. My name is Rony and I'm an employee at EZ Catering. I'm writing in response to your email dated September 19<sup>th</sup> about your wedding anniversary.

Currently, we are offering full service for all types of events. To know what you need, could you please tell me the number of guests? In addition, what is your budget for this party.

I'm looking forward to hearing from you.

Best regards,

Rony

FROM: Peter Smith  
TO: Rose Hotel  
SUBJECT: Book a room in December  
SENT: November 19, 10:07 p.m.

Hello,  
I will be visiting New York City with my friend in December, so I'd like to know if you have any room available from 15 to 17.  
Many thanks,  
Peter

**Directions: Respond to the email as if you are an employee at Rose Hotel. In your email, give TWO pieces of information and ask ONE question.**

Answer:

Dear Mr. Smith,

Thank you for choosing our hotel. My name is Rony and I'm an employee at Rose Hotel. I'm writing in response to your email dated November 19<sup>th</sup> about book a room in December.

Currently, our hotel have two room available from December 15<sup>th</sup> to December 17<sup>th</sup> at 9AM. The fee is \$200/room. If you want to rent, could you please give me some information about you such as your phone number and your time when you arrive.

I'm looking forward to hearing from you.

Best regards,

Rony

**Phạm Hương Liên TOEIC**

- Đề 1:

Directions: Read the e-mail below.

From: Steven Appleby  
To: Martha Simon  
Subject: Small Business Magazine  
Sent: June 11, 2021

Dear Ms. Simon,

I work for Small Business Magazine. I am writing an article about small-business owners in your city, and I would like to interview you for the article. Would you be available to meet with me sometime next week?

Thank you.  
Steven Appleby

Directions: Respond to the e-mail as if you are Martha Simon. Provide ONE time you are available and ask TWO questions.

Answer:

Dear Mr. Appleby,

I'm writing in response to your email dated June 11<sup>th</sup> about your small business magazine. Thank you for contact with me.

I would available to meet you on Monday next week at 6PM. I have some questions for you about the meeting. First, why do you want to contact with me? Second, how many questions do you want to ask me? This is because I want to prepare well for the meeting.

I'm looking forward to hearing from you.

Best regards,

Martha Simon

Directions: Read the e-mail below.

From: Samantha Hawkins  
To: Hampton Human Resources  
Subject: Positions at Hampton  
Sent: August 10, 2021

Dear Sir or Madam:

I am interested in applying for a position at Hampton Inc. I recently graduated from the university and am interested in any openings you may have in your Marketing Department. If you have any positions open, please let me know what they are and how I can apply.

Thank you.

Samantha Hawkins

Directions: Respond to the e-mail as if you are a human resources officer at Hampton, Inc. In your e-mail, ask ONE question and give TWO pieces of information.

Answer:

Dear Ms. Hawkins,

Thank you for applying a position at Hampton Inc. My name is Rony and I'm a person of Hampton Human Resources. I'm writing in response to your email dated August 10<sup>th</sup> about your apply positions at Hampton.

I have one question for you. There are many companies outside so why do you choose Hampton Inc to work? We have vacant positions at Marketing Social Media and Marketing Analyst. If you want to apply at these postions, you need to have these things. First, you need to have knowledge about analyst and have experience in writing. Second, you need to know how to use some programs such as Canva, Adobe Photoshop.

I hope you have all things that we need.

Best regards,

Rony



- Đề 2:

Directions: Read the e-mail below.

From: Mark Hayes  
To: Easton Office Supply Company Subject: Order  
Sent: November 30, 20—

I put in a large order for office supplies from your company several weeks ago. I received the order yesterday; however, it was not complete. It did not contain the two boxes of manila envelopes that I ordered. Can you please resolve this problem for me?

Thank you.  
Mark Hayes

Directions: Respond to the e-mail as if you are an employee of the Easton Office Supply Company. In your e-mail, explain TWO problems and make ONE request.

Answer:

Dear Mr.Hayes,

Thank you for choosing our service. My name is Rony and I'm an employee at Easton Office Supply. I'm writing in response to your email dated November 30<sup>th</sup> about your orders. I'm so sorry about that issues.

You did not receive the two boxes of manila envelopes because the shipper was forgotten to check your orders. And one thing, maybe the address on these boxes was be deleted when shipping. I'm so sorry to hear about that so could you please tell me your ID of your orders, I will check and give it back to you soon.

I'm looking forward to hearing from you.

Best regards,

Rony

Directions: Read the e-mail below.

From: Mary Wilson  
To: All staff  
Subject: Tokyo visit  
Sent: April 15, 20—

Greetings to all,

As you know, next week we will receive guests from our Tokyo office. I need some ideas for interesting activities and places of interest they should visit. Also, I would like to know if any of you are available to take our visitors out for a meal or to visit some special place.

Thanks for your help.  
Mary Wilson

Directions: Respond to the e-mail as if you are a staff member. In your e-mail, make TWO suggestions and offer to help with ONE task.

Answer:

Dear Ms. Wilson,

My name is Rony and I'm an employee in Data Analyst Department. I'm writing in response to your email dated April 15<sup>th</sup> about Tokyo visit.

I could be available to take our visitors out for a meal or to visit some special place. First, I suggest we should take our visitors to Sumo restaurant to eat some special food in here. Second, I suggest we should take them to Daichi beach. This is because the beach here is very beautiful. Last, could you please help me to take them to Sumo restaurant, I will be there when I finish my job?

I'm looking forward to hearing from you.

Best regards,

Rony

- Đề 3:

Directions: Read the e-mail below.
<p>FROM: Kangaroo Travel Agency TO: Potential traveler SUBJECT: It's time to travel!!! SENT: November 3, 10:05 A.M.</p> <p>We do Australia because we know Australia. Now it's time to talk to the Australia special deals to Sydney, Melbourne, and many more tourist attractions in Australia. Call 24 hours a day, 7 days a week. Please visit our Web site <a href="http://www.kangaroo.co.au">www.kangaroo.co.au</a>. We hope to hear from you soon!</p>
Directions: Respond to the e-mail as if you are a customer. In your e-mail, ask for TWO pieces of information about the travel packages and make ONE request.

Answer:

Dear Sir or Madam,

My name is Rony and I'm writing in response to your email dated November 3<sup>rd</sup> about travel to Australia.

I have some questions about your service to travel to Australia. First, could you please tell me what cost for one person travel to Australia is? In addition, could you please tell me where we will go in your travel packages? I would like to ride a bike, so can you rent me a bike?

I'm looking forward to hearing from you.

Best regards,

Rony

Directions: Read the e-mail below.

FROM: Sandra Smith  
TO: White Appliances  
SUBJECT: Unsatisfactory service  
SENT: March 17th, 2:10 P.M.

White Appliances:

I'm writing to complain about the unsatisfactory service I received at your store. Two weeks ago, I purchased a newly launched model of washing machine. But, I found when I unpacked it that it had been damaged in the right side of the door. Also, when I was doing my laundry it automatically stopped and I couldn't get it start again. So, I tried to call the repair center over 5 times, but I still haven't received any repair service. I think this is not a good way to treat customers. Please write back soon and let's discuss this matter.

Directions: Respond to the e-mail as if you are a worker at White Appliances. In your e-mail, give at least ONE explanation and make TWO compensations.

Answer:

Dear Ms. Smith,

My name is Rony and I'm a worker at White Appliances. I'm writing in response to your email dated March 17<sup>th</sup> about your unsatisfactory service.

I'm so sorry about that your washing machine had been damaged before using. Maybe the shipper wasn't careful when shipping. Would you mind if I take it back and give you another washing machine as you purchased. In addition, I hear that you tried to call the repair center over 5 times. I'm sorry about that, this is because the repair center was being updated. I will give some employee to fix your laundry so could you please give me your address?

I'm looking forward to hearing from you.

Best regards,

Rony

- Dề 4:

From: Betty Corners  
To: Danny O'Brien  
Subject: Asking for feedback  
Date: June 20, 2022

Dear Mr. O'Brien,

I hope that you were pleased with our food and services during your company's anniversary banquet on June 15. Since this is your first time with us, we would be happy to get your feedback and comments so that we can serve you better in the future.

You can send your comments and suggestions to this e-mail account, or you can also give us a call at 171-367-0287.

Best regards,  
Betty Connors  
Chef and Proprietress, Betty's Catering Services

**Directions:** Respond to the e-mail as if you are Danny O'Brien. In your email, provide TWO pieces of information and make ONE suggestion.

Answer:

Dear Ms. Corners,

I'm writing in response to your email dated June 20 about asking for feedback. I'm very pleased with your food and your services.

First, the salmon was too salt so I feel uncomfortable. So next time, can you decrease the salt into the salmon. In addition, your mushroom soup was very delicious. I cannot stop to eat so I want to eat more and more after.

Thank you so much for your food.

Best regards,

Danny O'Brien

From: Marilyn Grahams, HR Department Head, M&B Industries  
To: All staff  
Subject: Upcoming training  
Date: November 06, 2022

★ 4 points

Good morning!

As you know, next month, there will be a series of training sessions for all employees. We really want to hear which topics you are interested in. The most requested ones will be covered in the training, which will definitely be helpful for everyone's development.

Please reply to this e-mail by next Monday, and don't hesitate to ask any questions you might have.

I look forward to your ideas.  
Marilyn Grahams

**Directions:** Respond to the e-mail as if you are an employee at M&B Industries. In your email, suggest TWO training topics and ask ONE question.

Answer:

Dear Ms. Grahams,

My name is Rony and I am an employee at Data Analyst Department. I am writing in response to your email dated November 6<sup>th</sup> about upcoming training.

I am interested in swimming skills and medical skills. First, I suggest we should have some days for our employees to training swimming in the pool. In addition, I suggest we should have some days for medical skills. This is because I really helpful in our life. Last, I have got one question what is the exact day that we begin to training sessions for all employees?

I am looking forward to hearing from you.

Best regards,

Rony