

STEP 02 Thực hành

01 Nghe bài nói có một câu hỏi

MP3 FILE 120 Đọc câu hỏi và các đáp án, sau đó nghe phần ghi âm và chọn đáp án đúng.

01 What does the speaker ask Mica to do?

- (A) Make a phone call
- (B) Bring her résumé
- (C) Give a speech
- (D) Contact the other managers

02 What color folders did the customer order?

- (A) White
- (B) Blue
- (C) Yellow
- (D) Green

03 What should be entered after the number 9?

- (A) A guest's room number
- (B) A guest's phone number
- (C) A reservation date
- (D) A reservation number

04 Why is the speaker calling?

- (A) To confirm the man's appointment
- (B) To report a schedule change
- (C) To remind the man to get a checkup
- (D) To inform the man of some results

05 What will the man probably do next?

- (A) Check the conference room
- (B) Prepare a short note about the meeting
- (C) Contact some important clients
- (D) Attend a meeting with his colleague

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STEP 02 Thực hành

02 Nghe bài nói có hai câu hỏi

MP3 FILE 121 Đọc câu hỏi và các đáp án, sau đó nghe phần ghi âm và chọn đáp án đúng.

01-02

01 Why might callers **dial an extension number?**

- (A) To be connected to a specific person
- (B) To speak with a service worker
- (C) To inquire about general services
- (D) To talk to a client affairs manager

02 What should callers **do** if they want to **check out prices?**

- (A) Press the button 1
- (B) Press the button 2
- (C) Stay on the line
- (D) Visit the website

05-06

05 Why is the man **unable to meet the woman?**

- (A) He forgot about an earlier commitment.
- (B) He has to go and visit a dentist.
- (C) He is behind on his work.
- (D) He has to handle business matters.

06 What should Gemma **do right after she hears the message?**

- (A) Cancel lunch reservations
- (B) Go to the meeting
- (C) Return the man's call
- (D) Make new arrangements for lunch

03-04

03 What is the **purpose of the message?**

- (A) To cancel an order
- (B) To make a payment
- (C) To ask about an order
- (D) To confirm a delivery time

04 How many **tables** did Ms. Townsend **order?**

- (A) 2
- (B) 3
- (C) 5
- (D) 6

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STEP 02 Thực hành

03 Làm quen với bài thi nghe ở Part 4

MP3 FILE 122 Đọc câu hỏi và các đáp án, sau đó nghe phần ghi âm và chọn đáp án đúng.
Mỗi bài nói có ba câu hỏi.

01-03

01 What is the purpose of this message?
(A) To reschedule a meeting
(B) To contact a customer
(C) To announce a workshop
(D) To reserve a meeting room

02 Where will the meeting take place?
(A) In meeting room 16
(B) At the workshop area
(C) In the customer services office
(D) In the advertising department

03 What does Mr. Roman ask Ms. Johnson to do?
(A) Advertise a product
(B) Return his phone call
(C) Prepare a presentation
(D) Make a customer survey

04-06

04 Why does the woman make this call?
(A) To remind the man about a late form
(B) To schedule the man's hotel arrangements
(C) To confirm the details for some paperwork
(D) To request an invoice for expenses

05 How many nights was Mr. Wells charged for?
(A) 1
(B) 2
(C) 3
(D) 4

06 What is Mr. Wells advised to do?
(A) Submit some extra documentation
(B) Contact the woman right away
(C) Send the receipt from the hotel
(D) Reapply for travel reimbursement

**07-09**

07 What is the main purpose of the woman's call?
(A) To report a mechanical problem
(B) To raise an objection about a charge
(C) To cancel an order for a product
(D) To ask for a refund on an item

08 What does the woman refuse to pay?
(A) The after-sale service charge
(B) The online subscription
(C) The account fee
(D) The shipping cost

09 How much will the woman pay the company?
(A) \$430
(B) \$450
(C) \$470
(D) \$490

10-12

10 Who most likely is this message intended for?
(A) The management of Gerta Bank
(B) Former customers of Gerta Bank
(C) Existing customers of Gerta Bank
(D) Employees of Gerta Bank

11 What should listeners have already prepared?
(A) Their account details
(B) Their customer number
(C) Their personal information
(D) Their transaction specifications

12 What should listeners do if they want to replay the message?
(A) Call back later
(B) Press 0
(C) Press the pound key
(D) Press 3

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