SỞ GIÁO DỤC VÀ ĐÀO TẠO	**ĐỀ KHẢO SÁT TỐT NGHIỆP THPT KHỐI 12 - LẦN 1**
HẢI PHÒNG	**NĂM HỌC: 2025 - 2026**
TRƯỜNG THPT TRẦN NGUYÊN HÃN	**MÔN: TIẾNG ANH**
(Đề thi có 08 trang)	Thời gian làm bài: 50 phút (không kể thời gian phát đề)

Read the following passage and mark the letter A, B, C, or D on your answer sheet to indicate the option that best fits each of the numbered blanks.

In an era where the hospitality industry faces severe staffing challenges, with a staggering 87% of hotels reporting shortages, hotel automation becomes increasingly vital. (1) _____. AGES are not merely technological advancements; they are strategic solutions that offer a new dimension of efficiency, personalization, and scalability in guest services. These systems redefine the interaction between hotels and their guests, providing a seamless, responsive, and personalized service experience (2) _____.

The core of AGES lies in their sophisticated technology stack. These systems are built on a foundation of artificial intelligence, machine learning, natural language processing, and data analytics. (3) _____. The AI behind these systems is constantly learning from interactions, enabling a more personalized experience for each guest. For hotel executives, understanding these components is essential for effective deployment and utilization.

AGES shine in their ability to personalize guest interactions. By analyzing previous interactions and preferences, (4) _____, making each guest feel uniquely valued. Additionally, their efficiency in managing inquiries is a game-changer. AGES can handle a high volume of requests simultaneously, reducing wait times and improving the overall guest experience. (5) _____.

Question 1.

A. Autonomous Guest Engagement Systems (AGES) will play a pivotal role in addressing these challenges.

B. Addressing these challenges helps enhance the pivotal role of Autonomous Guest Engagement Systems (AGES).

C. Playing a pivotal role in addressing these problems, Autonomous Guest Engagement Systems (AGES) was set up.

D. These problems will be addressed if Autonomous Guest Engagement Systems (AGES) plays a pivotal role.

Question 2.

A. in which today's hospitality environment more fast-paced and less labor-strained.

B. created an hospitable environment with fast pace and labor strain for essential customers.

C. makes today's hospitality environment more fast-paced and less labor-strained.

D. that is essential in today's fast-paced and labor-strained hospitality environment.

Question 3.

A. This blend of technologies allows AGES to understand and respond to guest queries in a natural,

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intuitive manner.

B. Using this blend of technologies, hotels allow AGES to understand and respond to guest queries in a natural, intuitive manner.

C. Without this blend of technologies, AGES could understand and respond to guest queries in a natural, intuitive manner.

D. AGES understand and respond to guest queries in a natural, intuitive manner so that these technologies can be blended

Question 4.

A. recommendations and responses can be tailored by these systems.

B. these systems offer tailored recommendations and responses.

C. tailored recommendations and responses are what these systems offer.

D. the capabilities of these systems offer tailored recommendations and responses.

Question 5.

A. Managing peak times and special events is particularly beneficial for this capability

B. Thanks to this capability, it is beneficial to manage peak times and special events.

C. This capability is too beneficial to manage peak times and special events

D. This capability is particularly beneficial in managing peak times and special events.

Read the following leaflet and mark the letter A, B, C, or D on your answer sheet to indicate the correct option that best fits each of the numbered blanks.

Tech Revolution: AI's Growing Impact on Our Lives

Facts and Figures

• (6) _____ experts are predicting that AI will continue to revolutionize various industries, from healthcare to finance, with a wide (7) _____ of applications.

• Companies (8) _____ AI-driven projects to enhance productivity. However, (9) _____ ethical concerns, some governments are delaying the launch of certain AI-driven technologies.

Positive Action!

🌞 **Embrace Innovation:**

• Get involved in the growing AI landscape by learning about its potential (10) _____ in your field.

🛡️ **Stay Ethical:**

• Advocate for responsible AI development that minimizes bias and ensures fairness across all sectors.

🔍 **Support Transparency:**

• Demand more transparency and accountability in AI systems to avoid harmful (11) _____ and increase trust among users.

Question 6. A. Many B. Little C. Another D. Each

Question 7. A. variety B. amount C. degree D. scale

Question 8. A. look for B. put up C. carry out D. take over

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Question 9. A. regardless of B. on top of C. in view of D. in spite of

Question 10. A. integrations B. applications C. components D. distributions

Question 11. A. modifications B. interferences
C. discrepancies D. innovations

Read the following passage about the urban shift and mark the letter A, B, C or D on your answer sheet to indicate the best answer to each of the following questions.

[**I**] In an increasingly digital world, the threat posed by virus writers and hackers is ever-present. [**II**] These individuals use their skills to **exploit vulnerabilities** in computer systems, often leading to significant financial and personal information loss. [**III**] Virus writers create **malicious software** - viruses, worms, and ransomware - to infiltrate systems, whereas hackers might break into systems for various motives, including curiosity, financial gain, or political activism. Understanding their methods is crucial in mitigating risks. [**IV**]

Typically, virus writers operate by identifying security flaws in software and systems. Once a vulnerability is found, they design code that can infect devices, often **propagating** through networks or external devices. Hackers, meanwhile, may use similar tactics but often engage in more extensive infiltration activities, stealing sensitive data instead of merely causing disruption.

Protection against these threats involves not only technical measures, such as firewalls and antivirus software, but also awareness and education among users. By recognizing suspicious behaviors, such as unsolicited emails or unfamiliar software installations, individuals can protect themselves from potential attacks.

Ultimately, as technology evolves, so too must our strategies for defending against these cyber adversaries. **Understanding the motivations and techniques of virus writers and hackers can empower individuals and organizations to take proactive measures in safeguarding their digital environments**.

Question 12. Where in the passage 1 does the following sentence best fit?

"Many hackers also engage in ethical hacking to help organizations enhance their security."

A. [III] B. [I] C. [IV] D. [II]

Question 13. The phrase "**exploit vulnerabilities**" in paragraph 1 could be best replaced by _____.

A. patch weaknesses B. analyze risks C. create loopholes D. take advantage of

Question 14. The word "**propagating**" in paragraph 2 refers to _____.

A. spreading B. deleting C. developing D. causing harm

Question 15. Which of the following is **NOT** a method virus writers use?

A. Design code B. Creating firewalls
C. Infecting devices D. Identifying security flaws

Question 16. Which statement best summarizes the difference between virus writers and hackers?

A. Virus writers are more malicious than hackers.

B. Hackers do not create viruses.

C. Virus writers only cause disruptions while hackers steal information.

D. Both engage in illegal activities, but hackers may also aim to improve security.

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Question 17. The term "**malicious software**" in paragraph 1 refers to _____.

A. software designed to harm systems
B. software with no defined purpose
C. software that improves performance
D. software solely used by corporations

Question 18. According to the passage, what role does user awareness play?

A. It's the only way to protect against attacks.
B. It's irrelevant to cybersecurity.
C. It complements technical measures for better security.
D. It's less important than technical measures.

Question 19. Which of the following can be inferred from the passage?

A. Virus writers only target financial institutions.
B. All hackers are criminals.
C. The landscape of cyber threats is constantly evolving.
D. Technology can eliminate all cyber threats.

Question 20. Which of the following best paraphrases the last sentence of the passage?

A. To defend against cyber threats, technology needs to adapt continually.
B. The motivations of cybercriminals will remain unchanged over time.
C. Adapting to new threats is unnecessary for digital safety.
D. Cybersecurity should focus solely on technical advancements.

Question 21. Which of the following is **TRUE** according to the passage?

A. All users are aware of potential cyber threats.
B. Hackers do not rely on exploiting vulnerabilities.
C. Technical measures alone can fully secure systems.
D. Virus writers and hackers use the same techniques to achieve different goals.

Read the following advertisement and mark the letter A, B, C, or D on your answer sheet to indicate the option that best fits each of the numbered blanks.

STAY FIT WITH VIRTUAL TRAINERS

"Am I exercising correctly? How can I stay (22) _____?" Many people struggle with these questions when working out alone. But now, there's an easy way to stay on track! A fitness company (23) _____ a new app recently, SmartCoach, (24) _____ virtual trainers to guide users through personalized workouts. When you sign up, you can select your fitness goals, helping the app (25) _____ the best plan for you. You will also get real-time feedback (26) _____ your progress. If you want to do a full-body workout, follow a strength or cardio session. If you prefer to (27) _____ a completely new approach, try yoga or stretching exercises. Why don't you try out this highly effective app to make fitness fun and convenient? Don't wait any longer—put in the effort and achieve your health goals today!

Question 22. A. motivated B. motivation C. motivate D. motivating

Question 23. A. has developed B. was developing

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C. develops D. had developed

Question 24. A. that was offered B. which offered

C. offering D. offered

Question 25. A. create B. to creating C. created D. creating

Question 26. A. at B. to C. on D. in

Question 27. A. put B. take C. make D. do

Read the following passage and mark the letter A, B, C, or D on the sheet to indicate the correct answer to each of the questions.

Soft and hard skills are both crucial in various jobs. Soft skills are interpersonal and personal characteristics that help people interact effectively, while hard skills are specific abilities that can be measured and quantified.

In many professions, such as teaching, soft skills like communication, empathy, and patience are crucial. Teachers need to effectively communicate with students and colleagues to create a positive learning environment. Empathy helps teachers understand students' needs and concerns while patience helps **them** handle difficult situations calmly. In the business world, soft skills like communication and leadership are highly valued. Effective communication enables employees to **convey** ideas, collaborate, and build strong relationships with clients and colleagues. Leadership skills are necessary for guiding teams toward common goals.

In contrast, hard skills like subject knowledge, lesson planning, and classroom management are also essential for teachers. A **solid** understanding of the subject matter allows teachers to deliver accurate lessons. Effective lesson planning ensures that learning objectives are met, while strong classroom management skills help maintain discipline and order. Hard skills like medical knowledge, technical proficiency, and attention to detail are essential in healthcare. **Healthcare professionals must have sufficient medical knowledge to diagnose and treat patients accurately**. Technical proficiency in operating medical equipment ensures accurate diagnosis and treatment, while attention to detail is crucial for patient safety. Hard skills such as analytical thinking and project management are essential in business. Analytical thinking helps professionals analyze data and ensures effective budgeting.

In conclusion, both soft and hard skills are essential in different jobs. Both types of skills complement each other and are crucial for achieving excellence in various professions.

Question 28. Which of the following is **NOT** mentioned as one of the soft skills?

A. leadership B. communication C. patience D. teaching

Question 29. The word "**solid**" in paragraph 3 is **OPPOSITE** in meaning to _____.

A. unreliable B. doubtful C. increased D. strong

Question 30. The word "**them**" in paragraph 2 refers to _____.

A. needs B. students C. teachers D. colleagues

Question 31. The word "**convey**" in paragraph 2 can be best replaced by _____.

A. express B. conduct C. brainstorm D. respect

Question 32. Which of the following best paraphrases the underlined sentence in paragraph 3?

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Healthcare professionals must have sufficient medical knowledge to diagnose and treat patients accurately.

A. Proper diagnosis and treatment require medical workers to have adequate medical expertise.

B. To examine and treat patients better, medical staff must have excellent soft skills.

C. Full medical knowledge is the most basic requirement of every healthcare employee.

D. Medical workers must learn all life long to keep their knowledge up to date and improve skills.

Question 33. Which of the following is **TRUE** according to the passage?

A. In some professions, like healthcare, hard skills are more important than soft skills.

B. If teachers manage the class poorly, male students will be more likely to misbehave.

C. All doctors and nurses are required to be proficient in the use of medical equipment.

D. Analytical thinking helps workers work better with information, numbers and finances.

Question 34. In which paragraph does the author discuss soft skills in the business world?

A. Paragraph 4 B. Paragraph 2 C. Paragraph 3 D. Paragraph 1

Question 35. In which paragraph does the author mention the connection between hard skills and soft skills?

A. Paragraph 2 B. Paragraph 3 C. Paragraph 1 D. Paragraph 4

Mark the letter A, B, C or D on your answer sheet to indicate the best arrangement of utterances or sentences to make a meaningful exchange or text in each of the following questions.

Question 36.

a. **Hoa**: Yes, it's been built with the aim of promoting our tourism to become an attractive spot for domestic and international tourists!

b. **Hoa**: Have you ever been to Hoa Lu Ancient Town?

c. **Alex**: I haven't been there myself, but I know that it's a beautifully designed cultural and tourist destination in Ninh Binh.

A. c-a-b B. b-a-c C. b-c-a D. a-c-b

Question 37.

a. Additionally, choosing eco-friendly products and supporting renewable energy sources, such as solar or wind power, contributes to a greener planet.

b. Planting trees helps reduce carbon dioxide levels and improves air quality.

c. Simple actions like reducing plastic use, recycling, and conserving water can make a significant difference.

d. It's important for individuals, businesses, and governments to work together to preserve natural resources, reduce pollution, and combat climate change for future generations.

e. Protecting the environment is crucial for ensuring a healthy and sustainable future.

A. e-a-c-d-b B. e-c-b-a-d C. d-e-a-c-b D. e-c-a-b-d

Question 38.

a. **Andy**: Really? Which AI applications are useful for students who need additional tutoring?

b. **Beth**: I think it is the chatbot.

c. **Beth**: I think a chatbot app is an effective application because it can help students understand difficult concepts

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by clarifying point and getting feedback on homework.

d. **Beth**: Hey, Andy. Artificial intelligence is surely beneficial, isn't it? It helps me to learn better.

e. **Andy**: What do you think about chatbots?

A. a-b-c-e-d B. c-a-b-e-d C. d-a-b-e-c D. a-c-b-e-d

Question 39.

Dear student,

a. Furthermore, I am considering asking experts such as former astronauts to come and talk to the school. Do you think students would be interested in such talks?

b. Firstly, I would like to know if you found the spacecraft exhibitions interesting and informative. Is there any way the Visitor Centre could be made more appealing for school visits?

c. Please do not hesitate to let me know if you have any other suggestions or comments.

d. As you recently visited the Oran Space Exploration Visitor Centre as part of a class visit, I would like your feedback on your experience and the facilities at the centre. I would be very grateful if you could take the time to reply.

e. Please tell me what your favourite part of the Visitor Centre was. I am very interested in your opinion and any suggestions you might have.

Yours faithfully,

A. b-d-c-a-e B. b-d-a-e-c C. d-b-c-e-a D. d-b-e-a-c

Question 40.

a. As AI continues to advance, it holds the potential to revolutionize fields such as healthcare, education, and business, though ethical considerations about job displacement and privacy are increasingly important.

b. Initially focused on basic problem-solving and calculations, AI now powers complex systems, from virtual assistants like Siri and Alexa to self-driving cars and advanced medical diagnostics.

c. Artificial Intelligence (AI) has rapidly evolved, transforming industries and everyday life.

d. Machine learning and deep learning technologies enable AI to analyze vast amounts of data, improving its decision-making abilities.

e. However, the challenge remains in ensuring that AI development is aligned with societal values and regulations to mitigate potential risks.

A. c – a – d – b – e B. b – c – a – d – e C. c – d – a – b – e D. c – b – d – a – e

THE END

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