



Select the best answer to complete each sentence.

1. Last night, the weather forecaster ----- us that the heavy rain would cause traffic delays in the downtown area.

- (A) inform
- (B) informs
- (C) informed
- (D) will inform

2. Ivy Mod Fashion ----- the order before I went to Los Angeles for the International Design Conference.

- (A) already shipped
- (B) already ship
- (C) is already shipping
- (D) had already shipped

3. Ms. Violet ----- a product presentation to our potential customers at 9 A.M. yesterday.

- (A) was giving
- (B) is giving
- (C) gives
- (D) gave

4. Last week, our company ----- to promote Ms. Rose after the performance review.

- (A) decided
- (B) deciding
- (C) was deciding
- (D) decides



5. The mailman dropped a package when he ----- the order.

- (A) delivers
- (B) was delivering
- (C) had delivered
- (D) has delivered

6. Dalton Deliveries ----- a single complaint about its service until last quarter.

- (A) never has
- (B) never have
- (C) had never had
- (D) have never had

7. It ----- all day by the time Mr. Blaze came home.

- (A) rains
- (B) has been raining
- (C) was raining
- (D) had been raining

8. There will be a sharp increase in the ----- of petrol when the war breaks out.

- (A) charge
- (B) cost
- (C) price
- (D) value

9. The price includes three-day ----- anywhere in Hanoi.

- (A) delivery
- (B) ship
- (C) supply
- (D) order



10. Many Chinese consumers go to the US and Europe to buy luxurious -----.

- (A) food
- (B) brands
- (C) estate
- (D) goods



Select the best answers to complete the passage.

Dr. Lin Wei Xiang
Marlinton Group
2225 Queens St.,
New York, CO 7082
RE: Repair order #1929-P05 presentation projector

Dear Ms. Lin,

I am writing to you regarding the projector you --[11]-- with us for repairs. After a thorough inspection, I must inform you that we may need an additional week to repair the product. While we --[12]-- on the cleaning process, we noticed that the lens was damaged and some of the lights were out of order. There are alternative lenses available in our stock, but the lights will need to be ordered from our supplier's factory in the Netherlands.

If you wish us to continue with the repairs, please contact us at our hotline 1955-5591.

Yours sincerely,
Catherine Lawrence

11. Question 11

- (A) left
- (B) were leaving
- (C) leave
- (D) is leaving

12. Question 12

- (A) working
- (B) were working
- (C) work
- (D) have worked



To: James Brook
From: Christine Emerson
Date: April 11
Subject: New supplier request

Dear Mr. Brook,

My name is Christine Emerson. I am the purchasing manager of Passion Academy. I am responsible for placing the orders of all office supplies for our school. Since the contract with the last supplier is coming to an end soon, I hope that I can find a new supplier by the end of this month. The previous company did not have enough items when requested; therefore, I did not think we should renew the contract with them. I have known your company for years, and I believe that you are reliable enough to meet our requirements.

I would like to organize a meeting with you so that we can discuss further. I will be away for a business trip on April 14, so it would be best if we can meet after that. Please text me at (+44) 397-621-568 to confirm the date for the appointment.

Thank you very much,

Christine Emerson
Purchasing Manager

13. Why did Ms. Emerson decide not to renew the contract?

- (A) The supplier did not have enough quantities of items.
- (B) The supplier did not deliver on time.
- (C) The supplier provided the wrong items.
- (D) The supplier cancelled the contract.

14. When will Ms. Emerson meet Mr. Brook?

- (A) Before April 11
- (B) After April 4
- (C) Before April 30
- (D) After April 14



15. What does Christine Emerson ask James Brook to do?

- (A) Reply her e-mail
- (B) Send her the product descriptions
- (C) Send her a message
- (D) Call her directly