ĐỀ KTRA GKY THỬ

Môn thi: **Tiếng Anh Điện- Điện tử 5**

Trình độ đào tạo: **Đại học**

MÃ ĐỀ: 1402 A Thời gian thi: **35 phút** (*Tính cả thời gian nghe*)

Part I: LISTENING (40p) (CHỈ NGHE 10 PHÚT ĐẦU)

A. Listen to a short talk about Google's organizational culture and complete the following sentences with ONLY ONE WORD.

1. Organization culture determines how _____ behave, how the company treats its employees and what its working environment is like.
2. Google's open culture helps create a working environment that fosters flexibility, _____, and innovation.
3. Innovation and _____ skills are encouraged.
4. Google's flat structure encourages new hired to _____ their ideas and allows free flow of information.
5. Google supports an open line of _____ through meeting, email and open-door policy.

B. Listen to four telephone conversations to some companies' customer service and answer each question with ONE WORD OR A NUMBER.

6. In call 1, what equipment doesn't work?
7. In call 2, what is the woman's phone number?
8. In call 3, what is missing?
9. In call 3, what model is the microwave?
10. In call 4, what is incorrect?

Part II: READING (40p)

A. Read the passage and fill in each blank of the below summary with NO MORE THAN TWO WORDS from the text.

How to Handle a Customer Complaint?

Respond Professionally

In short, this sentence means one thing-Solve the Problem. Apologize for the inconvenience and get on your way to resolving the problem. What matters to the customer is that you are willing and able to handle the problem presented to you. Don't make the company look bad…Make everyone look great by being productive and proactive. If a situation warrants further investigation or action, that is another matter, don't bring the customer into it.

Sympathize

A customer with a complaint may be angry and can expect resistance. By sympathizing you can often defuse the situation. Statements such as "I understand how you feel," or "I can see how you are upset by this" are often great phrases. Acknowledge the customer's feeling without agreeing with their position. A friendly, open, non-defensive attitude lets the customer know how important they are to you.

Apologize

Be sincere in expressing regrets that the customer has been inconvenienced or disappointed. Now state the company position. Ask questions to find out if the customer understands company policy. If adjustments are in order, make them quickly, and cheerfully. If no adjustment is due, explain the company policy to the customer. If the company caused the fault, admit it quickly and show your willingness to correct the error. If the error is the customer's, allow him to save face. Remember the purpose is to bring them back.

Rebuild Your Reputation

After apology, remind the customer that your company successfully deals with hundreds (or thousands) of customers every year. Remind them that we have built a good reputation based on service and dedication to your customers. Let them know you appreciate them and are able to correct the problem.

Thank the Customer

Make the customer feel good. By now they're a little embarrassed they've created such a fuss. If they go away feeling that they've made a mountain out of a molehill, they may never come back. Be sure that you take the opportunity to thank them for the constructive criticism and allow them to save face.

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To deal with complaints from customers, there are five main things you need to remember. Firstly, you must (11) _____, which means you can and are willing to solve the problem. Secondly, show your sympathy! It's important to show a friendly, open, non-defensive (12) _____. Next, admit and apologise if it's the company's (13) _____, but allow customers to save face if the error is theirs. After apologising, remember to emphasize your (14) _____ based on service and dedication to customers. Last but not least, thank the customers for their (15) _____.

B. Read the text about Canon Inc. and answer the questions with NO MORE THAN TWO WORDS AND/OR A NUMBER.

Canon, Inc. is a multinational corporation that specializes in imaging and optical products. It is headquartered in Tokyo, Japan. Canon was originally established in 1930 to create high-quality cameras, an ambition first realized in 1936, with the release of the Hansa Canon - the first focal-plane shutter camera. Through technological innovation, Canon has become a world-leading innovator and provider of imaging solutions, and a major manufacturer of printers, photocopiers, and fax machines, as well as medical and broadcasting equipment. It operates through the following segments: Office Business, Consumer Business, Industry and Others Business. Today, Canon's annual sales average $40.23 billion, and it employs 191,889 people in 51 affiliated companies worldwide.

A key to Canon's success has been innovation and research. Canon annually invests approximately 10% of its sales in research and development. In 2004, Canon ranked third worldwide among all companies for the number of U.S. patents issued. Canon has maintained a global ranking among the top five companies for the past 20 years, with a total of 26,528 U.S. patents granted in almost 70 years. Some products developed from Canon patented technology include the laser beam print engine, Bubble Jet Printing systems, eye-control focus systems for cameras and camcorders, and optical image stabilization for video cameras, broadcast lenses, and binoculars.

Business Week magazine places the Canon brand in position 35 among the best global brands. In 2005, Canon was number 30 in *Fortune's* All-Star list of the world's most admired companies. *Financial Times* listed Canon as number 25 among the world's most respected companies, and the President and Chief Executive Officer - Mr. Fujio Mitarai - as 10th among the world's most respected company leaders.

16. When was the Hansa Canon first introduced to public?
17. How many affiliated companies does it have?
18. How much money does Canon invest in research and development every year?
19. What is the position of Canon among the most admired companies?
20. Which newspaper ranked the Canon's CEO as 10th among the most respected company leaders?

Part III: WRITING (20p)

21. What/ can/ you/ contribute/ our company/ if/ you/ hire/?//
    A. What can you contribute to our company if you are hired?
    B. What could you contribute to our company if you were hired?
    C. What are you contribute to our company if you are hired?
    D. What can you contribute to our company if you were hired?
22. Apple Inc./ specialize/ consumer electronics/ and/ computer software//
    A. Apple Inc. specialize in consumer electronics and computer software.
    B. Apple Inc. is specializing in consumer electronics and computer software.
    C. Apple Inc. specializes in consumer electronics and computer software.
    D. Apple Inc. is specialized in consumer electronics and computer software.
23. It/power/1.2GHz quad-core ARM Cortex A7 processor.
    A. It is powering with a 1.2GHz quad-core ARM Cortex A7 processor.
    B. It powers by a 1.2GHz quad-core ARM Cortex A7 processor.
    C. It is powered with a 1.2GHz quad-core ARM Cortex A7 processor.
    D. It is powered by a 1.2GHz quad-core ARM Cortex A7 processor.
24. The display resolution/Apple iPhone 7/low/that/Samsung Galaxy S7.
    A. The display resolution of Apple iPhone 7 is low than that of Samsung Galaxy S7.
    B. The display resolution of Apple iPhone 7 is lower than that Samsung Galaxy S7.
    C. The display resolution of Apple iPhone 7 is lower than that of Samsung Galaxy S7.
    D. The display resolution of Apple iPhone 7 is low as that of Samsung Galaxy S7.
25. Turn on/ power/ check/ electrical connections/ and/ make/ final adjustments//
    A. Turn on the power to check the electrical connections, and make the final adjustments.
    B. Turn on the power to check the electrical connections, and making the final adjustments.
    C. Turn on the power checking the electrical connections, and making the final adjustments.
    D. Turn on the power to checking the electrical connections, and make the final adjustments.
26. Samsung Gear 2/ feature/ 2MP camera/ auto focus/ in contrast/ there/ be/ no camera/ in/ LG G Watch/
    A. Samsung Gear 2 features a 2MP camera with auto focus, in contrast, there is no camera in LG G Watch.

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B. Samsung Gear 2 features a 2MP camera with auto focus. In contrast, there was no camera in LG G Watch.
C. Samsung Gear 2 features a 2MP camera with auto focus. In contrast there is no camera in LG G Watch.
D. Samsung Gear 2 features a 2MP camera with auto focus. In contrast, there is no camera in LG G Watch.

27. If / home air conditioner/ cold enough, it/have /coolant leakage.
A. If your home air conditioner is not cold enough, it had a coolant leakage.
B. If your home air conditioner is not cold enough, it may have a coolant leakage.
C. If your home air conditioner is not cold enough, it will have a coolant leakage.
D. If your home air conditioner is not cold enough, it would have a coolant leakage.

28. If / drain hose / cracks, replace /same type / hose.
A. If the drain hose has cracks, replacing it with the same type of hose.
B. If the drain hose has cracks, replace it with the same type of hose.
C. If the drain hose has cracks, to replace it with the same type of hose.
D. If the drain hose has cracks, replaced it with the same type of hose.

29. In case/ the antivirus program/ might/ be cause/ problem/ we/ send/ technician/ have a look/repair it/ you.
A. In case the antivirus program might be causing this problem, we will send a technician to have a look and repair it for you.
B. In case the antivirus program might be cause this problem, we will send a technician to have a look and repair it for you.
C. In case the antivirus program might be causing this problem, we will send a technician to have a look and repair them for you.
D. In case the antivirus program might be causing this problem, we send a technician to have a look and repairing it for you.

30. Thank you/ take/ time/ communicate/ us/ why/ blender/ not meet/ expectations.
A. Thank you for take the time to communicate to us why our blender did not meet your expectations.
B. Thank you for taking the time communicate to us why our blender did not meet your expectations.
C. Thank you for taking the time to communicating to us why our blender did not meet your expectations.
D. Thank you for taking the time to communicate to us why our blender was not met your expectations.

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