

A. Vocabulary:

1. Put the words in the correct order to make questions and sentences.

- 1 questions / are / any / there
Are there any questions?
- 2 have / questions / does / any / anyone
Does anyone have questions?
- 3 quite / understand / question / I / the / don't
I don't quite understand the question.
- 4 let / correctly / understood / me / check / I've / you
I've let you check correctly if you understood me.
- 5 for / you / question / that / thank
Thank you for that question.
- 6 that / question / an / 's / important
That's an important question.
- 7 to / are / two / parts / question / your / there
Are there two parts to your question?
- 8 answer / that / your / does / question
Does your answer to that question?
- 9 have / question / I / answered / your
Have I answered your question?

2. Complete the conversation with the pairs of words from the list.

asking + if

questions + answer

brings + end

check + correctly

that + your

quite + question

hear + repeat

- A** That _____ me to the _____ of the presentation, so if anyone has any _____, I'm happy to try and _____ them.
- B** Yes, with regard to your final point, how long do you think the process of change will take?
- A** Sorry, I couldn't _____ you. Can you _____ that?
- B** I was asking how long you think the process of change will take.
- A** Sorry, I don't _____ understand the _____

B I mean, are all the changes you outlined in the near future or are some of them long-term?

A Let me _____. I've understood you _____. You're _____ me _____ all the changes I've outlined need to happen sooner or later?

B Yes, I suppose I am.

A All of them need to happen as soon as possible. If we don't change, we won't survive. Does _____ answer _____ question?

B. Reading: Read the email below and complete the task.

To: Hien Pham <hpham@ngoc.com>
From: Theresa Griffin tgriffin@thongsoftware.com
Subject: Information
Date: September 20

Dear Mr. Pham:

Welcome to Throng Software. We are pleased that you are joining the company. On your first day of work, Monday, October 3, please report to building 14 at 8:45 A.M. You can check in at the front desk, where you will be given a temporary ID badge. I will meet you there, show you to your office, and then take you on a tour of the building to introduce you to your colleagues. You will then go to Information Technology (IT) to receive your laptop, passwords, and security information. When you are finished, someone will guide you to Human Resources in building 12 so you can fill out payroll and benefits forms.

Please join me and several colleagues at 11:30 A.M. We will take you to one of our favorite restaurants near the office. The rest of the afternoon will be free for you to get settled into your office and review the information you receive during the day. I will stop by your office later in the day to make sure you know where all the office equipment is.

I look forward to seeing you then.

Sincerely,
Theresa Griffin Human Resources, Throng Software

1, What will happen on October 3?

- A. New laptops will be issued to employees.
- B. A luncheon will be held in the cafeteria.
- C. Tours of a renovated building will be given.
- D. A new employee will start work.

2, Where will Mr. Pham complete some documents?

- A. In building 12
- B. In building 14

- C. In his office
- D. In the IT office

3, The word "rest" in paragraph 2, line 2, is closest in meaning to?

- A. majority
- B. remainder
- C. break
- D. purpose

4, What will Mr. Pham do in the afternoon?

- A. Test some equipment
- B. Visit Ms. Griffin's office
- C. Review some project proposals
- D. Learn where equipment is located

C: Listening: Listen to three parts of a presentation about a new procedure for reporting injuries at work. Then complete two tasks below. *You can listen 3 times.*

Task 1: Circle the best answer.

	Part 1		Part 2		Part 3	
Thank	YES	NO	YES	NO	YES	NO
Repeat	YES	NO	YES	NO	YES	NO
Answer	YES	NO	YES	NO	YES	NO
Check	YES	NO	YES	NO	YES	NO
Refer to team or website	YES	NO	YES	NO	YES	NO
Offer to contact questioner	YES	NO	YES	NO	YES	NO

Task 2: Listen again and choose the expressions you hear.

	Answer	
1. Does anyone have any questions?	Yes	No
2. If anyone has any questions, I'm happy to try and answer them now.	Yes	No
3. That's a good question.	Yes	No
4. That's an interesting point.	Yes	No
5. I think there are two parts to that question.	Yes	No
6. First of all ... And for your second point ...	Yes	No

7. Sorry, I couldn't hear you. Can you repeat that?	Yes	No
8. Sorry, I don't quite understand the question.	Yes	No
9. Let me check I've understood you correctly.	Yes	No
10. You're asking me if ...?	Yes	No
11. Have I answered your question?	Yes	No
12. Does that answer your question?	Yes	No

D. Writing: Translate the following email into English.

Thưa ông Bill Nguyễn,

Tôi rất vui khi nhận được email của ông. Liên quan đến yêu cầu của ông, tôi rất xin lỗi khi thông báo với ông rằng chúng tôi sẽ không thể đáp ứng được yêu cầu của ông, bởi vì tuần sau là ngày lễ ở Việt Nam. Chúng tôi có thể hoàn tất dự án sau ngày ông yêu cầu một tuần không? Nếu điều đó không thể, vui lòng cho tôi biết một ngày khác mà thuận tiện cho ông.

Tôi rất xin lỗi vì sự bất tiện này. Tôi rất mong chờ email phản hồi của ông.

Trân trọng,

Jasmine