

## I. EXAM FOCUS

## ● ASKING QUESTION

## Sample question

**Directions:** Read the e-mail.

From: update@dailyjobseeker.com  
To: Anna Billings  
Subject: Daily Jobseeker update  
Sent: March 14, 20—

Dear Daily Jobseeker subscriber,

Here is the most recent job opening:

Marleyhome Inc. is looking for an experienced accountant to fill a vacancy in its Accounting Department. The company needs someone with an accounting degree and at least three years of experience. Contact Ralph Kramer, r\_kramer@marleyhome.com.

**Directions:** Respond to the e-mail as if you are interested in applying for the position. Make ONE statement about your professional background and TWO requests for information about the job.

*(write your response here)*

## Sample response

Dear Mr. Kramer,

I understand that you want to hire someone to work in your Accounting Department. I have worked as an accountant at the Hiram Company for five years. **Could you please send me a job application? Also, I would like to know when the job will begin. Thank you very much for your help.**

Sincerely,

Mary Clark

## ● LANGUAGE DEVELOPMENT

1. Choose the correct answer to complete the following sentences.

1. .... is imperative when conducting business.  
A. Flexible      B. Punctuality      C. Job application      D. Punctual
2. Job ..... is always written in an official style.  
A. application      B. applying      C. productivity      D. copy of material
3. Our plans need to be ..... enough to cater for the needs of everyone.  
A. address      B. flexibility      C. penalty      D. flexible
4. We offer a free ..... service for the first twelve months after purchase.  
A. after - sales      B. before-sale      C. middle-sale      D. initial-sale
5. According to the ....., the wires should be the other way round.  
A. installation      B. manual      C. notice      D. copy of materials
6. Mr. Jones has bought a new printer but he wants to ..... the case for a slightly larger one.  
A. exchange      B. address      C. recommend      D. change
7. The customer can get a ..... in case they stay at the hotel.  
A. penalty      B. recommendation      C. discount      D. beverages and snacks
8. Can your store help me with the .....?  
A. installation      B. install      C. installed      D. installing

**Exercise 2. Match the words with its definition.**

1. Address	a. a punishment for breaking a law, rule or contract
2. Manager	b. department in charge of any other activities associated with the Executive Committee 's activities , including financing and office work
3. General affairs	c. a booklet or book, usually accompanying an appliance, device, computer game or vehicle, which contains written guidelines informing how to use it
4. Notice	d. to think about a problem or a situation and decide how you are going to deal with it
5. Penalty	e. a person who is in charge of running a business
6. Discount	f. the fact of happening or doing something at the agreed or correct time and not being late

7. Product manual	g. to see or hear somebody/something; to become aware of somebody/something
8. Punctuality	h. an amount of money that is taken off the usual cost of something

## II. PRACTICE

Exercise 1. Read the e-mail and complete the suitable response in the blank.

Email 1.

From: Wendy Tyler  
To: Pedro Valdez  
Subject: Your new laptop  
Sent: Today, 4:15 P.M.

Dear-Mr. Valdez,

My name is Wendy Tyler and I am in charge of our after-sales service. I hope you're happy with your new Lin-klater SX5 Notebook. If you have any questions about the computer, please let me know right away.

Kind regards,  
Wendy Tyler

(1) Có thể đổi vỏ máy được không?

(2) Vui lòng giới thiệu cho tôi một cái máy in được không?

I have two questions I'd like to ask you.

Firstly,.....

.....

Secondly,.....

.....

**E-mail 2**

From: Mark Rose, Conference Manager, Spencerville Hotel

To: Hari Meliola, Sales Manager, For-tech

Subject: Confirmation

Sent: June 18, 10:47 A.M.

I am writing to confirm your registration for the Sales Managers' Conference at The Spencerville Hotel on Friday, June 22. I look forward to seeing you at the event. Should you have any questions relating to travel, accommodation or the conference agenda, please contact me at any time.

Sincerely,

Mark Rose

**(1) Thức uống và món ăn nhẹ được phục vụ miễn phí phải không?**

**(2) Nếu ở lại khách sạn của quý vị thì chúng tôi có được giảm giá không?**

I would like to ask you two questions about the information you gave me.

To start with,

.....  
.....

In addition,

.....  
.....

### E-mail 3

From: Pierre Flause,  
Flause Family Appliances  
To: Sandra Beddington  
Re: New PO-GX Turbo  
Sent: July 23, 10:20 A.M.

Dear Ms. Beddington

Thank you for shopping at Flause Family Appliances. We're sure you're going to love your new PO-GX Turbo washing machine! If you have any questions related to the product, please feel free to get in touch with me.

Sincerely,

Pierre Flause

(1) Nếu gặp khó khăn khi lắp đặt sản phẩm thì có được giúp đỡ không?

(2) Nếu thiếu cuốn hướng dẫn sử dụng thì công ty có thể gửi cho tôi không?

Actually, I do have some questions about the product.

For one thing,

.....

For another,

.....

### E-mail 4

From: Derek Walker, Sales Representative, printing Express  
To: Gina Pollock, Administrative Assistant, YK Accounting Executives  
Subject: Your call  
Sent: August 20, 8:05 A.M.

Dear Ms. Pollock,

I understand you tried to call me on Friday afternoon last week. Sorry, I've only just received the message. If you have any printing work you need done, please email me right away with your requests.

Sincerely,

Derek Walker

**(1) Gửi chúng tôi vài bản báo cáo dành cho cuộc họp ban giám đốc sắp tới.**

**(2) Gửi cho chúng tôi một trang tờ rơi dành cho khách hàng.**

We'd like to make two requests for printing work.

To start with, .....

.....

Also, .....

.....

### Exercise 2. Writing e-mail

From: Jenny Bierre, Marketing Manager, HyperCom

To: Mailing list

Subject: Great Off-Peak Plan!!

Sent: August 14, 12:22 PM.

Dear HyperCom customers,

HyperCom is offering an amazing new cell phone plan. The Off-Peak Plan is just \$15 a month. Users can receive unlimited calling time outside normal business hours. This deal can't be beaten! Please contact us right away if you have any questions about this great offer.

Yours faithfully,

Jenny Bierre

Marketing Manager, HyperCom

**(Directions)**

Respond to the email as if you are a customer. In your email, make THREE questions.

## Brainstorm

Sender: \_\_\_\_\_

Receiver: .....

The subject of the email: .....

Require/ question: .....

### Three ideas about questions:

.....  
.....  
.....

## Writing email