A. Vocabulary: Complete the sentences.

missed + say	catch + say	understand + explain
follow + go	get + clarify	lost + run

1. Sorry, I don't _____. Could you _____ again please?
2. Sorry, I don't quite _____ you. Could you _____ over it again.
3. Sorry, I didn't _____ that. Could you _____ slower?
4. Sorry, I don't _____ point 2 from the agenda. Could you _____ it?
5. Sorry, I _____ you on that. Could you _____ through it again?
6. Sorry, I _____ that. Could you _____ it again?

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 yot 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

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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: The Scandinavian company KYM has a budget deficit. Each region has been asked to cut costs. Three regional customer service managers (Jens from Denmark. Matt from Finland, Anna from Sweden) are meeting to discuss where savings can be made. The meeting is led by Sinead, a consultant brought in to oversee the measures.

Listen to their meeting and complete the gaps. ***You can listen 3 times.***

Sinead Today, I'd like to establish where we think we can cut costs. We can discuss actual figures when we've considered what's possible. Jens, could you start us off, please?

Jens Yes, well, _____, we'll see that our costs for personnel are very high ...

Anna Yes, but we've discussed lay-offs before.

Sinead _____, let's hear what Jens has to say about personnel before we reject the topic.

Jens You're right, Anna, but I'm not talking about reducing the number of employees. _____. They're here in black and white, and they're costing us a lot of money. The fact is we need to keep these to a minimum to save money.

Sinead Matt, _____?

Matt What Jens says is right. The thing is, we need to look at why we have so much overtime and if it's realistic to try to reduce it.

Anna If we do reduce it, it'll mean dramatic savings. We could set up a programme ...

Sinead ... That all sounds pretty positive. _____ a country level and discuss it again at our next meeting. _____ office resources? Anna, this was your point. _____?

Anna Yes, what I mean is paper, office supplies, that sort of thing. I think if we look closely at what we actually use, we'll find there's a lot of waste. A classic example is printing emails out on expensive copy paper.

Matt _____ monitoring the office supplies and making sure we're not using too many or wasting too much?

Anna Exactly.

Jens _____. As far as I'm concerned, we'd make hardly any savings compared to the personnel costs.

Matt The drawback is, it's quite labour intensive to keep a check on this. ... But it could be a project for one of our work experience students.

Anna Yes, we're actually in a position ...

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Sinead ... I don't want to spend too long on this point. We should set up the project Matt mentioned with the student — and see how it goes. There are plenty of other areas we could consider. _____, customer expenditure.

Matt If you ask me, we should look carefully at client travel expenses and entertainment costs.

Jens Absolutely. We spend far too much money on clients. The expense accounts aren't taken seriously enough ... _____.

Sinead Anna, you've been very quiet.

Anna Yes, I was just doing some calculations ... Matt is right. But I think it would be crazy to cut expense accounts. In my opinion, we should introduce tighter guidelines.

Sinead Good, we seem to be getting somewhere. _____.

D. Writing: Translate the following sentences into English.

1. Thật tuyệt khi được gặp mọi người. Trước khi chúng ta bắt đầu, tôi có thể giới thiệu Phil với tất cả các bạn được không? Anh ấy đến từ công ty Factfour - đây là một trong những khách hàng của chúng tôi và anh ấy sẽ trình bày các kế hoạch cho năm tới. Chào mừng, Phil.

2. Tôi nhận được lời xin lỗi từ Sophia và Mari. Sophia không thể ở cùng chúng ta hôm nay vì cô ấy có một khóa đào tạo. Và Mari cũng không thể đến được vì cô ấy bị ốm.

3. Chúng ta cần đưa ra một số quyết định quan trọng liên quan đến kế hoạch ngày hôm nay. Vì vậy, mọi người hãy có một số suy nghĩ rõ ràng, mang tính xây dựng. Phải. Bây giờ chúng ta hãy bắt đầu.

4. Hãy cho chúng tôi biết bạn nghĩ gì về điều này.

5. Có ai muốn nói gì về điều đó không?

6. Ngày mai tôi sẽ gọi cho bạn để cập nhật...

7. Tôi sẽ theo dõi sau một tuần để đảm bảo rằng...

8. Bạn có thể kể cho tôi biết chính xác chuyện gì đã xảy ra không...

9. Vấn đề chính là...

10. Lựa chọn của chúng tôi là gì?

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