


**STEP 02** Thực hành

**01** Nghe bài nói có một câu hỏi

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 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

►► Đáp án: trang 303

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

### 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

### 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

⇒ Đáp án: trang 303

**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